Certified Translator Program
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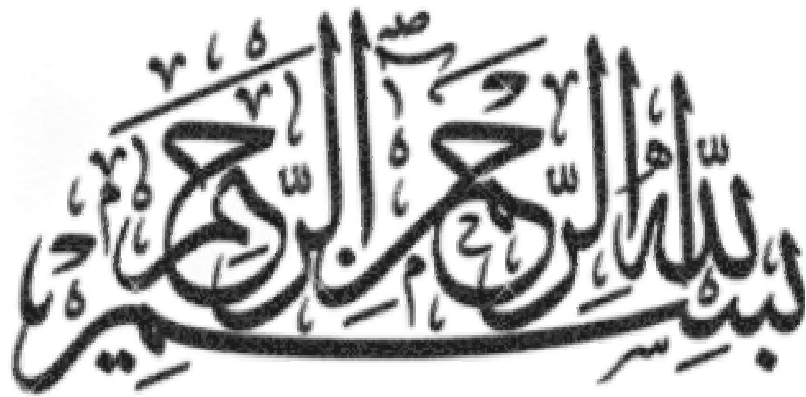
Approach to Interpretation

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Contents

Preface

At the first of this book of the certified translator program we would like to give a short description of what we are going to talk about and have as an objective to prepare our trainees to be certified in almost all of the fields of translation career including interpretation so what is interpretation ?

Language interpretation is the facilitating of oral or sign-language communication, either simultaneously or consecutively, between users of different languages. The process is described by both the words interpreting and interpretation.

In professional parlance, interpreting denotes the facilitating of communication from one language form into its equivalent, or approximate equivalent, in another language form; while interpretation denotes the actual product of this work, that is, the message thus rendered into speech, sign language, writing, non-manual signals, or other language form. This important distinction is observed in order to avoid confusion.

An interpreter is a person who converts a thought or expression in a source language into an expression with a comparable meaning in a target language in "real time". The interpreter's function is to convey every semantic

element (tone and register) and every intention and feeling of the message that the source-language speaker is directing to target-language recipients

Lesson one

What is interpretation?

Despite being used in a non-technical sense as interchangeable, interpretation and translation are not synonymous. Interpreting takes a message from a source language and renders that message into a different target language(ex: English into French). In interpreting, the interpreter will take in a complex concept from one language, choose the most appropriate vocabulary in the target language to faithfully render the message in a linguistically, emotionally, tonally, and culturally equivalent message. Translation is the transference of meaning from text to text (written or recorded), with the translator having time and access to resources (dictionaries, glossaries, etc.) to produce an accurate document or verbal artifact. Lesser known is "transliteration," used within sign language interpreting, takes one form of a language and transfer those same words into another form [1](ex: spoken English into a signed form of English, Signed Exact English, not ASL).

A very common misconception of interpretation is that it is rendered verbatim, as a word-for-word syntactic translation of an utterance. A literal, verbatim interpretation of a source-language message would be unintelligible to the target-language recipient because of grammar differences, cultural and syntactical context. For example, the Spanish phrase: Este de viaje, rendered

verbatim to English translates as: Is of voyage (senseless in English). The intended meaning of the message is: "He is on a trip". The technical absence of a subject may allow for the subject to be also "her" or "Usted" (the polite form for "you". Incidentally in this sentence, the lack of context is already forcing the translator to choose one option over the others.

That is the overall meaning, tone, and style in the target language rather than a senseless word-for-word translation (note: the example's interpretation can also be singular, past or present tense, depending on context: another responsibility of an interpreter).

In court interpretation, it is not acceptable to omit anything from the source, no matter how fast the source speaks, since not only is accuracy a principal canon for interpreters, but mandatory. The alteration of even a single word in a material can totally mislead the tiers of fact. The most important factor for this level of accuracy is the use of a team of two or more interpreters during a lengthy process, with one actively interpreting and the second monitoring for greater accuracy.

Translators have time to consider and revise each word and sentence before delivering their product to the client. While live interpretation's goal is to achieve total accuracy at all times, details of the original (source) speech can be missed and interpreters can ask for clarification from the

speaker. In any language, including signed languages, when a word is used for which there is no exact match, expansion may be necessary in order to fully interpret the intended meaning of the word (ex: the English word "hospitable" may require several words or phrases to encompass its complex meaning). Another unique situation is when an interpreted message appears much shorter or longer than the original message. The message may appear shorter at times because of unique efficiencies within a certain language. English to Spanish is a prime example: Spanish uses gender specific nouns, not used in English, which convey information in a more condensed package thus requiring more words and time in an English interpretation to provide the same plethora of information. Because of situations like these, interpreting often requires a "lag" or "processing" time. This time allows the interpreter to take in subjects and verbs in order to rearrange grammar appropriately while picking accurate vocabulary before starting the message. While working with interpreters, it is important to remember lag time in order to avoid accidentally interrupting one another and to receive the entire message.

Simultaneous

Interpreter place at the European Court of Justice

In (extempore) simultaneous interpretation (SI), the interpreter renders the message in the target-language as

quickly as he or she can formulate it from the source language, while the source-language speaker continuously speaks; a spoken language SI interpreter, sitting in a sound-proof booth, speaks into a microphone, while clearly seeing and hearing the source-language speaker via earphones. The simultaneous interpretation is rendered to the target-language listeners via their earphones. Moreover, SI is the common mode used by sign language interpreters, although the person using the source language, the interpreter and the target language recipient (since either the hearing person or the deaf person may be delivering the message) must necessarily be in close proximity. NOTE: Laymen often incorrectly describe SI and the SI interpreter as 'simultaneous translation' and as the 'simultaneous translator', ignoring the definite distinction between interpretation and translation.

The first introduction and employment of extempore simultaneous interpretation was the Nuremberg Trials, with four official working languages.

Consecutive

In consecutive interpreting (CI), the interpreter speaks after the source-language speaker has finished speaking. The speech is divided into segments, and the interpreter sits or stands beside the source-language speaker,

listening and taking notes as the speaker progresses through the message. When the speaker pauses or finishes speaking, the interpreter then renders a portion of the message or the entire message in the target language.

Consecutive interpretation is rendered as "short CI" or "long CI". In short CI, the interpreter relies on memory, each message segment being brief enough to memorize. In long CI, the interpreter takes notes of the message to aid rendering long passages. These informal divisions are established with the client before the interpretation is effected, depending upon the subject, its complexity, and the purpose of the interpretation.

On occasion, document sight translation is required of the interpreter during consecutive interpretation work. Sight translation combines interpretation and translation; the interpreter must render the source-language document to the target-language as if it were written in the target language. Sight translation occurs usually, but not exclusively, in judicial and medical work.

The CI interpreter Patricia Stöcklin renders Garry Kasparov's speech to the audience.

Consecutively-interpreted speeches, or segments of them, tend to be short. Fifty years ago, the CI interpreter would render speeches of 20 or 30 minutes; today, 10 or 15

minutes is considered too long, particularly since audiences usually prefer not to sit through 20 minutes of speech they cannot understand.

Often, if not previously advised, the source-language speaker is unaware that he or she may speak more than a single sentence before the CI interpretation is rendered and might stop after each sentence to await its target-language rendering. Sometimes, however, depending upon the setting or subject matter, and upon the interpreter's capacity to memorize, the interpreter may ask the speaker to pause after each sentence or after each clause. Sentence-by-sentence interpreting requires less memorization and therefore lower likelihood for omissions, yet its disadvantage is in the interpreter's not having heard the entire speech or its gist, and the overall message is sometimes harder to render both because of lack of context and because of interrupted delivery (for example, imagine a joke told in bits and pieces, with breaks for translation in between). This method is often used in rendering speeches, depositions, recorded statements, court witness testimony, and medical and job interviews, but it is usually best to complete a whole idea before it is interpreted.

Full (i.e., unbroken) consecutive interpreting of whole thoughts allows for the full meaning of the source-language message to be understood before the interpreter

renders it in the target language. This affords a truer, more accurate, and more accessible interpretation than does simultaneous interpretation.

Whispered

In whispered interpreting (chuchotage, in French), the interpreter sits or stands next to the small target-language audience whilst whispering a simultaneous interpretation of the matter to hand; this method requires no equipment, but may be done via a microphone and headphones if the participants prefer. Chuchotage is used in circumstances where the majority of a group speaks the source language, and a minority (ideally no more than three people) does not speak it.

Relay

Relay interpreting is usually used when there are several target languages. A source-language interpreter interprets the text to a language common to every interpreter, who then renders the message to their respective target languages. For example, a Japanese source message first is rendered to English to a group of interpreters, who listen to the English and render the message into Arabic, French, and Russian, the other target languages. In heavily multilingual meetings, there may be more than one "intermediate" language, i.e. a Greek source language could be interpreted into English and then from English to

other languages, and, at the same time, it may also be directly interpreted into French, and from French into yet more languages. This solution is most often used in the multilingual meetings of the EU institutions.

Liaison

Liaison interpreting involves relaying what is spoken to one, between two, or among many people. This can be done after a short speech, or consecutively, sentence-by-sentence, or as chuchotage (whispering); aside from notes taken at the time, no equipment is used.

Also we can say about interpretation that there is a philosophical tradition which regards interpretation as a special way of acquiring understanding in what I will call vaguely the humanities. The notion of interpretation that I seek to elucidate aims to do justice to that claim. But I should explain at the outset that my discussion will not refer to other views in that tradition, and will avoid consideration of the understanding of historical and psychological events. Interpretation, I said in the last lecture, explains or displays the meaning of its object, making possible its understanding. Diverse and fluid though the use of the word interpretation is, its connection to meaning and understanding is fairly robust and general. But neither interpretation, nor meaning nor

understanding is limited to the humanities. We can interpret, for example,

Scientific experiments and their results. Here the meaning of these experiments is their significance, their bearing on various scientific issues. Their interpretation may yield an improved understanding of various natural

Phenomena. The notion of interpretation I am chasing is, therefore, not comprehensive. It does not apply to all cases in which we use 'interpretation'. It is, rather, specific to some such uses. Like many others I believe that that notion of interpretation is sufficiently distinct, and sufficiently important to merit special attention. We gain by seeing legal, literary, social and artistic interpretation as so many types of interpretation

In this sense, so many species of a genus, which is interpretation in this more limited sense? An account of a comprehensive notion of interpretation, broad enough to apply to anything which can be called interpretation without linguistic impropriety, will reveal a concept too thin and anemic to shed much light on anything.

Of the six marks which I listed last time, by way of a general characterization of interpretation, the first four are probably true generally of all interpretations. The fifth and the six are the ones which mark the specific concept of

interpretation with which we will be concerned. They say that there can be more than one good interpretation of one and the same object, and that interpretations can be innovative.

One important clarification: I will be talking of interpretations of a KIND which can be innovative, and which allows for good conflicting interpretations. What matters is what is possible by the norms which set standards of correctness for interpretation, rather than the properties of any particular interpretation. The thought is that even, say, non-innovative, conserving or retrieving interpretations are affected by the fact that they Are of a kind which allows for innovative alternatives to them. The kind is identified by the possibility of innovation, and of pluralism, rather than by the fact that each successful interpretation is innovative, or pluralistic.

2. on radical pluralism

a) Interpretive pluralism

There is a tame way of understanding the fifth mark. Often different interpretations, even by different interpreters, of, say, one novel, can be combined as so many parts of one more comprehensive interpretation. The assertion of interpretive pluralism is not meant to express this fact. Rather, its point is that several incompatible interpretations of the same object can all be

good. Understanding in what sense interpretations can be incompatible is not an easy matter, and I doubt that it admits of informative formal definition. I will assume that we have an informal understanding of the notion. Things are relatively easy in interpretation through performance. What cannot be done in one performance cannot belong to one interpretation. This suggests the generalizations that if interpretations cannot be seen as parts of one interpretation then they are incompatible. True, but not very helpful. Some marks of incompatibility are: (a) two interpretations which entail contradictory statements cannot be part of a single interpretation; and (b) Interpretations which attribute to a work or to components of it (say characters which figure in a novel or a play) purposes, attitudes or properties which no single work or part of the work is likely to have simultaneously are not part of a single interpretation. I am not sure that there are no exceptions to the first mark, and the second is obviously extremely vague, and subject to exceptions. It is, and that is its point, broader than the first. If we think of character traits: some are not Contradictory, but given how people are they cannot or are very unlikely to be found in one person. On the whole that will suggest that interpretations attributing such properties to the protagonist are incompatible, unless the Interpretation takes the work to challenge our understanding of people, or regards it as a work of

fantasy, etc. That is the difficulty. Interpretations are much more liberal in what they tolerate than our world. Hence the difficulty we encounter when trying to provide a formal explanation of incompatibility.

b) A methodological observation

I take all six marks to be truisms, which is not to say that everyone, not even everyone who writes on interpretation, agrees with them. The account of interpretation which I find most stimulating and challenging, that of Ronald Dworkin, is known by its adherence to the so-called right answer thesis, which entails, regarding the kind of interpretations he considers, that there is one correct, or best, interpretation of any object one can interpret. When I dub the six marks of interpretation truisms I mean that we know them through direct familiarity with the practice of interpretation, namely both by observing interpretations, and by observing how people receive them, namely that they are, and how they are, evaluated and judged. I also imply, of course, that in the case of these truisms theoretical reflection does not undermine what we know through our familiarity with the practice. In principle theoretical reflection can lead us to revise opinions directly learnt through familiarity with their subject. But, and this is a promissory note, nothing in theoretical reflection undermines our familiarity with the fact that both Derek Jacobi and Simon Russell Beale gave great, though

conflicting, interpretations of Hamlet, and that the contrasting interpretations of Liszt's funerary sonata by Richter and Brendel are both outstanding, and that though different people will like or respond more to one or the other neither is better than the other. Contrasting but valuable interpretations in performance provide particularly easy illustrations of pluralism. They are sufficient to establish that in some domains, or regarding some types of interpretation, two interpretations can be incompatible yet good. They leave open the question how wide ranging that phenomenon is. Ultimately we will want the point to be buttressed, and illuminated by theoretical reflection, and only that can establish its scope and importance. My expectation is that interpretations of works of art, or customs and ceremonies, of human relationships of friendship and love, and many others, as well as legal interpretation, are of this type. I will not consider whether, and if so how, it applies to the interpretation of historical events, of dreams and fantasies, and much else. Rather, in elucidating this notion of interpretation, we will make clear what historical or psychological interpretation has to be like if it is to be interpretation in that sense.

c) Can there be pluralistic interpretations?

Initially one may think that there is a paradox in the very idea of interpretive pluralism: if interpretation is an explanation of the meaning of its object, how can

incompatible explanations be all true or good? Quick reflection dissolves the appearance of the paradox: if the object interpreted has more than one meaning then, of course there will be more than one interpretation of its meanings and they may be as incompatible as you like. This is of course right, but does not altogether dispose of the incipient problem. Just pointing to plurality of meaning, in the way that 'bank' means both the bank of a river and the bank in the high street, makes it inexplicable what is special about interpretative pluralism at all? There is poignancy to new interpretation which is incompatible with commonly accepted ones, but does not displace them as mistakes. That depends on the different meanings of the interpreted object not being unrelated. They may be, e.g., competing variations on a theme, or related in some other ways. We will have to return to this point in the next lecture, when we consider the different reasons for engaging in interpretation.

3. Can there be Innovative Explanations?

a) The notion, and the two riddles

Interpretive pluralism demands that one object of interpretation can have several, though interrelated, meanings. Each rival interpretation explains one of its meanings. Interpretive innovation, however, goes further. The very notion suggests that the meaning it elucidates was not there all along, that the interpretation itself had

something to do with the object having it. How can that be? What can that mean? Suppose I offer an interpretation of a painting. In portraying a mother holding a baby standing on a doorstep and pouring milk into a jug held by a person in the street it represents charity, and kindness to strangers. This is either true or not. If it is true then it was so before I said what I said. After all it cannot be made true just by my saying so. If it is not true then my interpretation is not a good one. Either way there cannot be good innovative interpretations – if they are good they are not innovative, if they are innovative they are not good. A second, and closely related, objection relies on our notion of explanation: if an interpretation is an explanation (which is the first mark of interpretations in my list of six) then it cannot be innovative. As I remarked already, explanations are inert. They do not create or modify the object that they interpret. How are all six marks consistent with each other? The very presentation of the problems explains that innovative interpretation is not merely one which was never offered before. There are many cases, in which an interpretation was, when first presented, new, that is one which its audience did not know before. Such Interpretations, while new to their audience, can be mere discoveries, retrievals of original meaning. Sometimes anthropology reveals to us the meaning of a ceremony which fell into disuse, and whose meaning, once obvious

to all, has been forgotten. Art historians may, through the discovery of documents long unavailable, discover that a painting is of a prostitute, whereas hitherto it was generally assumed to be of a young virgin, etc.: there is no paradox in having a novel interpretation. The puzzle is about the possibility of good innovative ones. In trying to explain what interpretations, the kind we are interested in, are, I will concentrate on solving the two riddles of innovative interpretation. Even the explanation of what makes an interpretation innovative has to await their solution, and their solution will, hopefully, provide the major part of the account of the nature of interpretation.

b) On the identity of objects and of their meanings

The first step in dealing with the riddles is to note that formally there is no contradiction here. Interpretations explain and do not change their object. They explain their object by making plain, enabling us to understand, its meanings. The same is true of innovative interpretations. What they affect is the meaning of their object. This observation is true to our interpretive practices. It is not a formalistic or sophistical refutation of the charge of contradiction. To give but one example: if cogent, Freud's interpretation of Hamlet ('Hamlet is able to do anything – except take

Vengeance on the man who did away with his father and took that father's place with his mother, the man who

shows him the repressed wishes of his own childhood realized. Thus the loathing which should drive him on to revenge is replaced in him by self-reproaches, by scruples of conscience, which remind him that he himself is literally no better than the sinner whom he is to punish'1) casts new light on the play, enabling us to understand it in a new way. But it did not change the play. That is clear enough regardless of one's judgment of the merits of that interpretation. The same is true of all interpretations. None of them, however innovative, change their object. They merely help us to understand it, and sometimes, to see it in a new light, to understand it in a new and different way. Some of you may be particularly interested in legal interpretation, and perhaps surprised that I should support the view that interpretation does not change its object, leading, so it seems, to the conclusion that judicial decisions, being interpretive, do not change the law. A view usually associated with other theorists, e.g., Heidi Hurd, or Ronald Dworkin. I can only ask for your patience. I will take up this matter in my last lecture. Let it be granted that interpretation does not change its object. Innovative interpretations, however, can endow their object with a new meaning. That, it can be claimed, reinstates the paradox. After all, it is natural to say that interpretations explain the meaning of their objects. If explanations are inert how can they affect the meanings that they explain? To avoid the paradox we need to avoid

thinking of meanings as objects. We need to avoid the absurd picture of meanings being things attached to, bundled with the objects which have them. This is not the place to debate the nature of meaning. But that much may be helpful: Meanings are a special kind of norms indicating that a certain way of understanding their object is appropriate or correct.1 A good innovative interpretation is a new norm which establishes the legitimacy of a new way of understanding its object. Crucial to an account of meaning is the explanation of the special character of such norms, and how they and the understanding they specify differ from others. But reminding ourselves that meanings are normative guides to understanding helps in removing the air of paradox. Interpretations, in being explanations are readily understood as setting out, or conforming to, correct or appropriate ways of understanding their objects. Perhaps we can allow that they have an impact on what ways of understanding their objects are correct. How that can be is, however, still a puzzle, and its explanation is our main task.

4. Some Features of Cultural Values

The key lies in the nature of the objects of interpretations, or rather in the objects of that kind of interpretation where innovation is permissible But is this true of 'the

meaning of life'? or, sometimes, even desirable. I started today identifying the kind of interpretation I am trying to explain by its object – it applies to the humanities. We can make progress by thinking further about the objects of this kind of interpretation. They are diverse, and regarding some of them, for example historical events, or psychological traits, familiar claims that they are subject to such interpretations are very controversial. It is therefore best to bracket those, and focus on the central cases which are of what I will call cultural goods, namely things whose meaning depends on and in some sense derives from cultural practices.1 They are 'goods' in a loose sense. They include things, relationships, activities, institutions, and more which can be good, or can be bad. They are normative in that they are produced and maintained by activities aimed to achieve goals assumed to be valuable, or comply with norms assumed to be valid. Their interpretation explains their meaning, including, but not confined to how and why they are valuable or valueless and bad. Two main classes of such goods stand out. First, works of art, in the broad sense, including literary works, musical works, paintings and other products of the visual arts. Second, social relations such as the various forms friendship can take, and customary social events such as weddings, anniversaries, rites of passage ceremonies, and burials. One feature common to

all cultural goods is that to benefit from them one needs to know of them. This is not true of all things of value, not even of all things with non-instrumental, that is intrinsic value. In general one need not have the concepts relating to sexual activity, nor to think of the activity as something good to enjoy sexual pleasure of some form. The same goes for the pleasures of food, or any purely sensual pleasures. Though it is significant that human cultures integrate many of them in culturally recognized activities and pursuits, thus enhancing their pleasure, but turning them into components of cultural goods, engagement with which requires some understanding of their nature. But one needs some understanding of what sonnets are to appreciate and enjoy a good sonnet, 1 Bad, evil and worthless cultural products are also open to the same kind of interpretation, but to simplify the discussion here I will disregard them. some understanding of what string quartets are to appreciate and enjoy a good string quartet, some understanding of what is a theatre play to appreciate and enjoy a good play. And one needs some understanding of what friendship is to be a friend, and to have friends. The reason is not far to seek. In all these cases we benefit from whichever value is in question by engaging with it, by acting in ways which are appropriate to it, with attitudes and expectations appropriate to it. Barring coincidence, we can do so only by directing our mind and actions in ways appropriate to that value, and

that requires some appreciation of its nature as a value. The second feature of cultural goods is the one intimated by their name, that is their dependence on culture. Arguably the existence, but certainly the ability to enjoy and get the benefit of cultural values, what I will call having access to them, depends on the existence of social practices of engaging with these values, benefiting from them and respecting them. My ability to read with understanding and pleasure Tolstoy's War and Peace, or to read or watch with understanding and pleasure Aristophanes' The Clouds depends on the existence, now or in the past, here or elsewhere, of a culture where people write, read, and discuss novels and plays. The first feature of cultural values helps in explaining the second. Access to cultural values depends on sustaining practices because we can benefit from these values only if we direct ourselves towards them, and that requires some understanding of what they are like. We acquire that understanding primarily through acculturation in, immersion in, societies where these values are recognised and engaged with, and secondarily through familiarity, personal or through testimony and other sources, with other societies or other periods, where such values were recognised. Access depends on familiarity with such sustaining practices because appreciating cultural values is rich, complex and nuanced, involving an appreciation of their relations to various other values, and as such is too

thick textured to be transmitted by description only, let alone to be invented by a single

Exercise based on lesson one

1. **From your point of view discuss in brief what is interpretation?**

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2. **what are the problems you think may face you as an interpreter?**

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3. Translate this text into Arabic

Note: You will find this passage in the attached CD labeled Track one

The Enchanted Princess
Part one
CD Track 1

Once upon a time there was a city full of towers and battlements that seemed to stretch as far as the sky. And in this ancient and beautiful city there lived a craftsman called Marquis. He made bags and belts and would go from house to house throughout the city shouting: "Who'll buy my wares?" Many of the citizens would say that they need anything, but the truth was that they had hard times and were too proud to admit it. Marquis had two sons called Henry and John, and because nobody would buy his wares, he could hardly afford any food or clothing for them. They don't realize that their father was very poor, but each of them dealt with the situation in a very different way. Henry was his father's favored, but he was a very miserable boy who did nothing but moaning about his family's fate. But gentle John accepted their fate with a smile on his face, as all they were happy. One evening after another day trudging from house to house with his wares, Marquis sat down on a bench in front of the inn. "Oh, I'm absolutely exhausted," he sighed. A poor man

hadn't sold one single thing and he had walked so far that he wore out his wooden clogs, and when he looked in his purse it was completely empty. So he couldn't even afford a jag of ale. While he was catching his breath he overheard an interesting conversation going on between two men. "The king of Varinia has offered an amazing reward to a person who frees his daughter Princess Esmeraldas," said one of the men. "Oh, she in prison?" said the other. "No, she is under the spell in a castle of a wicked sorcerer," was the reply. "And every man who accepts the challenge must complete three difficult tasks. What if I were the bravest man to complete the tasks! But, if you can, the Princess would be freed and we'll win the sorcerer's fortune!" Marquis couldn't believe his ears when he heard this. It seemed a perfect opportunity for him to get rid of his debts. So he raised home to tell Henry to take up a challenge. "But how can I do this brave deed if I haven't even a horse or a sword?" moaned Henry. "Don't worry! I'll buy them for you," said Marquis. "I have some savings left." So Marquis went to market to buy his favorite son a horse and a sword. And he proudly waved good-bye to him as he set off to attempt the challenge. "Good bye, Henry!" "Good luck!" "Oh, it's no doubt, luck!" Henry was a fast and aggressive horseman, and in no time at all he reached the forest that surrounded the sorcerer's castle. As he galloped through the forest, he cut down the beehive with his sword and let

the bees homeless. Then he deliberately rode over the anthill and completely destroyed it. And as he had been going to his next damage, Henry frightened a group of ducks that were sitting peacefully at the edge of the pond. He killed ten ducks for the sheer thrill of it. Henry galloped on through the forest. He was so arrogant that he didn't even stop to think about the misery he had caused to all those little creatures. Eventually he came to the castle where Esmeraldas was kept. Henry jumped down from his horse and knocked at the castle door with an impatient and violent manner. The sorcerer's assistant shouted out from the balcony above: "Come in and have a rest. You have three difficult tasks ahead of you."

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Lesson Two

Difference between interpretation and translation

One of the scientists concerned with the field of translation once said

Translation, interpreting what is the difference? And he answered "translation is written whereas interpreting is spoken. Translators translate, whereas interpreters interpret.

So

At the first we can discuss the types of interpretation to find out how it differs from translation

They are

- **Conference**
- **Judicial**
- **Escort**
- **Public sector**
- **Medical**
- **Sign language**
- **Media**

Conference

Conference interpreting is the interpretation of a conference, either simultaneously or consecutively, although the advent of multi-lingual meetings has

consequently reduced the consecutive interpretation in the last 20 years.

Conference interpretation is divided between two markets: the institutional and private. International institutions (EU, UN, EPO, et cetera), holding multi-lingual meetings, often favor interpreting several foreign languages to the interpreters' mother tongues. Local private markets tend to bi-lingual meetings (the local language plus another) and the interpreters work both into and out of their mother tongues; the markets are not mutually exclusive. The International Association of Conference Interpreters (AIIC) is the only worldwide association of conference interpreters. Founded in 1953, it assembles more than 2,800 professional conference interpreters in more than 90 countries.

Judicial

Legal translation. Judicial, Legal, or Court Interpreting, occurs in courts of justice, administrative tribunals, and wherever a legal proceeding is held (i.e. a police station for an interrogation, a conference room for a deposition or the locale for taking a sworn statement). Legal interpreting can be the consecutive interpretation of witnesses' testimony for example, or the simultaneous interpretation of entire proceedings, by electronic means, for one person, or all of the people attending.

The right to a competent interpreter for anyone who does not understand the language of the court (especially for the accused in a criminal trial) is usually considered a fundamental rule of justice. Therefore, this right is often guaranteed in national constitutions, declarations of rights, fundamental laws establishing the justice system or by precedents set by the highest courts. However, it is not a constitutionally required procedure (in the United States) that a certified interpreter be present at police interrogation.

Depending upon the regulations and standards adhered to per state and venue, court interpreters usually work alone when interpreting consecutively, or as a team, when interpreting simultaneously. In addition to practical mastery of the source and target languages, thorough knowledge of law and legal and court procedures is required of court interpreters. They often are required to have formal authorization from the State to work in the Courts — and then are called certified court interpreters. In many jurisdictions, the interpretation is considered an essential part of the evidence. Incompetent interpretation, or simply failure to swear in the interpreter, can lead to a mistrial.

Escort

In escort interpreting, an interpreter accompanies a person or a delegation on a tour, on a visit, or to a

meeting or interview. An interpreter in this role is called an escort interpreter or an escorting interpreter. This is liaison interpreting.

Public sector

Also known as community interpreting is the type of interpreting occurring in fields such as legal, health, and local government, social, housing, environmental health, education, and welfare services. In community interpreting, factors exist which determine and affect language and communication production, such as speech's emotional content, hostile or polarized social surroundings, its created stress, the power relationships among participants, and the interpreter's degree of responsibility — in many cases more than extreme; in some cases, even the life of the other person depends upon the interpreter's work.

Medical

Medical interpreting is a subset of public service interpreting, consisting of communication among medical personnel and the patient and his or her family, facilitated by an interpreter, usually formally educated and qualified to provide such interpretation services. In some situations medical employees who are multilingual may participate part-time as members of internal language banks. The medical interpreter must have a strong knowledge of medicine, common medical procedures, the patient

interview, the medical examination processes, ethics, and the daily workings of the hospital or clinic where he or she works, in order to effectively serve both the patient and the medical personnel. Moreover, and very important, medical interpreters often are cultural liaisons for people (regardless of language) who are unfamiliar with or uncomfortable in hospital, clinical, or medical settings.

Sign language

Two Sign Language interpreters working for a school. When a hearing person speaks, an interpreter will render the speaker's meaning into the sign language used by the deaf party. When a deaf person signs, an interpreter will render the meaning expressed in the signs into the spoken language for the hearing party, which is sometimes referred to as voice interpreting or voicing. This may be performed either as simultaneous or consecutive interpreting. Skilled sign language interpreters will position themselves in a room or space that allows them both to be seen by deaf participants and heard by hearing participants clearly and to see and hear participants clearly. In some circumstances, an interpreter may interpret from one sign language into an alternate sign language.

Deaf people also work as interpreters. They team with hearing counterparts to provide interpretation for deaf individuals who may not share the standard sign language

used in that country, who have minimal language skills, are developmentally delayed or have other mental and/or physical disabilities which make communication a unique challenge. In other cases the hearing interpreter may interpret in one language then the Deaf interpreter might interpret it into another form of that language (pidgins). They also relay information from one medium of language into another — for example, when a person is signing visually, the deaf interpreter could be hired to copy those signs into a deaf-blind person's hand and add visual information.

In the United States, Sign Language Interpreters have National and State level associations. The Registry of Interpreters for the Deaf (RID) a non-profit national certifying body. In addition to training requirements and stringent certification testing, the RID members must abide by a Code of Professional Conduct, Grievance Process and Continuing Education Requirement.

In Europe each country has their own national association of sign language interpreters. Some countries have more than one national association due to regional or language differences. The European Forum of Sign Language Interpreters (efsli) is the umbrella organization of sign language interpreters in Europe.

Sign Language Interpreters can be found in all types of interpreting situations, as listed in this article. Most interpreters have had formal training, in an Interpreter

Training Program (ITP). ITP lengths vary, being available as a two-year or four-year degree or certificate. There are graduate programs available as well.

Media

By its very nature, media interpreting has to be conducted in the simultaneous mode. It is provided particularly for live television coverage such as press conferences, live or taped interviews with political figures, musicians, artists, sportsmen or people from the business circle. In this type of interpreting, the interpreter has to sit in a sound-proof booth where ideally he/she can see the speakers on a monitor and the set. All equipment should be checked before recording begins. In particular, satellite connections have to be double-checked to ensure that the interpreter's voice is not sent back and the interpreter gets to hear only one channel at a time. In the case of interviews recorded outside the studio and some current affairs programme, the interpreter interprets what he or she hears on a TV monitor? Background noise can be a serious problem. The interpreter working for the media has to sound as slick and confident as a television presenter.

Media interpreting has gained more visibility and presence especially after the Gulf War. Television channels have begun to hire staff simultaneous interpreters. The interpreter renders the press conferences, telephone beepers, interviews and similar live coverage for the

viewers. It is more stressful than other types of interpreting as the interpreter has to deal with a wide range of technical problems coupled with the control room's hassle and wrangling during live coverage.

Modalities

Interpreting services can be delivered in multiple modalities. The most common modality through which interpreting services are provided is on-site interpreting.

Also we can refer to the modalities of interpreting

they are

- **On-site**
- **Telephone**
- **Video**
- **Venues**

On-site

Also called "in-person interpreting," this delivery method requires the interpreter to be physically present in order for the interpretation to take place. In on-site interpreting settings, all of the parties who wish to speak to one another are usually located in the same place. This is by far the most common modality used for most public and social service settings.

Telephone

Main articles: Telephone interpreting and over the phone interpreting Also referred to as "over-the-phone interpreting," "telephonic interpreting," and "tele-interpreting," telephone interpreting enables the interpreter to deliver interpretation via telephone. The interpreter is added to a conference call. Telephone interpreting may be used in place of on-site interpreting in some cases, especially when no on-site interpreter is readily available at the location where services are needed. However, telephone interpreting is more commonly used for situations in which all parties who wish to communicate are already speaking to one another via telephone (e.g. applications for insurance or credit cards that are taken over the phone, inquiries from consumers to businesses that take place via telephone, etc.)

Video

A Video Interpreter sign used at locations offering VRS or VRI services (Courtesy: Significant Sign Video Services) Main articles: Video Relay Service and Video Remote Interpreting

Interpretation services via Video Remote Interpreting (VRI) or a Video Relay Service (VRS) are useful where one of the parties is deaf, hard-of-hearing or speech-impaired (mute). In such cases the interpretation flow is normally within the same principal language, such as French Sign

Language (FSL) to spoken French, Spanish Sign Language (SSL) to spoken Spanish, British Sign Language (BSL) to spoken English, and American Sign Language (ASL) also to spoken English (since BSL and ASL are completely distinct), etc.... Multilingual sign language interpreters, who can also translate as well across principal languages (such as to and from SSL, to and from spoken English), are also available, albeit less frequently. Such activities involve considerable effort on the part of the translator, since sign languages are distinct natural languages with their own construction and syntax, different from the aural version of the same principal language.

With video interpreting, sign language interpreters work remotely with live video and audio feeds, so that the interpreter can see the deaf or mute party, converse with the hearing party and vice versa. Much like telephone interpreting, video interpreting can be used for situations in which no on-site interpreters are available. However, video interpreting cannot be used for situations in which all parties are speaking via telephone alone. VRI and VRS interpretation requires all parties to have the necessary equipment. Some advanced equipment enables interpreters to control the video camera, in order to zoom in and out, and to point the camera toward the party that is signing.

Venues

The majority of professional full-time conference interpreters work for phone interpreting agencies, health care institutions, courts, school systems and international organizations like the United Nations, the European Union, or the African Union.

The world's largest employer of interpreters is currently the European Commission,[5] which employs hundreds of staff and freelance interpreters working into the official languages of the European Union. The European Union's other institutions (the European Parliament and the European Court of Justice) have smaller interpreting services.

The United Nations employs interpreters at almost all its sites throughout the world. Because it has only six official languages, however, it is a smaller employer than the European Union.

Interpreters may also work as freelance operators in their local, regional and national communities, or may take on contract work under an interpreting business or service. They would typically take on work as described above.

The U.S. military in Iraq and Afghanistan employ hundreds of interpreters to assist with its communications with the local population.

Now

We can discuss the term translation to find out how it differs from interpreting

Translation

Translation is the communication of the meaning of a source-language text by means of an equivalent target-language text? Whereas interpreting undoubtedly antedates writing, translation began only after the appearance of written literature; there exist partial translations of the Sumerian Epic of Gilgamesh (ca. 2000 BCE) into Southwest Asian languages of the second millennium BCE.

Translators always risk inappropriate spill-over of source-language idiom and usage into the target-language translation. On the other hand, spill-over have imported useful source-language calques and loanwords that have enriched the target languages. Indeed, translators have helped substantially to shape the languages into which they have translated.

Due to the demands of business documentation consequent to the Industrial Revolution that began in the mid-18th century, some translation specialties have become formalized, with dedicated schools and professional associations.

Because of the laboriousness of translation, since the 1940s engineers have sought to automate translation (machine translation) or to mechanically aid the human translator (computer-assisted translation). The rise of the Internet has fostered a world-wide market for translation services and has facilitated language localization.

The word translation derives from the Latin translatio (which itself comes from Trans- and fero, together meaning "to carry across" or "to bring across"). The modern Romance languages use words for translation derived from that source and from the alternative Latin traduco ("to lead across"). The Germanic (except Dutch) and Slavic languages likewise use calques of these Latin sources.

The Ancient Greek term for translation, μετάφρασις (metaphrasis, "a speaking across"), has supplied English with metaphrase (a "literal," or "word-for-word," translation) — as contrasted with paraphrase ("a saying in other words", from παράφρασις, paraphrasis).Metaphrase corresponds, in one of the more recent terminologies, to "formal equivalence"; and paraphrase, to "dynamic equivalence."

Strictly speaking, the concept of metaphrase — of "word-for-word translation" — is an imperfect concept, because a given word in a given language often carries more than one meaning; and because a similar given meaning may

often be represented in a given language by more than one word. Nevertheless, "metaphrase" and "paraphrase" may be useful as ideal concepts that mark the extremes in the spectrum of possible approaches to translation.

A secular icon for the art of translation is the Rosetta Stone. This trilingual (hieroglyphic-Egyptian, demotic-Egyptian, ancient-Greek) stele became the translator's key to decryption of Egyptian hieroglyphs by Thomas Young, Jean-François Champollion and others.

In the United States of America, the Rosetta Stone is incorporated into the crest of the Defense Language Institute.

Equivalence

The question of fidelity vs. transparency has also been formulated in terms of, respectively, "formal equivalence" and "dynamic [or functional] equivalence". The latter expressions are associated with the translator Eugene Nida and were originally coined to describe ways of translating the Bible, but the two approaches are applicable to any translation.

"Formal equivalence" corresponds to "metaphrase", and "dynamic equivalence" to "paraphrase".

"Dynamic equivalence" (or "functional equivalence") conveys the essential thought expressed in a source text

— if necessary, at the expense of literality, original sememe and word order, the source text's active vs. passive voice, etc.

By contrast, "formal equivalence" (sought via "literal" translation) attempts to render the text literally, or "word for word" (the latter expression being itself a word-for-word rendering of the classical Latin verbum pro verbo) — if necessary, at the expense of features natural to the target language.

There is, however, no sharp boundary between functional and formal equivalence. On the contrary, they represent a spectrum of translation approaches. Each is used at various times and in various contexts by the same translator, and at various points within the same text — sometimes simultaneously. Competent translation entails the judicious blending of functional and formal equivalents.

Common pitfalls in translation, especially when practiced by inexperienced translators, involve false equivalents such as "false friends" and false cognates.

Back-translation

A "back-translation" is a translation of a translated text back into the language of the original text, made without reference to the original text.

Comparison of a back-translation with the original text is sometimes used as a check on the accuracy of the original translation, much as the accuracy of a mathematical operation is sometimes checked by reversing the operation. But while useful as approximate checks, the results of such reverse operations are not always precisely reliable. Back-translation must in general be less accurate than back-calculation because linguistic symbols (words) are often ambiguous, whereas mathematical symbols are intentionally unequivocal.

In the context of machine translation, a back-translation is also called a "round-trip translation."

When translations are produced of material used in medical clinical trials, such as informed-consent forms, a back-translation is often required by the ethics committee or institutional review board.

Mark Twain provided humorously telling evidence for the frequent unreliability of back-translation when he issued his own back-translation of a French translation of his short story, "The Celebrated Jumping Frog of Calaveras County". He published his back-translation in a single 1903 volume together with his English-language original, the French translation, and a "Private History of the 'Jumping Frog' Story". The latter included a synopsized adaptation of his story that Twain stated had appeared, unattributed to Twain, in a Professor Sidgwick's Greek

Prose Composition (p. 116) under the title, "The Athenian and the Frog"; the adaptation had for a time been taken for an independent ancient Greek precursor to Twain's "Jumping Frog" story.

When a historic document survives only in translation, the original having been lost, researchers sometimes undertake back-translation in an effort to reconstruct the original text. An example involves the novel The Saragossa Manuscript by the Polish aristocrat Jan Potocki (1761–1815), who wrote the novel in French and anonymously published fragments in 1804 and 1813–14. Portions of the original French-language manuscript were subsequently lost; however, the missing fragments survived in a Polish translation that was made by Edmund Chojecki in 1847 from a complete French copy, now lost. French-language versions of the complete Saragossa Manuscript have since been produced, based on extant French-language fragments and on French-language versions that have been back-translated from Chojecki's Polish version.

Similarly, when historians suspect that a document is actually a translation from another language, back-translation into that hypothetical original language can provide supporting evidence by showing that such characteristics as idioms, puns, peculiar grammatical

structures, etc., are in fact derived from the original language.

For example, the known text of the Till Eulenspiegel folk tales is in High German but contains puns that work only when back-translated to Low German. This seems clear evidence that these tales (or at least large portions of them) were originally written in Low German and translated into High German by an over-metaphrastic translator.

Similarly, supporters of Aramaic primacy — of the view that the Christian New Testament or its sources were originally written in the Aramaic language — seek to prove their case by showing that difficult passages in the existing Greek text of the New Testament make much better sense when back-translated to Aramaic: that, for example, some incomprehensible references are in fact Aramaic puns that do not work in Greek.

Literary translation

Translation of literary works (novels, short stories, plays, poems, etc.) is considered a literary pursuit in its own right. For example, notable in Canadian literature specifically as translators are figures such as Sheila Fischman, Robert Dickson and Linda Gaboriau, and the Governor General's Awards annually present prizes for the

best English-to-French and French-to-English literary translations.

Other writers, among many who have made a name for themselves as literary translators, include Vasily Zhukovsky, Tadeusz Boy-Żeleński, Vladimir Nabokov, Jorge Luis Borges, Robert Stiller and Haruki Murakami.

Machine translation

Machine translation (MT) is a process whereby a computer program analyzes a source text and, in principle, produces a target text without human intervention. In reality, however, machine translation typically does involve human intervention, in the form of pre-editing and post-editing.

With proper terminology work, with preparation of the source text for machine translation (pre-editing), and with reworking of the machine translation by a human translator (post-editing), commercial machine-translation tools can produce useful results, especially if the machine-translation system is integrated with a translation-memory or globalization-management system.

Unedited machine translation is available to a large public through tools on the Internet such as Babel Fish, Babylon, and StarDict. These produce a rough translation that, under favorable circumstances, "gives the gist" of the

source text. There are also companies like Ectaco which produce pocket translation devices that utilize MT.

Relying exclusively on unedited machine translation, however, ignores the fact that communication in human language is context-embedded and that it takes a person to comprehend the context of the original text with a reasonable degree of probability. It is certainly true that even purely human-generated translations are prone to error; therefore, to ensure that a machine-generated translation will be useful to a human being and that publishable-quality translation is achieved, such translations must be reviewed and edited by a human.

Claude Piron writes that machine translation, at its best, automates the easier part of a translator's job; the harder and more time-consuming part usually involves doing extensive research to resolve ambiguities in the source text, which the grammatical and lexical exigencies of the target language require to be resolved. Such research is a necessary prelude to the pre-editing necessary in order to provide input for machine-translation software, such that the output will not be meaningless.

Exercise based on lesson Two

1. **What do you think is easier the work of a translator or the work of an interpreter? Why?**

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2. **The interpreter is someone who has a great responsibility ... Discuss**

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3. Translate this text into Arabic

Note: You will find this passage in the attached CD labeled Track two

The Enchanted Princess
Part Two
CD Track 2

So Henry entered the castle, but he was too nervous to sleep. All night long he tossed and turned in his bed. That night seemed like the longest night in his life. "Oh, how I wish morning would come so that I could get on with the tasks", he moaned. Finally, the castle bell struck nine. On the ninth strike the sorcerer's assistant appeared again. "Follow me," she said. "It is time for your first challenge." So Henry followed her into the next meadow and watched her scattering the bucket full of seeds all over the grass. "Now," said the sorcerer's assistant, "you must pick up all these seeds and put them back in the bucket. You have exactly one hour to do this. "How have you figured all these seeds in one hour?" Henry said. "That's impossible. It must be a joke!" But the woman didn't listen to his complaints and left without replying to his questions. "Oh, how could anyone expect me to pick up all these seeds without breaking my back? The woman must be mad," muttered Henry. Precisely one hour later the sorcerer's

assistant appeared again. "You haven't even attempted the task," she said. Then she took twelve keys from her apron pocket and threw them into the moat. "You have exactly one hour to retrieve the keys," she said. Again Henry complained. "Oh, I've just about enough of this nonsense," he moaned. "Come on, stop wasting my time and tell me when the real challenge is going to start." But the sorcerer's assistant had already disappeared. One hour later she came back and saw that he hadn't even attempted his second task. She gave him one last chance. "To do the final task," she said, "you must follow me into the castle, but this challenge is a very dangerous one. If you fail, you will pay with your life. There is still time to change your mind. Are you sure you are prepared to go through with this?" Henry was furious at this suggestion. "Give up the challenge," he shouted. "Or I would never give up the challenge and I'm going with you into the castle and whatever I'll have to do I would do. So, tell me what the task is." The sorcerer's assistant took him to a room where there were three veiled figures. Then she told him: "Now you must decide which of these three figures the princess is." "I'll never hear such a ridiculous challenge. One spy swely tell me. I am exactly worn out to think about it. Well, I know I can't mess about. I can make choice right now! I think that the princess is the one on the row." No sooner he had pointed to the veiled figure he had chosen, then it turned into a dragon that roared

and breathed fire at him. "Oh, no. I've made the wrong choice!" sobbed he And the heart-broken princess Asmiralda, who was the figure in the middle, could only watch a terrible scene that followed. Henry cried out, "Please, take pity on me. I know that I'm made a miserable tasking and I have no claim on the princess or the sorcerer's fortune, but, surely, I am not deserved to die for this." But Henry was wasting his time. The sorcerer won't listen to the excuses: he set the tasks and expected them to be done. So, on the sorcerer's command: "Dragon, take him." The dragon then took the terrified young man with its teeth and threw over the balcony. That was the end of poor old Henry. Marquis did not know about Henry's fate and the one whole year he waited anxiously for his return

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Lesson Three
Interpretation technology

Technology nowadays became the fastest and easiest way to perform quick, secure and accurate missions that require any person to have a lot of time and attention to perform them so in this lesson we will discuss the item of using technology in language interpretation and also how to develop this uses the up-coming days

Interpretation technology

Interpretation technology can be divided into two general categories: interpreter-based technologies and automated interpreting technologies. Interpreter-based technologies do not replace trained interpreters; rather, they are technical aids that help an interpreter perform his or her job in a more efficient manner. On the other hand, automated interpreting technologies permit communication with LEP individuals without the need for an interpreter, though the most reliable forms are based on predetermined questions and answers and are not designed to interpret real-time conversation. (See Appendix D for a chart showing the different interpretation technologies.)

• Interpreter based technology

Interpreter-based technologies enable an interpreter to work more efficiently and help reduce the need for on-site interpreters. These technologies often allow remote interpretation, permitting interpreters to work at a location different from that of the LEP individual. Conversation can be conducted using headsets, transmitters, telephones, the Internet, or other telecommunication devices. This section reviews five types of technologies that facilitate interpreting. Remote consecutive interpreting technology allows consecutive interpreting while the interpreter is located in a different place than the LEP individual and government or agency employee assisting in the process. Remote simultaneous technology and audiovisual interpreting technology have similar functions, but the prior permits simultaneous interpreting rather than consecutive interpreting, and the latter includes a visual component in consecutive interpreting. Because these technologies obviate the need for on-site interpreters, and because interpreters do not need to move from place to place, this technology allows for more efficient use of interpreters' time. Multiple listener technology allows interpreters to serve multiple LEP individuals simultaneously in certain circumstances. Finally, interpreter network technology permits the sharing of interpreters between different organizations through specialized interpreter networks.

Of these technologies, remote consecutive interpreting technology alone does not require highly specialized equipment and can be employed with in-house interpreters or with telephonic vendors. For this reason, remote consecutive interpreting technology is most commonly used due to its relatively low cost and because it is the only technology that can easily be utilized with telephonic interpreting vendors. Remote simultaneous and audiovisual interpreting technology requires that interpreters have specialized equipment, so they are generally only accessed with in-house interpreters. Interpret network technology is most practical if organizations within the network have in-house interpreters, but it can also incorporate telephonic vendors. Multiple listener technology can be used with vendors, but they must be on-site rather than working remotely.

1. Remote Consecutive Interpreting Technology

What it does: This technology permits consecutive interpreting while the interpreter is located in a different place than the LEP individual and employee. How it works: This technology uses a regular telephone line to allow an LEP individual and employee to speak with an interpreter. There are different standard types of equipment that permit this connection without requiring a shared telephone handset. At the most basic level, a regular speakerphone function can be used. In cases in which

employees need to be mobile, cell phone speakerphones is an option. Conference speakerphones, which are made primarily for remote business meeting, are of higher audio quality than regular speakerphones and are also used.

Handset splitters or dual handset phones are options as well. Handset splitters divide the telephone line so that two different telephones can plug into one phone line, thereby allowing communication with all parties without a speakerphone. Dual handset phones have the same capabilities as the handset splitter, but use a telephone with two handsets rather than a splitter and two different telephones. Context appropriate for use: This technology is best suited for any small-scale verbal exchange (for example, between one or a few employees and an LEP individual or family). The New York City Administration for Children's Services uses this technology, for instance, to allow English-speaking caseworkers to speak with LEP parents. Speakerphones allow as many individuals as necessary to converse but limit privacy, while splitter or dual handset phones permit only a limited number of speakers but maintain privacy.

Overall benefits: These technologies are inexpensive when compared to other interpreting technologies.

They are relatively easy to use and require little specialized training. Oftentimes, interpreting vendors will

provide this training as no cost to organizations that purchase their services. As with all remote technologies, remote consecutive interpreting technologies can save resources by allowing interpreters to use all their time to interpret rather than spending time traveling between locations. This technology can also be used with either in-house remote interpreters or telephonic interpreting vendors.

Potential drawbacks: The greatest difficulty for users may be simply feeling comfortable with using telephonic interpreting in lieu of in-person interpreting. These technologies also require phone lines at both locations. And as with all consecutive interpreting — whether remote or in-person — the length of the conversation is approximately doubled.

Sources of equipment: This equipment is fairly basic and is often sold by companies not directly involved in interpreting technology. Splitters are sold at most hardware stores and can cost less than $10. Dual handset phones are sold by many electronics companies and can cost less than $100.

Telephonic interpreting vendors may also provide dual handset phones for organizations that purchase their interpreting services; for instance, Language Line Services rents dual handset telephones for $3 a month per phone. Their phones have an automated call button that connects

the caller with Language Line, but the phones can also be used to call other interpreting vendors by manually dialing their telephone numbers. Conference speakerphones are slightly more specialized; the company Polycom (www.polycom.com) is one company that creates this equipment. Its most basic version, which is appropriate for small rooms and conversation among fewer than five people, costs approximately $300.

Other distributors may also sell Polycot's equipment at discounted prices.

Users of this technology: Remote consecutive interpreting technology has been used in courtrooms, hospitals, and social service agencies (e.g. Washington State Department of Social and Health Services and New York City Administration for Children's Services).

2. 2. Remote Simultaneous Interpreting Technology

What it does: Permits simultaneous interpreting while the interpreter is located in a different place than the LEP individual and employee.

How it works: This interpreting technology uses voice software to connect LEP individuals and employees to a remote interpreter. The interpreter, the LEP individual, and the employee all wear specialized headsets. Using these headsets, one party speaks to the interpreter, and

the interpreter near-simultaneously relays that information to the second person. Unlike with a regular telephone line, the employee and the LEP individual do not hear each other directly through this line; the interpreter alone can hear and speak with each party. Thus, with this technology, each party hears not the other Person but rather the running interpreting.

Context appropriate for use: This technology is best suited for any verbal exchange in which consecutive interpreting is not practical. For instance, the Arkansas State Court system uses simultaneous interpreting to render dialogue between English-speaking attorneys, judges, and witnesses into an LEP defendant's language. This allows LEP defendants to understand the proceedings of their trials and hearings. In this case, consecutive interpreting would be impractical because court proceedings would be delayed by the need to stop for the interpreter to convey information to the LEP individual.

With simultaneous interpreting, the courtroom dialogue can flow uninterrupted. This technology can also be used in situations in which consecutive interpreting would work, but simultaneous interpreting would allow for more efficient use of time. For instance, Bellevue Hospital Center in New York City uses simultaneous interpreting for LEP client visits.

Overall benefits: The length of the conversation is not doubled in time, as with consecutive interpreting.

As with all remote technologies, this can also save resources by allowing interpreters to use all their time to interpret rather than spending time traveling between locations. The process is also relatively simple to use for LEP individuals, employees, and interpreters.

Potential drawbacks: The equipment for this technology is more specialized than that for remote consecutive interpreting, and therefore is more expensive and requires more training for in-house interpreters. Because the interpreter needs access to specialized equipment, this technology generally cannot be used with telephonic interpreting vendors.

Source of equipment: SimulTel (www.simultel.com) creates remote simultaneous interpreting equipment. The cost can vary depending on an organization's specific needs. In an example provided by SimulTel, an organization can rent simultaneous interpreting equipment for ten interpreters at a cost of $9,000 to $10,000 per month for a minimum two-year commitment. This includes all software, remote hosting, a customized voice-menu, interpreter headphones, and a central telephone access number that users can call to reach the interpreters. SimulTel only provides this equipment, but not the actual interpreters; the interpreters are hired by the organization itself.

Users of this technology: Remote simultaneous interpreting technology has been used by courts (e.g. the Arkansas State Court system) and hospitals (e.g. Bellevue Hospital Center, in New York).

3. 3. Audiovisual Remote Interpreting Technology

What it does: This technology permits consecutive interpreting while the interpreter is located in a different place than the LEP individual and employee. A video screen allows the LEP individual/ employee and the interpreter to hear and see each other.

How it works: This is used much in the same way as remote consecutive interpreting, except the LEP individual and employee have audio and video connections. The LEP individual and employee have one audiovisual unit, and an interpreter has another audiovisual unit to see and hear the other party. To reduce costs but still provide access to all locations where interpreting may be needed, an organization can mount the LEP/employee portion of this equipment on mobile stands and transport them to specific locations as necessary.

Context appropriate for use: This technology is best suited for any dialogue in which the visual presence of an interpreter is valuable. For instance, the Harborview Medical Center in Seattle uses this technology for communication between doctors and patients. The medical center has found that the visual presence of an

interpreter creates a greater sense of comfort among patients and increases general satisfaction in language access for both patients and providers.

Overall benefits: Audiovisual remote interpreting technology can be used for sign language interpreting as well as spoken language interpreting. Moreover, it is useful if the interpreter's virtual presence might add to the LEP individual's comfort. Officials at the Harborview Medical Center note that the technology allows for better communication in certain Asian languages than with telephone-based consecutive interpreting, because its digital audio component captures the tonal qualities of language better than a regular telephone line. As with other remote technologies, this can save resources by allowing interpreters to use all their time to interpret rather than spending time traveling between locations.

Potential drawbacks: Systems are generally more costly than consecutive audio equipment. As with all consecutive interpreting — whether remote or in-person — the length of the conversation is approximately doubled.

Sources of equipment: Polycom creates audiovisual remote interpreting equipment for approximately $3,500 for the most basic video unit. Other distributors may sell Polycom's equipment at discounted prices. Costs could be potentially reduced by using Skype, a free program that permits Internetbased audiovisual communication

between computers. Skype can be used with any computer that has an Internet connection, a microphone and audio output, and a camera. The downloadable software, user accounts, and communication between two Skype account holders are free. Thus, if an organization has in-house interpreters with ready access to a computer or laptop with Internet connection, and employees interacting with clients have access to a computer with Internet connection, they could communicate with sound and visuals for free. Skype would be a less viable option for use with interpreting vendors, as these vendors' systems are generally not set up to allow Skypebased communication on the interpreters' end. Though no organizations interviewed use Skype for audiovisual consecutive interpreting, this may present a low-cost alternative to this specialized equipment.

Users of this technology: Audiovisual remote interpreting technology has been used by hospitals (e.g. Harborview Medical Center, in Seattle).

4. 4. Interpreter Network Technology

What it does: This technology lets employees at one organization easily access other organizations' interpreters.

How it works: When an employee tries to access an interpreter using an interpreter sharing network, the request first goes to interpreters within his or her organization. If no one is available for that language

within the organization (either because that language's interpreter is busy or because no one is hired to cover that language), the call is transferred to another hospital with available interpreters in the requested language. If no interpreter is available in the entire network, the call is automatically transferred to a telephonic interpreting vendor. Each organization pays its own interpreters directly, and the operating system records the requests sent to other organizations and telephonic vendors. Each organization pays a predetermined rate for use of another's interpreters, and each organization pays for its own telephonic interpreting vendor use. Organizations without their own staff interpreters can also be added to these systems (these organizations will simply skip the first step of searching for in-house interpreters), and calls are instead first directed to other organizations' interpreters and then to vendors.

Context appropriate for use: This technology would prove beneficial in a number of different contexts, Since almost any organization could benefit from having access to a larger number and wider variety of Interpreters. However, given the cost, this technology may be more practical for established networks with many member organizations and more feasible for organizations with relatively large budgets.

Overall benefits: This sharing of resources can allow agencies to access a larger number of interpreters for

often-requested languages, as well as a wider range of interpreters for less frequently used languages, than would be possible if each organization separately hired its own interpreters. Because this system is fully automated, it's easy to use, as the person requesting interpreting only needs to make one call to access all resources (in-house interpreters, other organizations' interpreters, or interpreting vendors).

Potential drawbacks: This resource-sharing system can be relatively expensive, so it is most practical when implemented on a larger scale.

Source of equipment: Paras and Associates Interpreter Systems (http://parasandassociates.net) offers this network infrastructure and manages the off-site maintenance of the system. This company also handles the initial purchasing of all necessary interpreting equipment. The cost for such a system varies widely depending on the degree of database and bandwidth connection already shared by organizations within the network, but a baseline estimate runs approximately $40,000 per year (for the entire network, not per individual institution) to run the system.

Users of this technology: This technology has been used by hospital networks in multiple regions, such as California's Health Care Interpreter Network, which encompasses nine public hospitals across the state.

5. 5. Multiple Listener Technology

What it does: This technology allows numerous LEP individuals to hear simultaneous interpreting of a speaker without having to sit next to an interpreter.

How it works: To use this equipment, all LEP individuals in an audience are given special receiver headsets. An on-site interpreter then interprets (generally simultaneously) into a transmitter, which is connected to the receiver headsets, allowing LEP individuals to hear the interpreting. Because transmitters and receivers can generally connect to multiple radio frequencies, this equipment can be used for interpreting in multiple languages within the same presentation. For example, if the receivers have eight channels, eight interpreters can work at one time — LEP individuals simply turn the dial to the channel for their language.

Context appropriate for use: This technology is best suited for when a number of LEP individuals need to understand a speaker. For instance, the New York City Department of Education uses it at educational events for parents, including information sessions regarding New York City's high school application process.

Overall benefits: This technology keeps the interpreting from disrupting the presentation for English-speaking individuals, and only one or two interpreters per language3 are needed to serve up to hundreds of LEP

individuals sharing that language. It is also relatively easy to use for both the interpreter and the LEP individuals.

Potential drawbacks: Interpreters are not required to be stationed alongside LEP individuals, but the interpreters must be in the same room, and they must be positioned so they can clearly hear the presenter. Depending on the number of languages needed and the number of LEP individuals present, this technology may also be relatively expensive. Because this is a one-way technology (i.e., it can help one party understand what the other says, but it does not work in reverse), it is not helpful for interpreting back-and-forth conversation.

Source of equipment: Williams Sound (www.williamssound.com) creates multiple listener equipment.

They charge approximately $2,000 for one eight-channel transmitter, one headset/microphone for transmitter, ten receivers, ten headphones for the receivers, batteries for all equipment, and a carrying case. Other distributors may also sell Williams Sounds equipment at discounted prices.

Users of this technology: This interpreting equipment has been used by government entities that make presentations to the public (e.g. the New York City Department of Education).

Automated Interpreting Technologies

Automated interpreting technologies permit limited communication with LEP individuals without the need for an interpreter. These tools may be either be "one-way," in which only one party can speak to the other, or "two-way," in which communication can flow between both parties. One-way interpreting technology eliminates the need for an interpreter when relaying basic information, and limited two-way interpreting technology allows for basic question-and-answer dialogue between an employee and an LEP individual based on predetermined phrases. Full two-way interpreting technology eliminates the need for an interpreter altogether in basic conversation and allows for communication outside of predetermined phrases. Automated interpreting tools are less commonly used than interpreter based tools due to their higher initial cost and relatively limited application. However, they can be cost effective because this technology does not increase in price if demand for interpreting increases.

1. One-Way Technology

What it does: One-way interpreting technology allows employees to relay basic information to LEP individuals by using multilingual prerecorded phrases.

How it works: This technology uses devices with prerecorded phrases in multiple languages. An employee can select, through touch-screen or voice activation,

certain prerecorded phrases to be "spoken" by the device in a chosen language. While companies making this equipment generally include prerecorded phrases geared to the military or police-oriented fields, other types of organizations using this equipment record their own. Moreover, some companies are willing to work with buyers and preinsert phrases geared toward a specific field.

Context appropriate for use: This system is best suited for situations in which an employee provides instructions or information that does not require a response. For instance, the Howard County Department of Corrections in Maryland uses this technology when issuing basic directives in criminal situations, such as "get on the floor" or "show me your hands." The Howard County Department of Corrections also uses this technology in situations in which a basic response, such as "yes" or "no", is elicited for instance, in basic interrogation questions such as "Could you identify the assaulter based on a photograph?" Because Spanish is the most common non-English language encountered, most employees have been taught relevant Spanish words and can therefore understand basic responses.

However, the automated questions could also be changed to directives that elicit physical responses rather than verbal ones. For example, instead of saying "Could you

identify the assaulter based on a photograph?"(which implies a verbal response), the device could say "If you could identify the assaulter based on a photograph, please nod your head up and down."4

Overall benefits: This permits employees to disseminate basic information and ask simple questions without an interpreter. In contrast to using on-site or telephonic interpreting vendors, this technology does not increase in cost if demand for interpreting increases. It also uses mobile hardware which allows for it to be used in settings other than office environments.

Potential drawbacks: The technology cannot help the employee understand a non-English response.

This technology is therefore not helpful if the employee and LEP individual need to engage in conversation or if instructions provided by the employee require any kind of verbal response beyond the employee's linguistic capabilities. In these cases, the involvement of an actual interpreter will be needed.

Source of equipment: Integrated Wave Technologies is one creator of this one-way interpreting equipment. This company charges $3,200 per unit, which includes accessories such as a megaphone and a carrying pouch.

Users of this technology: One-way interpreting technology has been used by corrections offices (e.g., Howard County Department of Corrections in Maryland),

law enforcement (e.g. Shenandoah County Sheriff's Office in Virginia), and the US military.

2. Limited Two-Way Technology

What it does: This technology allows employees to communicate with LEP individuals by using multilingual predetermined phrases and questions. It also, to a limited degree, allows employees to understand LEP responses to predetermined questions.

How it works: This technology operates on computers with Internet connections. It is based upon a prepared library of directives, questions, and possible answers. These questions and their non-English equivalents are prepared by the companies creating the technology. Employees operate the program on the computer and choose the appropriate question or directive from the program's library. The computer then "speaks" this question/directive in the requested non-English language. Most questions are structured to elicit "yes" or "no" responses, which are written on the screen and can be viewed in both English and the non-English language. The LEP individual can then indicate his or her answer to the question. For those that elicit other types of responses, the computer screen will show a written list of possible responses or response prompts in the non-English language (along with English translations). The LEP individual can use the translations available on the screen to indicate responses.

Context appropriate for use: This technology is best suited for limited and basic verbal exchanges between an employee and an LEP individual. For instance, the Alabama Department of Public Health has found the program useful for initial intake and other situations that require a routine exchange of information. This department has also employed other uses of this technology, such as printing multilingual drug and discharge information.

Overall benefits: The system permits basic communication without the aid of an interpreter and is relatively simple to use. Moreover, in contrast to using on-site or telephonic interpreting vendors, this technology does not increase in cost if demand for interpreting increases. Because employees and, for example, patients at a hospital need not wait for an in-person interpreter, using this technology can be an efficient mechanism for LEP individuals to receive efficient services.

Potential drawbacks: This technology does not permit full, real-time conversation. An interpreter is still necessary if the LEP individual or the employee needs to provide information that is outside of the software's question format. This technology is also only in available in languages already supported by companies creating the software, so it may not be available in all needed languages. This software (specifically the version developed by Polyglot Systems, see below) has primarily

been used by hospitals, so many of the preset questions are geared toward a medical setting. Finally, this technology can be complicated for untrained users or users who are generally uncomfortable with technology. Therefore, employees must undergo significant training in order to be able to use the system.

Source of equipment: ProLingua, created by Polyglot Systems is an example of this type of equipment. An agency does not need any special infrastructure beyond an Internet connection because the software is hosted by ProLingua. Polyglot Systems charges $120 per month for each computer using their software. The cost can be reduced for organizations ordering a large number of computers, or "seats." Additional questions beyond the approximately 7,000 preloaded questions and answers included can be added to meet a client's specific needs. The cost for additional questions is determined on a case-by-case basis. This software is available in Spanish, Korean, Mandarin Chinese, Russian, and Vietnamese, although Polyglot Systems has plans to develop more languages.

Users of this technology: This simple two-way technology has primarily been used by hospitals (e.g. the Regional Medical Center at Memphis; Heartland Hospital, in St. Joseph, Missouri), though it has been used by some public health departments as well (e.g. Alabama Department of Public Health).

3. Full Two-Way Technology

What it does: Permits interpreting without the assistance of an interpreter. Unlike limited two-way technology, full two-way technology can do more than handle predetermined phrases. This technology uses its stored memory of vocabulary and related language technology to convey any information spoken from the employee to the LEP individual and vice versa.

How it works: One person speaks into a microphone and the technology's software processes this source speech into the target language. The software can work on a variety of hardware, ranging from computers to specialized headsets.

Context appropriate for use: This technology is best suited for situations in which communication is relatively straightforward and low-stake, because the technology cannot handle nuanced or very complex information accurately. Because it can be used with battery-operated hardware, it is also mobile.

Overall benefits: This allows employees to exchange information with LEP individuals without having to send for or remotely contact an interpreter. In contrast to using on-site or telephonic interpreting vendors, this technology does not increase in cost if demand for interpreting increases. Moreover, this software can be used with lightweight and mobile hardware. It can therefore be used

in settings other than office environments, such as a war zone.

Potential drawbacks: This technology has been developed primarily for military use, and although it has a variety of general-use vocabulary, in its current form it may not have specialized vocabulary for other fields. Because it was developed for the military, it currently only handles languages of particular interest to the military — specifically, Iraqi Arabic, Farsi, Dari (the Afghan dialect of Farsi), Pashto, and Malay. It also cannot necessarily process nuanced or very complex information accurately. Moreover, there is no clear way to discern the boundaries of where language becomes too complex for this technology, because there is no way to know if it interprets incorrectly without an interpreter confirming the program's interpreting.

Source of equipment: SRI International has developed this technology through funding from the US military. Though it is specialized for military use, SRI International is willing to customize it to any organizations' specific needs. They have not set prices on their software.

Users of this technology: This technology was not used by any contacts consulted for this report. Its development was funded by the US military, and thus far the US military appears to be its primary user.

C. Interpretation Service Vendors

If an organization is not currently able to hire in-house interpreters, or if it cannot hire interpreters for all languages needed, it may need to hire a company that provides interpreters. There are two types of interpreting vendors: telephonic and on-site. Telephonic interpreting vendors are companies that connect employees to an interpreter via telephone. These vendors are typically more cost effective than on-site interpreters and usually charge per minute of interpreting. The costs can vary depending on the language and generally range from $1 to $3 per minute. In order to access their services, an employee calls a general number for the vendor and states the needed language. The vendor then connects this employee via phone to the appropriate interpreter, so the employee is now speaking over the phone with just the interpreter. To use this interpreter to converse with the LEP individual, the employee can pass the telephone handset back and forth between him/her and the LEP individual. Alternatively, the employee can use remote consecutive interpreting technology (such as a dual handset or a speakerphone) to more easily permit communication between the three parties.Telephonic interpreting vendors that other government entities use include Language Line Services6 On-site interpreting vendors send interpreters directly to the location where interpreting is needed.

They are useful for situations in which physical presence is vital. For instance, an interpreter must be physically present at any event in which multiple listener technology is used. On-site interpreting vendors may be more cost effective than telephonic vendors if interpreting is needed for a lengthy matter. For instance, if an interpreter was needed for two hours, a telephonic vendor that charged $1.50 per minute would cost $180. An on-site interpreter, depending on their pricing, may charge a flat rate in lieu of a per-minute rate. Moreover, on-site interpreters charge by lengthier increments, such as hour or half-hour, and often require a time minimum, such as two hours. Because these companies vary widely depending upon location, examples are not included in this report.

Exercise based on lesson three

1. Discuss the main means of technology that can be used within the interpretation process

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2. What do you think about the future of using technology in the translation and interpretation process?

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3. Translate this text into Arabic

Note: You will find this passage in the attached CD labeled Track three

The Enchanted Princess
Part three
CD Track 3

After one year of waiting Marquis felt that he could wait no longer and he decided that he must go and find out what it had become with his eldest son. But John knew that his father was getting old, so he offered to go on his behalf. Although his father and his brother had not always Treated him well. He didn't bate any grudge because all that he wanted to do was to free his father from poverty and so, without a sword or a horse, he set off. He took the same path through the woods that his brother Henry had taken. When he came to the pond he had a little nap until he was awaken by the little ducks. They were not afraid of this gentle looking young man. They even waddled out of the water to get a closer look at him. John loved the ducks, and he shared his bread with them. Then he continued on his way. Next he came across an anthill

where the ants were rebuilding their broken home. He helped them to mend it by digging up the earth and working with a straw. The ants were very grateful for his help and hoped that one day they would be able to repay him for his kindness. Then he saw a swarm of bees busily trying to repair their hive. So thoughtful fellow picked a wonderful bunch of flowers full of pollen for them. John's behavior was obviously very different from Henry's. Finally he arrived at the sorcerer's castle. The saucer's assistant met him at the door and told him to have a rest before attempting the tasks. John had the best night's sleeping as he had and felt refreshed and full of courage the next morning. On a strike of nine the sorcerer's assistant appeared out of nowhere as the sorcerer's assistants do. She told John about the first task: "Gather a pocket full of seeds, scattered in the meadow." "Well, it sounds difficult but I'll certainly have to go, "said John.

He knew that he had to try, but he desperately wanted to help his father. So he knelt down in the meadow and picked up the seeds, one by one. But there was no way he could pick them all in one hour! Then suddenly a long line of ants appeared. They were coming to help him! There were so many of the little creatures that in a few minutes they had picked all the seeds up. "Thank you so much!" said John. "Say nothing of it," said the ant. "It's just done only to repay you for rebuilding our home. Good-bye, good luck!" John has done well: he has finished the task

before the time was up. "I'm very pleased with you," said the sorcerer's assistant. "Now it's time for your second task." Again she threw the twelve golden keys into the moat. She gave John one hour to get them all back. This task worried John because he wasn't a very strong swimmer, but he knew he had to try for his father's sake. He dived into the moat – the water was so cold and dark but he couldn't see the bottom. John swam back up to the surface straight away. "Oh, my God, how to get those keys back? "he muttered to himself. And as he stared helplessly in the dark cold water he saw his old friends, the ducks swimming towards him. They wasted no time and dived into the moat and retrieving the keys for him. "How can I even repay you?" said John when he saw them with the keys in the beaks. "You already have: you shared your bread with us," was the ducks' reply. The sorcerer's assistant appeared again. "You have done very well this time," she said. "Now it's time for the final task, but I must warn you that if you don't complete the task, you will pay with your life." "I'm not afraid," said John. "Tell me what the task is." So the sorcerer's assistant took him into the room with the three veiled figures, and the challenge was said again. Then the sorcerer himself appeared. "Choose." he said. He watched John carefully. "How can I choose? I don't know which of the three is princess Asmiralda." Suddenly the swarm of bees whom he had met in the wood came to his rescue. The bees

started buzzing over the head of the figure in the middle. John told the sorcerer that he thought this one was the princess: "This one! This one!" "This one is Asmiralda." And he was right. He was so relieved when he saw that two dragons were under other veils. Then John turned to the bees and in his usual gracious manner and said: "Thank you, kind bees. You have saved my life." The veil failed from the figure in the middle to reveal a beautiful girl. "I am indeed the princess Asmiralda," she said. "Thank you for breaking the spell that had held me as prisoner all these years. Please take me away from here and make me your wife." And then the sorcerer and the two terrifying dragons disappeared while the sorcerer's assistant congratulated John on successful completing all the tasks. John went and took the princess's hand but the excitement that a shy young man had forgotten to introduce himself to his future bride. "Oh, dear… oh!" And before he could do that she said: "I don't know your name, but I would call you my love." The king gave a magnificent party to celebrate his daughter's freedom and her wedding to gentle John. And Asmiralda couldn't have found a better husband than John as if she had met all the suitors of the land because he was a kind man, who had a great respect for nature. Old Marquis was invited to join the celebrations and share his happiness. And although he was sad about loosing Henry, even he had to admit that it

was John and not Henry, who had proved himself to be the better son.

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Lesson four
Translation /Interpretation Management

Translation and interpretation programs have developed in-house systems to allow them to more effectively manage requests for their services and to track resource needs and allocation.

So when the process of interpretation and translation is managed in appropriate way then we can get a high leveled out-comes that will help to develop the future of these missions.

• Translation management

Translation databases are specifically used to help manage any aspect of document translation.

Such databases have been used for three main purposes: tracking the document translation process, maintaining records of translated documents, and distributing translated documents. This section highlights examples of each of these three uses. Some aspects of these database examples may not align with all organizations' capabilities or needs, but they can nevertheless provide useful models. For tracking the translation process and maintaining translation records the following section highlights the New York City Department of Education's Translation and Interpretation Unit. This For the third

purpose — distributing translated documents — this section highlights Washington.

Translation and Interpretation Unit serves as the central repository for translation for the New York City Department of Education, including both the Department of Education offices and schools.

Although the New York City Department of Education's system is reviewed, other agencies, such as Los Angeles County's Department of Public Social Services, also use databases for translation tracking and translation record-keeping. State's Department of Social and Health Services' Economic Services Administration. Although Washington State's system is reviewed, other social service agencies, such as San Francisco's Department of Human Services, use similar distribution systems.

1. Tracking the Document Translation Process

Having a system that tracks the translation process has two related benefits. First, it helps those managing translations keep track of their translation projects and deadlines, thereby reducing human error. Second, it allows supervisors to look at any project and know exactly where it is in the translation process (i.e., being translated, being proofread, or completed). Though these

management functions are particularly beneficial in an office that completes a high number of translations, they can be helpful for any office that does translation. The New York City Department of Education's Translation and Interpretation Unit provides a valuable example of a translation database and serves as a central source of translation for the entire New York City Department of Education. In contrast to some other organizations that do translation, this unit does not create any of its own documents to be translated. Rather, it only translates documents requested by city schools and educational offices. Because it is the department's central translation source, it handles a high volume of translation requests more than 3,000 translation requests alone in fiscal year 2008-09. This Translation and Interpretation Unit maintains a well-developed Microsoft Access-based database, developed specifically for the unit's needs by an internal employee. The database is based around the unit's personnel structure, which employs project managers (who handle the administrative and managerial side of translation projects) and in-house linguists. On occasion, the unit also uses translation vendors when its in-house linguists are overbooked. The database is structured according to the unit's two-step translation process. Documents are first translated by one linguist and then proofread by another linguist.

When a project manager first receives a document in need of translation (hereafter referred to as a translation project, or a project), he or she opens the main translation database and clicks on a button indicating that a new translation project is being entered. This automatically assigns the project an identifying number and opens a blank page for this new project. On this page, the manager lists identifying information for the project. This information includes project title (generally a description of the document); project manager (automatically entered based on who had logged in); word count; document category (i.e., whether a letter to parents, school flier, administrative guideline, etc.); subject of document (i.e., whether admissions, school policy, parental involvement, health and safety, etc.); contact information for the person submitting the translation; languages needed; date the translation project was begun; and date it is expected to be completed (including internal deadlines).

The manager then assigns the translation and proofreading of this project to either an in-house translator or, if translators are overbooked, to a vendor. Once this information is entered in the system, the manager sends the translation and proofreading assignment to the linguists. These tasks are sent by pressing a button on the database project page; this

button is linked to Microsoft Outlook, so the linguist receives the task via e-mail. If a vendor is used, the manager simply e-mails the vendor contact with relevant project information —project number, word count, languages needed, and desired deadline, etc. — and attaches the documents.

When a project has been completed by the translator and proofreader, the manager marks these steps as complete in the database. When all needed languages are complete and the project manager has done a final quality-control review of the documents, the manager marks the entire project as "complete" in the database. This moves the project from an "active" status to a "completed" status. If a vendor is used for a project, the manager can also rate the vendor. Two rating metrics are used: "management" (i.e., responsiveness to project manager) and "deadlines" (i.e., timeliness in returning translations). Rating for each vendor can be combined from different projects over time and used to assess the overall quality of a vendor.

2. Maintaining Translation Records

The New York City Department of Education's tracking database also serves a record-keeping function. The database allows employees to access information about already completed translation projects because it is searchable by project number, translation requestor, and

project name. Thus, if someone wants to update a completed project, a manager can find that project through multiple searches. The manager can see which projects the requestor, or the requestor's office or school, had submitted in the past. The manager can also search the key words in the name of the new project to see if it matches the name of any previous projects. If the requestor has the project number for their previous translation, the manager can simply look up that project number.11 These tools help managers to find completed projects when needed. The record-keeping aspect of this system also builds institutional memory and allows managers to assess past work. For instance, these records can be used to see the translation word count needed for particular languages. This allows for a broad view of the most-needed languages over specific periods of time. Managers can also gather similar summary statistics for any other field in the database, such as type of document submitted or the amount of work a particular linguist does, to get a better sense of the overall workflow.

3. Facilitating Translation Distribution

Distribution of translated documents is an integral component of language access because their utility is dependent on whether the translated document makes it into the hands of an LEP individual. Distribution can be complicated: it requires knowing what language each LEP

individual needs, knowing where the appropriate translation of the appropriate document is located, and being able to access that document readily. Thus, automation of the distribution process can prove helpful. Washington State's Department of Social and Health Services' Economic Services Administration provides an example of a major agency that took advantage of its preexisting client database to facilitate translated document distribution. This organization maintains a general client database (originally purchased from Connecticut's Department of Social Services) that records basic information about clients, including the client's preferred language. This database is also used for automatically printing standard letters relevant to a client's case, such as benefit eligibility letters. Originally, these standard letters existed only in English, but the administration translated the letter into eight other commonly needed languages (Chinese, Khmer, Korean, Lao, Russian, Somali, Spanish, and Vietnamese). The agency then merged these translations into the existing database, alongside the English versions.

As a result, when an employee requests a document to be printed though the system, it is automatically printed in a client's preferred language. this means of distributing translations is managed in parallel with English-language document distribution, eliminating prior logistical

difficulties in separately distributing documents to LEP individuals. Beyond the initial cost of translating the documents and integrating them into the database, no additional costs are incurred.

• Interpretation management

Technology can also prove useful in tracking the use of interpreters. For example, this can help an organization to decide whether it is more cost effective to hire a vendor or an in-house interpreter or multilingual staff. This information can be tracked by either the vendors providing the services or by the organization itself. The Washington State Department of Social and Health Services' Economic Services Administration relies on its vendors to track interpreter usage. Every month, it receives reports from its interpreting vendors that track number of requests made for each language. These reports can track languages requested at each of the more than 90 field offices, each with a different client base. An administrator can therefore see which languages are most commonly needed at each location. Washington State's vendor-based data collection system is advantageous because it does not take up employees' time and requires no internal database infrastructure. It can also track spending for vendor services in specific languages and can therefore help determine if an in-house interpreter may be more cost-effective. However, the

system only tracks interpreting provided by that particular vendor; it cannot track interpreting provided by in-house staff or by other vendors. The organization must also be sure that it can trust the vendor to provide reliable data. This tracking is therefore most logically used with an established, respected, and reliable vendor.

The New York City Department of Education's Translation and Interpretation Unit also tracks interpreter usage. However, it does so through internal database tracking rather than using vendor produced reports. From this data, reports can be created to track a range of information on the provided interpreting services. The New York City Department of Education's internal data collection system has the advantage of being able to track specific information of interest to the organization; for example, the types of events or situations that most often need interpreters. If an organization

Unlike interpreting, which can be done instantaneously, accurate translation can be more time consuming. Thus, if an LEP individual immediately needs to understand information on a document that is not available in his or her language, translation may provide little help. In these cases, organizations may need to be resourceful and creative in disseminating the needed information. The New York City Administration of Children's Services (ACS)

has encountered this issue, specifically when an LEP individual does not speak any of ACS's nine retranslated languages but urgently needs to understand material written on an ACS document. As a solution, this organization has used telephonic interpreting to resolve this translation concern. When a client urgently needs to know information from a document that is not available in his or her language, the ACS employee calls a telephonic interpreter. The employee reads the document to the interpreter line by line, and the interpreter conveys that information, line by line, to the LEP individual in the needed language. To help employees handle these situations effectively, ACS had created training videos to show employees how this transfer of information works. While this is only practical for certain types of documents, and while pretranslated documents are generally preferable, this translation/interpreting solution may present a practical alternative to a challenging situation.

In another instance of the overlap between translation and interpretation in an agency, ACS has considered recording a verbal rendering of written documents (both the English and translated versions) onto MP3s and making them available to clients on office-owned MP3 players. This example of a technical collaboration between translators and interpreters would be especially helpful to low-literate/illiterate LEP individuals and low-

literate/illiterate English speakers, both of whom cannot understand written documents regardless of the language. uses a mix of in-house interpreters and interpreting vendors, internal tracking can take into account all interpreting offered, rather than only interpreting offered by vendors.

And to conclude what we have said in this lesson we can say that

Given the growth and dispersion of immigrants in both historic and new destinations across the United States, public and private agencies are actively seeking ways to communicate effectively with LEP individuals. While agencies most commonly use translators, interpreters, and multilingual employees to communicate with LEP individuals, technologies now play a vital role in meeting language access needs. Health care providers are more efficiently using interpreter resources with remote on-site interpretation, schools districts and schools are providing simultaneous interpretation of important meetings in multiple languages, and child protection field workers are quickly accessing translation and interpretation support to function effectively in their profession. Yet still, many service providers remain uncertain about the functionality and value of these technologies or lack the time necessary to research their purposes, costs, and benefits. This report has sought to answer some of these questions so that

these roadblocks can be removed and language access professionals can more confidently seek out the technology assistant to fill their needs.

Of course, not every technology will be useful to every agency. Individual agencies require language access solutions tailored to the unique features of their service delivery system — for example, the volume of clients to be served, the languages they speak, and the nature, length, and frequency of exchanges with them. This report should thus be seen as a catalogue of possibilities, with service providers deciding what best meets their particular needs.

Since growth and innovation of these technologies can be expected to continue, as well as the number of vendors providing these products, information on language access technologies and products will be updated from time to time by MPI's National Center on Immigration Integration Policy.

Exercise based on lesson four

4. Discuss the management process within translation

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5. Discuss the management process within interpretation?

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6. Translate this text into Arabic

Note: You will find this passage in the attached CD labeled Track four

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The Emperor

Part one

CD Track 4

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Once upon a time there was an Emperor whose greatest pleasure was to buy and wear lots of new clothes. This Emperor didn't take much interest in his army and he wasn't much bothered much about driving out in his carriage. All going to the theatre except to show off some of his new clothes. When his servants were asked: "Where is the Emperor?" he was much likely to reply: "He is in his dressing room." than to say: "The Emperor is busy in a meeting." The city where the Emperor lived was very gay. The people who lived there were very fashionable. And there were always plenty of visitors. One day two swindlers arrived in the city. They went around telling everyone that they were the weavers and that they were famous for making fine patent fabric. "And the most incredible thing about our fabric," they told the people in the city, "is that it is invisible to anyone who is stupid or unfit to hold his job." It was long before the Emperor got

to hear these rumors about this amazing cloth. "What a fine outfit I could have made from this cloth!" the Emperor thought to himself. But at once it wasn't just how fashionable he would be as he was concerning him. "Wearing that outfit," he thought, "I would be able to find out which of the people around me were really suitable for their jobs. It would instantly become clear which of my courtiers was a fool and which a clever man." So the Emperor had the two swindlers summoned to the palace. They were very humble in the presence of the Emperor: "Your majesty!" But knowing his weakness for new clothes, they sighed praises of a very amazing woven new cloth: "We are to be here indeed to make a new cloth for you, Your Highness!" Of course, the Emperor was easily persuaded. "I may have a suit of clothes made from this fine fabric!" he declared. And he gave the swindlers a great deal of money to get to work. The swindlers bought two huge looms and started to work immediately. But there wasn't anything to see because, of course, there wasn't really anything there. The swindlers asked for some very special gold and silk threats, and the Emperor sent over the whole chest packed full of them. The rascals put them straight into their own pockets. They didn't need any of threats for weaving their fine cloth because they were not really doing anything. The Emperor wanted to know how his fine new suit was coming along. But he had a funny feeling about going to see the weaving.

Everybody in the city knew about the magical power of this amazing cloth. "Of course," he thought to himself, "there is no doubt about how clever I am. And I am the only person suitable to be Emperor. Even though I feel cause in someone else this first time." The Emperor decided to send his trusted old minister of state. He is a wise man and there is no one more suitable for his position. When the minister arrived in the swindlers' workroom, he opened his eyes wide in surprise. "Oh, my goodness!" he thought to himself. "I can't see a weave at that loom." But he was careful not to say so. The swindlers begged the nervous minister to come closer and admire the fine detail that they were weaving. "Look closer see delicate weave."

He stared and stared but there was nothing there. "It's the finest silk!" "Can it really be I am that stupid?" he thought. "Or all the time I am not fit for my job? I have never thought so. But I certainly don't want other people thinking that." So, when one of the swindlers asked him, "Do you approve the fabric, sir?" the minister replied, "Why, yes, it is indeed, very fine," even if he couldn't see anything at all. The minister stayed listening very carefully to the descriptions that the swindlers gave to their fine fabric, then he went back to the Emperor and ensured him that the work was coming along very well. Now the two swindlers asked for more money and more threats, and the Emperor readily agreed. They pocketed these things

straight away and carried on working on the empty looms. The Emperor decided to send another of his most faithful minister to inspect the work. The poor man was horrified when he entered the workroom and saw the empty looms. "How can I let it be known that I am a stupid man not capable of doing my job?" he thought to himself. So when the swindlers began describing the colors and design of the fabric, he paid special attention, so he could go back and describe it all to the Emperor, which was exactly what he did. The whole city was talking about the fabulous cloth, and the Emperor decided that it was time to take a look at it for himself. He took his two trusted ministers with him and some other faithful courtiers. For soon they arrived, the ministers who had visited the workroom before spoke up. "Aren't the colors magnificent, Your Majesty?" said the minister of state pointing to the empty loom. "Don't you admire the design?" asked the second minister. Certainly that everyone else in the room could see the cloth. The Emperor nodded and smiled, but all the time he was thinking: "Oh dear, oh dear, I can't see a thing. Can it really be that I am so stupid and not fit to be Emperor?" "Beautiful colors! Don't you think?" "Fine cloth!" Without loud the Emperor said: "Why, yes, the cloth is jolly magnificent. It certainly meets without approval"

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Lesson five
Interpretation needs history
(A historical view upon the world needs for interpreters)

We will start this lesson with what an interpreter has said when he was asked why he went to train to be an interpreter he said.

When I tell people I'm training to be a conference interpreter, they react in various ways. A few have no idea what a conference interpreter actually is or does. Slightly closer to the mark is when they think I'm a translator (note: interpreters work with the spoken word, translators with the written word. Each profession requires its own set of skills, and I simply wouldn't have the patience or the meticulousness to be a translator. I hate having to reread what I've already written, for starters. Some superhuman manage to do both jobs at once – I'm not one of them!)

More people than I expected said that they'd also like to go into interpreting after having talked to me. I'm not sure if this is because I impressed them, or because they thought "if he can do it, anyone can". More for them later. And of course, there was the unforgettable reaction of one Kazakh tourist who I gave directions to in the RER: "you should have gone into engineering, the real money's in oil and gas!" As if the average British (or French) engineer would have been able to give him directions in Russian!

But one reaction which I find interesting is the question of whether interpreting would survive as a profession. After all, everyone speaks English today, right? Well, it depends on what you mean by 'speaking a language'. Admittedly, most educated people under a certain age will have some knowledge of English, and will be able to talk about subjects they know in relatively fluent and sufficiently correct English. For certain areas, such as medical conferences, this is enough, as long as the speeches are full of technical terms which are the same in most languages anyway and everything is accompanied by plenty of text and diagrams.

So far, so good. But would that work elsewhere? Not really. In diplomatic or business negotiations, both sides will be understandably anxious to keep all the advantages on their side, and language is one of these. Who, in their right mind, would give up their ability to express themselves in a language they master perfectly, especially if they're going to be speaking the native language of their adversaries? The former German Chancellor Helmut Schmidt, who himself spoke excellent English, realized this: "in German, I say what I want. In English, I say what I can".

It's the same at more technical meetings. Lawyers, engineers, economists (well, maybe not economists, most of them really CAN get by with just English, but they're special) will probably feel more comfortable speaking their

own language, knowing it will be interpreted sounding (almost) as good as the original, and expressed better than they could have done in a foreign language. Not to mention places like the European Parliament, where multilingualism is a fundamental principle of accountability – an MEP has to be able to speak the language of their voters!

This is why people need interpreters. Having a trained language professional on hand lets delegates concentrate on their content and their style, without worrying about conjugating a verb right or being understood.

What's the alternative? Horror stories abound. There are cases where a speaker uses such bad English that even the British delegates cannot understand it, let alone anyone else who doesn't share the speaker's native language. One of my teachers, who is a French A, told me about a German delegate who spoke such bad English that none of the other French interpreters (who didn't speak German – why would they need to, for a conference in "English"?) could understand him. She had to step in, relying at least as much on her German as on her English to get an idea of what the speaker actually meant. That's totally crass, or?

But what about machine interpretation? Voice recognition, computer translation, speech software – easy as pie, right? Whenever someone suggests this idea to me, I generally answer with a long, drawn-out "yeeesss", while

nodding slowly and looking doubtful. When someone builds a computer powerful to detect sarcasm, and to transmit it faithfully in another language, I might start to get slightly worried.

Even then, it's still missing the point. Interpreters aren't walking dictionaries – the job consists of understanding the meaning and getting it across. It's not about translating word for word. In almost all language combinations, word for word translations generally sound ridiculous. Just look at the average machine translation! It's about translating the meaning, which is conveyed by the words, but also by the context, by the tone, by a thousand little things that no computer yet built is powerful enough to even begin analyzing, but which most humans pick up on instinctively.

If computers ever do learn how to talk, think and feel like humans, my job will be the least of my worries … just watch the Matrix!

Now we will make a tour around the world to find more about the needs of the world for the interpreting jobs

A SNAPSHOT OF THE WORLD

In general, professional associations of interpreters are the organizations that draft codes of ethics and standards of practice for their members. Government agencies,

interpreter services, and specialized nonprofit organizations sometimes draft standards of practice.

Africa. Few documents were found. Conference interpreting exists in pockets across the continent, and most conference interpreters follow the Code of Ethics and Professional Standards lay down by the International Association of Conference Interpreters (AIIC). General, medical, sign language, and legal interpreting are emerging professions driven by indigenous languages. In South Africa, the professionalization of interpreting has made swift strides: a professional association has developed a code of ethics and other documents to guide interpreters.

Asia. Few standards of practice were found. Government interpreting long dominated Russia and China, but documents about interpreting standards are not easily obtained, if they exist. Currently, conference interpreting is established throughout Asia and dominates the field: most interpreters follow AIIC ethics and standards. In many countries, sign languages are not recognized as official languages.

Australia/New Zealand. The profession is highly advanced, particularly in Australia. A national professional Association has issued a detailed Code of Ethics and a Code of Practice, and a national accreditation authority tests interpreters and certifies all types of interpreters at

four professional levels. New Zealand, though less advanced, is making earnest efforts in community interpreting. Both countries have national codes of ethics For sign language interpreters.

Canada. General interpreting is a well established profession with a national certifying body and 3,500 members, about 2,500 of whom are certified. Relatively few standards of practice have been drafted to date, but codes of ethics for interpreters are legion. Health care and community interpreting are emerging professions, while general, sign language, and legal interpreting appear well established. The federal government has issued a call to establish national standards of practice for medical interpreters.

EXECUTIVE SUMMARY

The Interpreter's World Tour

• An Environmental Scan of Standards of Practice for Interpreters

Europe. Many codes of ethics were found but few standards of practice. The United Kingdom leads the way, with a national registry of interpreters, a sophisticated National Center for Languages, and detailed standards of practice. Progress is rapid in some nations, slow in others. In 1953 AIIC was founded in Europe and counts 2,600 members in 88 countries. Legal, general and sign

language interpreting are also well established: several nations have national ethics and standards of practice.

Latin America. Though both spoken and sign language interpreting are emerging as professions, most documents for this region were codes of ethics, not standards of practice. Many nations have active professional associations of interpreters. Conference interpreting remains the most established field, but sign language interpreter associations are starting to meet and advocate across national borders. Following this lightning world tour of interpreting and interpreter standards of practice, the content of documents was compared and analyzed. The following findings emerged: Conference interpreting is the most established form of interpreting around the globe, with widely respected ethics and standards of practice. Sign language, general, and legal interpreting in industrialized nations are far more advanced than community or health care interpreting. Interpreting in health care as a profession with standards of practice is more firmly established in the U.S. than perhaps any other nation in the world.

Medical and community interpreting are developing rapidly in several other nations. The scan found that the vast majority of principles and requirements found in codes of ethics or conduct are also found in standards of practice, whereas the reverse is not so true. Documents

about ethics or conduct serve to regulate interpreter behavior and address issues of "right and wrong," whereas standards of practice typically offer practical strategies to promote quality interpreting. Particular distinctions were noted: Professional standards for conference interpreting display a concern for logistics, contractual concerns, and working conditions. Standards for legal interpreters focus on reinforcing core ethics, in particular confidentiality, impartiality, accuracy, and the need to follow the rules and regulations of the court. Standards for community and health care interpreters are often preoccupied with interpreter roles and boundaries, cultural mediation, client well being, and promoting client-provider relationships to ensure that the consumer's end needs are met.

Issues found in virtually all codes of ethics or conduct and standards of practice, in one form or another, are confidentiality, accuracy and/or completeness, and impartiality. A few other concerns appear almost universal: interpreter competence and integrity; the need to avoid or declare conflicts of interest; and maintaining high standards. In comparing documents, this scan found that:

Codes of ethics or conduct, in all areas of interpreting, vastly outnumber standards of practice (by approximately 5 to 1 among documents scanned). Codes of ethics were found around the globe, while far more documents on

standards of practice ere found within the U.S. than in other nations. standards of practice for interpreting in health care may be unique to the U.S. and Canada. standards for interpreters are not radically different in content from codes of ethics, though often resented differently. Unlike codes of ethics, standards of practice often address such issues as roles, boundaries, meaning, culture, and managing the communication flow. In particular, standards of care for health care interpreters in the U.S. nd Canada consider the following points in some detail: navigating roles; cultural mediation or brokerage; strategies for promoting communication; decision-making (about ethics, roles, and advocacy); health care logistics; and client well being.

The scan uncovered a number of contradictions among certain standards of practice, both within and across afferent sectors of interpreting. For example: whether the interpreter should remain alone with a client; be completely impartial or support and advocate the client; always interpret completely or sometimes summarize; restrict the interpreter's role to interpreting or include other roles (such as information and referral or mediation); interpret offensive language or offer the speaker a chance to rephrase.

In conclusion, it is clear that the development of standards of practice around the world and within the U.S.

Reflect the emergence of the profession of interpreting in general, and certain types of interpreting in particular. Whole standards of practice both across and within sectors contradict each other; they also affirm basic principles and practices common to nearly all professional interpreters.

If the number and sophistication of standards of practice signals the degree to which a profession is establishing itself, then the U.S. may well lead the way in medical interpreting. As a global leader, it may also bear a particular responsibility to develop national standards of practice for interpreters in health care.

Exercise based on lesson five

1.   **Discuss the periods that the action of translation take place.**

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2.   **The needs for good and well-skilled interpreters have been increased along history ……. Illustrate ….**

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3.   Translate this text into Arabic

Note: You will find this passage in the attached CD labeled Track five

The Emperor
Part two
CD Track 5

All his other courtiers nodded too. At a moment they reproved because each one was sure that others could see the cloth. "Oh, it will be wonderful!" None of them wished to be stupid in front of their fellows. The Emperor's advisers suggested that he have a suit of clothes made of the fabric for a special procession. He agreed and awarded each of the swindlers The Order of Chivalry to wear and the title of Knight of the Loom. The swindlers were busy working away on their empty looms. The day before the procession they pretended to take the cloth off the loom and got to work on making up the clothes. Late into the night they worked cutting the imaginary cloth with scissors and stitching the air with needles as if they were making a suit of clothes. The swindlers burned sixteen candles in the workrooms so that everybody could see

just how hard they were working. Then finally they put down the needles and declared: "The Emperor's suit is ready!" When the Emperor arrived, the swindlers held up their hands just as they were presenting some new clothes. "Here are your trousers, Your Majesty," one declared. "This is the coat," said the other holding his hands in the air. "Just look at the cloak," they said. "The other thing about this special fabric," they continued. "it is lighter than feather to wear. Your Majesty won't feel anything." So the Emperor stripped down to his long johns and the swindlers carefully helped him to step into his new trousers. Even though there was nothing there and they knew it. They helped him on his coat and even fastened the train of his cloak carefully around his waist. The Emperor stood admiring himself in the mirror. "How wonderful the suit looks!" came a cry of his courtiers. "What fabulous colors! What beautiful patterns! How well His Majesty wears the suit!" Then came an announcement that the procession was ready to leave. The Emperor looked again in the mirror and even now as far as he could see he was only wearing a pair of long johns. He turned from side to side and exclaimed: "I'm quite ready. Doesn't the suit fit well?" "Oh, thank you, indeed. I can see that you are a man of fashion." The courtiers, of course, agreed. And the chamberlains fumbled on the floor when they imagined that the train of the cloak must

be. They couldn't see it. But they didn't want people to think they were stupid. So they just held out their arms as if they were carrying a magnificent cloth. So the procession set off. All the people were lining the streets or leaning out of the windows to get a good deal of the Emperor's famous new suit. "What a magnificent outfit!" they cried. "The colors are splendid!" "But design is so unusual!" Never had the Emperor clothes created so much Excitements. Everybody was very eager to tell their neighbors just what they thought of a new outfit. No one wanted to admit that they couldn't see anything and risk being a sort of fool or not fitting to do their job. Of course they couldn't see anything because there was anything to be seen. Then all of a sudden, a small child shouted out: "But the Emperor hasn't got any clothes on!" "Good heavens!" declared his father, looking highly embarrassed. "Just listen to the innocent." The whispers started to pass in the crowd: "What did the child say?" "He said that the Emperor has no clothes on!" "Which one has said the Emperor has no clothes on?" The whispers got louder and louder as the procession passed by. And then all together the crowd exclaimed: "The Emperor has no clothes on!" "The Emperor has no clothes on!" "The Emperor has no clothes on!" And the Emperor had a horrible feeling that they were absolutely right. "Oh, yes," the Emperor thought to himself. "I've come this for and I'll have to stand and keep going." He drew himself up to

look as important as possible and marched down at the head of the procession. At the same time the Emperor was deciding that he was never going to be so vain again and that he would try a lot harder to do his job properly. And although his chamberlains began to feel rather silly in front of the laughing crowd and looked at each other nervously, they kept on holding the magnificent train that wasn't really there.

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- What a Difference an Interpreter Can Make Health Care Experiences of Uninsured with Limited English Proficiency Dennis Andrulis PhD SUNY Downstate Medical Center Nanette Goodman MA Cornell Center for Policy Research The Access Project sponsored the Community Access Monitoring Survey (CAMS) on which this report is based. Carol Pryor MPH The Access Project Brandeis University April 2002

- A Textbook of Translation Peter Newmark Prentice Prentice Hall NEW YORK LONDON TORONTO SYDNEY TOKYO

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