

ICTRG Members' Research Success!

Project:

Translation of official documents: ensuring quality and enhancing security

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The translation of official (personal) documents has been, to a great extent, an opaque process: translators approach this type of text idiosyncratically and, except in cases of direct apprenticeship, they do not have access to the practices of one another. Similarly, except in a few cases when translation errors are so serious that they give rise to litigation, translators submit their translated official documents and public service officers use them without there being a channel to provide feedback or to exchange views about expectations. Despite its potential real-life consequences, this

area of translation has received little research attention in comparison to other areas such as technical, audio-visual or literary translation. Apart from scattered work in different countries, such as Di Salvio (1999), Mayoral Asensio (2003), or Lambert-Tierrafria (2007), little is known about 1) the features that make a translation of an official document a fit-for-purpose product, 2) the practices of certified translators from different language and cultural backgrounds, or 3) the expectations of public service staff who process these translations. This research project will address these points and generate research-based guidelines for a comprehensive protocol, based on textual analysis on the one hand and the views of the main stakeholders on the other.

The project aims to:

1. Compare the translation approaches adopted in different language services/translation agencies and by translators with different working languages (Arabic, Chinese, and Spanish);

2. Elicit the views of official document translators and public service staff regarding the various aspects of translation quality, especially in relation to translation integrity and security;

3. Identify efficiencies that could translate into more cost-effectiveness and security for public services commissioning or processing translated official documents; and

4. Propose guidelines for a protocol for the translation of official documents based on the views of stakeholders and expert analysis of translations.

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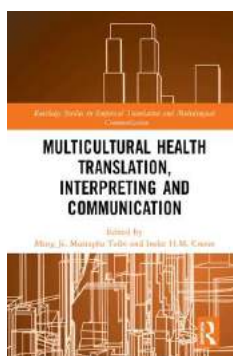
◆ Congratulations to our new PhD Candidate

◆ Upcoming conferences

Latest Publications on Community Translation and related issues:

Multicultural Health Translation, Interpreting and Communication

Edited by Meng Ji, Mustapha Taibi, Ineke H. M. Crezee



Multicultural Health Translation, Interpreting and Communication presents the latest research in health translation resource development and evaluation, community and professional health interpreting, and the communication of health risks to multicultural populations. Covering a variety of research topics in empirical health

translation and interpreting, this advanced resource will be helpful for research students and academics of translation and interpreting studies who have an interest in health issues, particularly in multicultural and multilingual societies. This edited volume brings in interdisciplinary expertise from areas such as translation studies, community interpreting, health communication and education, nursing, medical anthropology and psychology, and will be of interest to healthcare professionals, language services in multilingual societies and researchers interested in communication between healthcare providers and

users.

Part I: Health translating and interpreting in national healthcare systems

1. Cross-Cultural and Cross-Linguistic Access to the Healthcare System: Case Studies from Seattle and Auckland (Ineke Crezee and Mele Tupou Gordon)

2. Health Translators and Interpreters in National Healthcare Systems (Allison Squires)

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3. International Perspectives and Practices in Healthcare Interpreting with Sign Language Interpreters: How Does Canada Compare? (Debra Russell)

Part II: Developing culturally-appropriate health translation

4. Assessing linguistic comprehensibility of healthcare translation using the POCA model (Shanshan Lin And Meng Ji)

5. When Pragmatic Equivalence Fails: Assessing A New Zealand English to Chinese Health Translation from a Functional Perspective (Wei Teng)

6. Translation Methods used in Arabic Translations of Medical Patient Information Leaflets (Hala Sharkas)

7. Impact of Translated Health Information on CALD Older People's Health Literacy: A Pilot Study (Mustapha Taibi, Pranee Liamputtong and Michael Polonsky)

Part III: Understanding specialised health interpreting

8. Deaf Healthcare Professionals' Perspectives: Understanding the Work Of ASL Healthcare Interpreters (Laurie Swabey,

Andrea M. Olson, Christopher J. Moreland and Amy Rogers-Drewek)

9. "I'm there sometimes as a just-in-case": Examining Role Fluidity in Healthcare Interpreting (George Major and Jemina Napier)

10. Mental Health Interpreting: Challenges and Opportunities (Hanneke Bot)

Click [here for more information](#)

Included in this book are some of ICTRG members' latest research, which the editor would like to highlight and share with you:

Chapter 1 — Cross-cultural and cross-linguistic access to the healthcare system

Case studies from Seattle and Auckland

by Ineke Crezee, Mele Tupou Gordon

The last few decades have seen an increasing movement of migrants and refugees around the world. Previous studies have shown that a number of barriers may stand in the way of migrants' ability to understand and utilise healthcare services. These barriers may involve a lack of proficiency in the recipient society's dominant language, a lack of health literacy, as well as cultural or social barriers. Such barriers may lead to health disparities in morbidity and mortality rates, as well as a lack of understanding of the mechanics of the healthcare system, which may – for instance – result in patients presenting to emergency departments rather

than seeing their primary healthcare physicians, or being unaware of the existence of certain services. This chapter will look at the current provision of services established to address health inequalities identified among underserved patient populations in Auckland, New Zealand, and Seattle, WA. It will compare the main barriers experienced by underserved populations in both locations, as well as the types of solutions explored, including the provision of healthcare interpreters, health navigators and language- and culture-concordant services.

The text cannot be considered as a static specimen of language (an idea still dominant in practical translation classes), but essentially as the verbalized expression of an author's intention as understood by the translator as a reader, who then recreates this whole for another readership in another culture. (Snell-Hornby, 1988, p. 2)

Chapter 5 — When pragmatic equivalence fails

Assessing a New Zealand English to Chinese health translation from a functional perspective

by Wei Teng

This chapter demonstrates the incorporation of two evaluative tools to test the quality of achieving pragmatic equivalence in health translation and interpreting by providing an example of the assessment of an English to Chinese health translation text publicly distributed in New Zealand. While the first evaluative tool, based on functional translation theories in two previous empirical studies, explores how the translation achieves pragmatic equivalence, the second, a newly developed tool based on systemic functional linguistics, reveals specific pragmatic factors in relation to the extent to

which pragmatic equivalence is achieved. These pragmatic factors are introduced using the concepts of three contextual values (Field, Tenor and Mode), and in response to the term "pragmalinguistic failures", the factors are termed pragmalinguistic factors in the current study to indicate which of the three original contextual values is/are distorted by pragmalinguistic failure in the translation. The findings suggest that pragmalinguistic factors can help specify failed pragmatic functions when pragmatic equivalence is not achieved and reveal four types of

cross-linguistic features that may help achieve pragmatic equivalence in English to Chinese health translation. Application of the two evaluative tools also demonstrated the importance of paying attention to the three contextual values in health translation, which can also be applied to interpreting practices although obviously interpreters have less opportunity to heed possible pragmalinguistic failures caused by nuances in cross-linguistic features.

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Chapter 7 — Impact of translated health information on CALD older people's health literacy

A pilot study

by *Mustapha Taibi, Pranee Liamputtong, Michael Polonsky*

Effective dissemination of healthcare knowledge is essential for enhanced health literacy, especially for older members of the migrant communities who bear increasing health burdens. This communication requires collaboration between the relevant stakeholders to identify the most effective dissemination strategies for each targeted group. This research examines this issue in a small-scale pilot study that sought community feedback to enhance the quality and accessibility of information related to osteoporosis communicated to older Arabic speakers. In the first stage, three groups of

Arabic-speaking older people (27 in total) provided feedback on existing health translations. In the second stage, three sets of materials were tested with a total of 30 Arabic-speaking older people (10 per set of materials): 1) an existing translation of information on an osteoporosis-related topic (Vitamin D), 2) a revised version of the existing translation that was designed to be more engaging and accessible to older Arabic-speaking individuals, and 3) an audio recording of the revised materials. The three versions were tested using a set of comprehension questions

based on the materials provided and a set of intention statements relating to future behaviours. The pilot study suggested that the revised community-based translation communicated knowledge and enhanced intentions to act better than the existing translation. The audio version of information increased knowledge and had a similar effect on intentions to act as the written revised translation. The research suggests that community engagement, together with translation-expert input, can assist in making translations more engaging and informative.

Our new members

Ms. Giulia Magazzù (University of Rome Tor Vergata, Italy)



Giulia Magazzù holds a degree in Translation Studies from the University of Bologna (Italy) and is completing a PHD in English Studies at the University of Rome Tor

Vergata. Her dissertation deals with audiovisual translation and the fansubbing of multilingual TV series. She also works as a contract lecturer at Gabriele D'Annunzio University of Chieti-Pescara, Italy, where she teaches English linguistics and Translation at undergraduate level. Her research interests are: Corpus Linguistics applied to

Translation Studies, Audiovisual Translation and Sociolinguistics. She has also worked as a translator from English into Italian at a number of events and advertising campaigns in Italy and as a trainee at the DGT of the European Commission in Brussels. Some of her publications are:

Magazzù G. (forthcoming 2019) "Censorship and Manipulation in the Italian dubbing of LGBT-themed series. An analysis of Will & Grace and Modern Family" in I-Land Journal. ISSN: 2532-764X

Magazzù G. (forthcoming 2019) "Dottore, dottore!" Subtitling dialects and

regionalisms: the case of "Inspector Montalbano". In Corrius M., Espasa E., Zabalbeascoa P. (eds) 2Multilingualism and Audiovisual Translation", Bern: Peter Lang.

Magazzù G. (2018) The Representation of Immigrants in the Italian Press: Exploring visual discrimination. In InVerbis, Volume 5 (ISSN: 2279-8978). pp. 187-202. For more of Giulia's information, please [click here](#) to visit our website.

Ms. Kholoud M. Munshi (Western Sydney University, Australia)



Kholoud M. Munshi holds a Master in Translation and Interpreting from the American University of Sharjah (2015). She has worked as a translator at Effat

University, Jeddah and participated as a consecutive interpreter at the Sharjah Book Fair, UAE. She also presented a paper entitled "Translation Methods in Practice: Text Function and the Degrees of Freedom in Translation" at the conference Language:

The Beacon of Culture and Thought (Effat University, 2014). Her research interest is in community translation, communication and the use of new technologies in translation and interpretation services. She is currently undertaking PhD research at Western Sydney University on the use of virtual reality to improve the effectiveness of translation for pilgrims in Saudi Arabia. For more of Kholoud's and our other members' information, please [click here](#) to visit our website.

"On the question of what kind of contrastive studies we need as a basis for the training of translators, I say: no linguistic contrastive system so far proposed will do. We need to get away from the linguistic organization and look at reality, precisely because that reality is encoded in situations and texts for the translator and not in languages."
(Denison; twelfth and concluding discussion in Grähs, Korlén and Malmberg, 1978, p. 348)

Congratulations to Our New PhD Candidate, Kholoud Munshi!

On 21 May 2019 ICTRG member Kholoud Munshi successfully passed her Confirmation of Candidature at Western Sydney University. Kholoud is undertaking a PhD study on the use of virtual reality to disseminate translated awareness materials for pilgrims in Saudi Arabia. The study will compare the impact of different

dissemination methods of pilgrimage-related translations: print, video and virtual reality. The study is expected to make a significant contribution to Community Translation research and provide innovative solutions to language barriers in large-scale events such as pilgrimage.

Upcoming Conferences

◇ ICML XVII Conference

The 17th International Conference on Minority Languages

The Mercator European Research Centre on Multilingualism and Language Learning (Fryske Akademy)

Ljouwert/ Leeuwarden, The Netherlands

22nd-24th May 2019

For details, please [click here](#)

◇ TSCL 2019

Translation and Interpreting Responding to the Challenges of Contemporary Society

University of Ljubljana

Ljubljana, Slovenia

21st-22nd June 2019

For details, please [click here](#)

◇ EST Congress 2019

Living Translation: People, Processes, Products

The 9th Congress of the European Society for Translation Studies

Stellenbosch University, South Africa

9-13th September 2019

For details, please [click here](#)

◇ ICCT 2019

—2nd International Conference on Community Translation

ICTRG & AUSIT

RMIT, Melbourne, Australia

13th-15th December 2019

For details, please [click here](#) (updated link)

ICTRG MISSION STATEMENT

- ◇ *To create an international research community capable of leading and conducting quality research into Community Translation;*
 - ◇ *To facilitate cross-fertilization of ideas and international research partnerships;*
 - ◇ *To raise awareness of Community Translation needs in different countries;*
 - ◇ *To promote professionalized Community Translation services;*
 - ◇ *To produce and disseminate quality research outputs that inform training, policymaking and professional practice.*
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[ICTRG WEBSITE!](http://communitytranslation.net/)

<http://communitytranslation.net/>

We make community translation accessible and understandable to communities!