



ignITION

ITI STUDENT BULLETIN

SPRING 2019

In this issue:

- Finding the right job
 - What agencies want from an industry expert
 - Is post-editing machine translation the optimum hybrid?
 - Tips and advice on internships in translation
- And much more!

Hello and welcome to the Spring edition of IgnITlon!

ITI has deliberately created this publication to target issues close to the heart of new starter-outers in the translation and interpreting professions.

From what I have read, this new edition hits the spot, including articles on key issues for early careerists such as: getting a first job (Sarah Thomas), mentoring (Vasiliki Korfiati), internships (Louise Zhou) and targeting a specialist subject upon which to build a career (Sarah Bowyer).

There is also breaking news on new developments from Sophie Hoffman, who explores aspects relating to the post-editing of machine translation, and Elizabeth Morgan, a recent winner of our academic research award, reporting on her move forward into PhD studies (and many congratulations to you, Elizabeth!).

We live in a changing world and it is great to hear that practitioners are keeping up with the momentum.

On that note, I think this is the moment to draw your attention to another recent ITI publication that could provide valuable information for you: the ITI e-book “What’s on the horizon? Trends in translation and interpreting 2019” (see page 14).

This e-book is a compendium of cutting-edge thinking on translation and interpreting from leading academics, technologists and experienced practitioners who are all experts in the field. It gives a broad yet targeted summary of current major trends in the sector, covering issues from the value of core human translation skills and digital nomadism, through distance interpreting and concurrent translation, to new openings for human translators in the development of apps, audio-visual translation and global digital marketing.

So, when you finish with IgnITlon, that’s the place to go next.

I hope you enjoy your reading!

Sarah Bawa Mason
Chair of ITI



Is post-editing machine translation the optimum hybrid?



Institute of
Translation
and Interpreting



By Sophie Hoffman

Sophie studied BA French and Spanish at UCL. During her year abroad, she decided to direct her language studies towards translation and is currently enjoying a Masters in Translation Studies at UCL. Sophie is looking forward to starting a translation traineeship with the Universal Postal Union (UPU) after completing her degree.

With the advancing capacity of machine translation engines, increasing demand for translation services in our global society and ever-decreasing turnaround times, post-editing machine translation (PEMT) has become an increasingly prevalent solution in the translation industry.

Post-editing is carried out by

professional linguists who review the linguistic and semantic content of machine translation output. Theoretically, this results in a text of comparable quality to a human translation and without the tell-tale signs of automated translation. It is a unique task which requires distinct techniques. In fact, SDL Trados offers a specific post-editing certification, and post-editing features on translation curriculums in universities and within academic research, which demonstrates the need for linguists to receive professional PEMT training.

When a translator first encounters PEMT, it may actually take them more time and effort than translating 'from scratch'. Even with experience of post-editing, incorrect or sub-optimal machine translation output can provide a 'false start' for post-editors and mislead their understanding of the text. It can also be challenging for a post-editor to forget the machine translation output once they have read it and think of how they would have naturally translated the text. This may cloud the post-editor's judgement so that 'acceptable' yet lower-quality translations are settled on. Post-editors must also tackle many of the time-consuming aspects of human translation, such as client and field-specific terminology, acronyms and social and cultural

adjustments, on top of correcting common machine-introduced errors such as 'false friends' and literal transfer of meaning.

These challenges vary according to the text type and subject matter. Post-editing productivity increases with higher-quality machine translation output. Translation companies may train their own machine translation engine and assess which texts it produces the best output for, based on the texts used to train it. This often works best for formulaic texts, with standard, non-idiomatic language such as application forms or instruction manuals.

Machine translation is less likely to successfully transfer the subtle nuances of prose or poetry and would make post-editing virtually impossible. The relevance of PEMT to literary translation is therefore dubious, as it is not compatible with the creative process involved and artistic skills required. Moreover, translating novels or poetry is often a labour of love which translators enjoy spending time on. Nevertheless, if practised thoroughly and correctly, PEMT can be a valuable additional skill for translators and has the potential to present a viable alternative within the translation industry.

Keywords: Post-editing; post-editor; machine translation; PEMT

Breaking into sports translation



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By Sarah Bowyer

Sarah Bowyer is a freelance translator (French, Spanish and Portuguese into English), and solicitor who spent 10 years working in international law firms in London, Manchester and Brussels. She is a huge Manchester United fan but used to remaining completely impartial for work! Contact Sarah at www.crossbowtranslations.co.uk and Twitter @XBowX18.

When deciding to change career and become a translator, I assumed my specialisation was one of the few areas I had already figured out. As a qualified solicitor, it seemed obvious I would work in legal translation. However, when discussing specialisation on ITI's SUFT course, the tutor (Karen Tkaczyk) encouraged us to think

creatively about all areas of our lives to identify how our interests and dreams might tie in with our work. Being a huge fan of football and tennis, sports jumped out. It seemed a bit of a long shot, but Karen's very encouraging feedback motivated me to try to incorporate this into my day job.

Just sharing what I wanted to do was a great first step! The SUFT course helped me to devise a strategy, including possible training and networking opportunities. A particularly good tip was to pair up with experienced translators in my specialist fields. For example, the ITI Spanish Network offers a subsidised mentoring programme and I'm fortunate to have been matched with a mentor who is a qualified solicitor and an avid football fan, just like me (though I'm a red and she's a blue...).

Three months on, putting my plan into action and word-of-mouth recommendations from other translators have meant I've been working regularly on both legal and sports translations. I've translated high-profile criminal proceedings and also been involved with some fascinating interviews for the FIFA Women's World Cup taking place in France later this year. Today,

I'm grappling with Colombian tax law before working on a live post-match press conference for tonight's game between Tottenham and Borussia Dortmund. This all requires me to be flexible and juggle different skills, adjusting my mindset from the courtroom to the dressing room, but I like the variety and value the diversification this brings to my business.

One future goal is to combine both areas and develop a niche in sports law. My first step was to do some voluntary work translating contracts for a Spanish charity establishing a sports complex for youngsters in Zambia. I've since been asked to translate contracts for one of Europe's best-known football associations. I'm also putting specific training on my CPD plan: next up is an online course about sponsorship deals.

My advice to budding translators would be not to underestimate the value of your interests alongside more formal experience and to tell people about them – your enthusiasm will shine through and you never know who might be listening!

Keywords: Legal translation; specialisation; sports translation; sports law; SUFT

Getting a translation internship: Tips and advice



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By Louise Zhou

Louise is currently reading for an MSc in Specialised Translation and Interpreting at UCL. During 2016 and 2017, she completed a one-year internship at Arc Communications, a Tokyo-based translation agency. She is now working as a freelance English/Chinese/Japanese translator and copywriter. You can contact her at info@louisezhou.com.

Establishing a freelance business could sound daunting, especially if you are still a student with limited professional experience. The easiest way to gain insight into the industry is through a placement or an internship at a translation agency. And the best part? It might be easier than you think.

Being a student sometimes means that you are not very confident when it comes to finding work. There is always someone else with more experience and an even lower bid; at times it can seem almost impossible to land your first job. Getting an internship, however, is an entirely different case. Most placement schemes are specifically targeted at students with little or no experience, so my first piece of advice would be not to wait till you finish your degree! The earlier you apply, the better prepared you will be for an in-house or freelance role when you graduate.

Start with a simple browse on websites such as internwise.co.uk/ and internweb.com/, and check out traineeships offered by the European Parliament and the European Commission. Having said that, I found that the most effective way is actually just

to google “translation agency internship”—you will be surprised how many opportunities are available out there. Sometimes, all you have to do is to fill in an application form and follow the steps, but more often you will need to send your CV to a particular email address. If that’s the case, don’t forget to add a cover letter to make your application look more personal and genuine, and if you see an ideal agency but can’t find any information on their internships, try giving them a call. Seriously, most staff will be more than happy to talk to you, and there’s no better chance to demonstrate your excellent speaking and communication skills than through a direct conversation. The most important thing is to show your commitment and enthusiasm, and let them know how you are the best fit for the position.

The market is competitive – we simply can’t afford to let insecurity and self-doubt hold us back. The beginning is always the hardest part, but once you take the plunge and consistently reflect on what you learn from the process, it won’t be long before you receive a perfect offer.

Keywords: Placement; internship; intern; traineeship; European Parliament; European Commission



By Sarah Thomas

Sarah has an MA in Translation Studies from the University of Birmingham and the Diplôme Français Langue Étrangère from the Université de Lausanne. She is a freelance interpreter and employee advisor.

My journey with languages first started at the age of 17, when I decided to become an au pair in a small town in the French-speaking part of the Swiss Valais. My intention was to only stay for one year, then move back to the UK to continue with my studies. However, I enjoyed my experience out there so much that I decided to pursue my undergraduate degree at the University of Lausanne in French and Linguistics. This then led to my eventual move to the University of Birmingham, from which I recently obtained my Masters in Translation Studies.

Whilst writing my Masters dissertation, I signed up to be an interpreter with an agency which I discovered through one of my professors at the University of Birmingham. However, shortly after, I moved away from the city and to Warwickshire where, after months of searching, I started my first full-time role as a bilingual administrator. I was excited to be using my languages in this new professional environment. Although this quickly changed. My original enthusiasm was replaced by anxiety and confusion as I was told that I was only allowed to speak English and watched as the monolingual managers in an international

company berated the staff for doing otherwise. The job I was once so overjoyed to have was now killing all my motivation and curiosity to learn and better myself.

To summarise, after a somewhat naïve attempt to better the working environment for all, I was subject to an investigation and let go. There I was, once again, unemployed and feeling cheated, worried that this would stain my career prospects and that nobody would want to hire me anymore. The job application process can be long and uncertain, especially when you're a new graduate. However, perseverance is key. I pushed myself to accept interpreting roles where I felt out of my depth, but in all honesty, those were the ones which I came out of feeling the most proud. These challenges made me more confident and comfortable in my abilities when applying for new roles.

I am now working as an employee advisor in a multicultural office where linguistic diversity is encouraged and I am pushed to make the most out of all my skills. It is not always the job title that matters most, but the environment in which we work and cultivate new ideas.

Keywords: Right job; career; job application; multicultural; linguistic diversity

STARTING WORK AS A TRANSLATOR OR INTERPRETER



Not to be missed - free, expert advice on how to get your career off to a flying start

Free Event - 15 June

A one-day seminar, run by ITI with the University of Westminster, packed full of sessions to give you practical help and advice as you start your career.

It will answer many questions for new translators and interpreters on:

- Generalist or specialist translating and different types of interpreting
- Working with translation companies
- Pricing
- Working for the EU
- Breaking through the 'No experience - No work' barrier

University of Westminster, London

[Find out more and book here](#)



Keep one step ahead



A new way to keep up to date with the latest work opportunities

ITI has been working with its Corporate Members to introduce a job section to its monthly e-newsletter for Student Members.

It's a great place to find out about vacancies, internships and work experience opportunities.

[Find out about Student Membership here](#)





We talk to Elizabeth Morgan, winner of the ITI Academic Research award in 2017, about what she has been doing since she completed her MA at the University of East Anglia.

After Elizabeth finished her MA, she had a discussion with her supervisor about the possibility of doing a doctorate. However, she was juggling a few commitments at the time, and did not want to start doctoral research while she was still a County Councillor at Norfolk County Council. Consequently, she embarked instead on a period of freelance translation work.

But the thought of a PhD kept 'niggling' her and came to the fore again because, if she was to apply for a CHASE (Consortium for the Humanities and the Arts South-East England) scholarship, her application had to be in by January 2017. Having made her submission, she was informed in April 2017 that she had been awarded the scholarship.

She started on her PhD in October 2017, soon after her time as a Councillor had come to an end.

Elizabeth feels fortunate to have received a CHASE doctoral scholarship because, in addition to funding, it provides support in other ways such as events for participating students. CHASE also encourages its doctoral students to undertake a placement to further develop them professionally. Elizabeth started her placement with an

NGO supporting migrants and minority communities in Norwich early this year.

Elizabeth's research to date has related to the availability of translation and interpreting services. Her MA dissertation was around policy regarding provision of these services within the public sector in Norwich.

Her PhD research will explore another aspect of this topic – this time, focusing on how the provision or non-provision of these services impacts on the extent to which migrants feel they 'belong' in the UK.

It will be unusual in that it will consider the views of migrants themselves. Previously, a major focus of research has been the impact of language barriers on access to formal services, from which the voice of migrants has been noticeably absent.

Specifically, she will be interviewing migrants in the Norwich area, with the research running over about a three-year period. She will also interview translators and interpreters, as well as representatives of third-sector organisations, to complement the perspective of the migrant participants.

In the future, Elizabeth plans to work either in academia or in policy research within an NGO.

Keywords: Doctoral research; PhD; CHASE; NGO; third sector; academia; migrants

Taking the plunge into freelancing... and technology



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By Francesca Ventura

After graduating from the University of Genova, Italy, Francesca moved to England to pursue an MA in Translation Studies (Italian, English, Russian) at the University of Birmingham. After graduating in 2017, she started her freelance career.

As a student of translation, I was somehow convinced that there was no such thing as a young freelance translator; freelancing was something that can only be done at a later stage in life. However, I also knew that there was no other job in the world that I wanted to do: so, I decided to go for it. Over a year later, the best piece of advice I can give to any student who wants to work as a freelance translator but has been convinced that that's not a suitable career for a young graduate is: just do it.

Many will tell you to think about starting with an in-house position before you transition into full-time freelancing – and while that might work for some, I believe that if what you really want is to work as a freelancer, you shouldn't let anything stop you, even if you are young, especially if you are young. Later in life, it will be much harder to leave a stable job (and a stable income!) and start working for yourself.

My second piece of advice is to always remember that technology is your friend. We all know that if you chose to study translation, it probably means you (like me) are not exactly a computer wizard. You may also be convinced that machine translation is evil and machines

will never be good enough to replace human translators. However, it seems delusional to deny the extent to which neural machine translation is catching up; this is not necessarily a bad thing. My generation was the first to grow up with computers: use your age and your youth to your advantage. Learn to use as many CAT tools as you possibly can. Research, research, research: search for clients, translation memories, resources, free courses. Try and broaden the range of linguistic services you offer: DTP, SEO and HTML are more than just acronyms.

There are many more things I feel like I should mention, one of them being motivation. You need to have plenty of it. You must be everything they say young people are not. Prepared. Hard-working. Patient. Professional. It will take time to build a solid client base and find your niche of the market, but you will get there eventually.

After a little over a year, I still consider myself to be a translator "in the making". Yes, I am young, and yes, translation is my full-time job – and it can be yours too. It is possible to be young and be a freelance translator. The industry needs more of us!

Keywords: Freelance translator; freelancing; technology; neural machine translation; CAT tools; motivation



By Vasiliki Korfiati

Vasiliki is a qualified teacher of German Language and recently followed her dream of working as a translator. She is nearing the end of her Master's in Translation Studies at the University of Birmingham, and, together with her mentor, she is focused on setting up her freelance business.

Being close to the graduation of my MA in Translation Studies, I started searching for information about working as a freelancer in translation. I must admit there is an abundance of information on the Web; apparently there is an answer for everything. But not when you are new in the industry and stressed to organise everything in the best manner. You read a lot (articles, books, blogs) and yet you get confused, which ends up in being discouraged.

And here is where a mentor steps in and everything becomes clearer. Speaking from my personal experience as a mentee, a mentor can make the difference, with the prerequisite of the right chemistry between the two parties. Firstly, she was – and still is – attentive from the very beginning. She listened to my goals, my strengths and weaknesses and she presented to me my options and what steps I should take, in order to achieve my goal. Always patient and thoughtful, she provides me with guidance and motivation answering any kind of question, silly or not. Secondly, I know I can count on her, because she is always there for me and she respects my personal pace of

progress.

All in all, a good mentoring relationship is about learning and development. Therefore, a mentee should be honest with a mentor in terms of their capabilities and difficulties. It is a relationship, in which a mentee has the chance to develop further their soft skills, such as organising and time management in order to maintain momentum.

After working almost a year with my mentor, I now have a better idea of what freelancing involves and what the steps are to establish myself as a freelancer. I created my online presence, I expanded my network, and I am now in the process of identifying my specialism. I have met other people, too, working their way into freelancing and now we are all building our blog together.

Above all, knowledge is to be shared and a successful mentoring relationship is all about sharing and support. I would encourage people to consider collaborating with a mentor, if they would like to be effective as early as possible.

Keywords: Mentor; mentoring; mentee; collaboration; blog; goals; strengths and weaknesses

5 reasons to join ITI as a Student member

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<https://www.iti.org.uk/membership/apply>





By Clare Suttie

*Clare Suttie has been running **Atlas Translations** since 1991 and loves her work as much today as she did right back then in the last century, before email, websites and Ant & Dec were invented.*

She takes pleasure in offering a personal and high-quality service to each and every client, and tracking suitable people down to work on the most unusual language requests. Follow Atlas on Twitter @atlastranslate.

This article was first published in the ITI Careers Bulletin.

How can you make yourself stand out to an agency? Short of turning up at their office with chocolate cake, there are other options you can try, says Clare Suttie.

Starting from the very beginning

Don't send a mass email to hundreds of agencies. You know you hate it when you get those mass messages from agencies? Many of us feel the same way! Especially if your covering letter tells us how you've always wanted to work with another company, and is copied to 50 others.

Try a slower, more considered approach. Research one company at a time – do they cover your language, your subjects? What are their rates of pay? Look on reputable websites for feedback from people who have worked for them. Phone them for a quick chat and cover your questions, briefly and politely. You'll soon gauge their interest, and you may get a friendly contact. Some freelancers I meet are reluctant to pick up the phone – so many of the agency staff I have met are lovely, and they

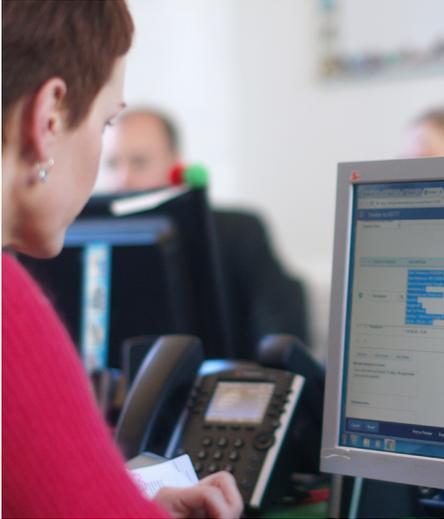
won't mind a quick chat. Avoid 5pm on a Friday though! You would think it would go without saying that your CV and any standard text you are sending should be perfect. I'm afraid it does need saying. Perfect.

Make the effort

Most agencies ask you to fill in an application form. It may be a long form. You may think the form is pointless, and inwardly groan. Let's face it, no one likes filling in forms unless it's to receive your winning cheque from the National Lottery. But the information you put in will make your name pop up during a search. So, fill in the form fully. Drop someone a line and ask them if they can have a quick look to make sure everything is OK at their end, with nothing missing.

We all know that anyone can set themselves up as a translator or interpreter, so please, don't be cross if you are asked for referees, or to do a test piece. Translation agencies can get a bad press – so surely it's a good thing that they are carrying out some quality control? A counter argument is that you may have a raft of suitable qualifications,

Keywords: Covering letter; email; job research; application form; test piece



but in these modern times, it's not hard to forge certificates.

If you hear nothing, follow it up politely. Hopefully, you'll receive a message that you've been approved for work – hurrah! Find out how they're likely to contact you. Save their number in your phone, so you know it's them calling. Follow them on Twitter and comment on anything interesting. Look at their blogs. If you're starting out and keen to gain clients, give up your weekends and holidays! If you are French, don't take holiday in August! Months go by.

Not a sniff? Communicate. Send them an update of what you've been doing. Let them know about impressive projects, or that you're back at

your desk after some time off. Do not email every day. Phone up occasionally to say hello – not just when you are desperate for work. Let them know about CPD you've done, networks you've joined. The idea is that they will remember your name and eventually they will put you forward for work! You may also strike up a rapport with staff – in our office we're mums and dads, graduates and linguists, from all different places. We like it when the phone rings.

Keep in touch

Don't forget to update the agency if you change any contact details. We regularly try to call people on our own database only to discover they've moved, changed email address... Looking after our own database is a huge job and we also find records that are incomplete, where a translator hasn't ticked what subject areas they handle, or an interpreter hasn't ticked what types of interpreting they offer. This means if we do a search for a translator in your subject – you won't come up.

And so on. Stay visible. Stay friendly. And don't give up!

Do consider a tour of the companies you want to work with! I remember a visit we had from a Spanish translator who lives in Bilbao. She made an appointment to see us, came along with her latest CV and we sat and talked about working together. Since then we have worked with this lady and I hope a lasting relationship will follow. She was visiting various other agencies she either already worked with or wanted to. And she was carrying chocolate.

At Atlas we hold regular supplier open days, which are open to all. By now you won't be surprised to hear that there was a Bake Off with cake aplenty. We also make an effort to get out and meet people at ITI groups, Language Show Live, and university talks. If you see us, please say hello! Who knows where it may lead? The loveliest and most memorable approach I've seen? At Christmas we received a card filled with homemade flags from 'the marketing department' – the translator's children!

Keywords: Translation agencies; keep in touch; open days; ITI groups; university talks



News

ITi trends e-book published

ITi has published its latest e-book on trends in the translation and interpreting sector.

A cross-section of academics, thought leaders, technology experts and experienced language sector practitioners share their views on current trends and their impacts.

Contributors include: Dr Panayota Georgakopoulou, consultant and leading expert in audiovisual localisation; Professor Sabine Braun, Professor of Translation Studies at the University of Surrey; Rik Grant, Director of Transcreation at World Writers; Robert Lo Bue, Managing Director of Applingua; Andrea Stevens, Translation and Quality Manager for SDL's machine translation team, and Alan K. Melby, President of LTAC Global and Vice President of FIT.



What's on the horizon?
Trends in translation and interpreting 2019



What's on the horizon? – Trends in translation and interpreting 2019 is available to download from the ITi website.

EU Speech Repository

The **EU Speech Repository** is a bank of hundreds of speeches you can use to practise your interpreting skills. Categorised into different levels, according to your style of learning, this is an excellent resource for students.

Student tickets for ITi Conference

ITi has a specially priced Student Ticket for the ITi Conference (10-11 May, Sheffield). There are already almost 40 confirmed speakers, covering all aspects of the translation and interpreting profession. You will also have the opportunity to network with your peers and make invaluable contacts to help you in your future career, as well as visit a number of Language Service Businesses at our Corporate Showcase.

Click here to book your Student Ticket now.



Cutlers' Hall in Sheffield – the venue for this year's ITi conference

News

Translation skills are in demand

In a recent piece of research by LinkedIn that analysed recruitment data, translation came 9th in the list of most in-demand hard skills (i.e. ability to do a specific task). Translation came through despite a list dominated by tech skills.

In relation to soft skills, companies were most interested in 1) creativity, 2) persuasion, 3) collaboration, 4) adaptability and 5) time management.

More information about the research is available [here](#).

Starting work as a translator or interpreter

The one-day Starting Work as a Translator or Interpreter (SWATI) seminar on 19 June in London will answer questions for new translators/interpreters on:

- Training and CPD
- Generalist or specialist translating and different types of interpreting
- Working with translation companies
- Working for the EU
- Pricing
- Breaking through the “no experience – no work” barrier

This is a joint initiative by ITI and the University of Westminster. You can register on the ITI website or **[via this link](#)**.

A wealth of knowledge from ITI webinars



Keep an eye on the ITI website and social media for updates on forthcoming webinars from ITI. ITI members have free access to the Institute’s library of webinars. Recent recordings include an introduction to the accounting package Xero; tech tools for low-stress linguists; translating and interpreting opportunities in the NGO sector; the world of transcreation; and ISO 17100: 2015.



Multilingual employment agencies

Linguists Direct - UK

www.linguistsdirect.com

An independent, language recruitment agency specialising in bilingual and multilingual jobs. Established in 1993 and used by companies throughout the UK.

Top Language Jobs – UK and Europe

www.toplanguagejobs.co.uk

The largest European network of multilingual jobs websites listing thousands of bilingual jobs available online from leading language recruitment agencies and employers in London, UK and Europe.

Multilingual Vacancies – UK and Europe

www.multilingualvacancies.com

One of Europe's top job boards specifically targeted at jobseekers with fluency in English along with another language. Launched in 2003, it offers many opportunities for jobseekers looking to use their language skills.

The Language Business

www.languagebusiness.co.uk/candidates

An agency that aims to build careers by connecting candidates with the best multilingual job opportunities for them. It has worked in partnership with many of the UK's leading, international employers from diverse industry and business sectors for more than 30 years.

Careers information

Careers-related websites with information about vacancies or careers in general

National Network for Translation

United Nations Language

Careers

EU Careers

MI5 – Careers in the Security Service

Prospects: Guide to Interpreting

Prospects: Guide to Translation

Talk the Talk: A guide to maximising your prospects using languages

Authors and translators' blog

Associations

Bodies providing dedicated support to translators, interpreters and language service providers.

International Association of Conference Interpreters

National Register of Public Service Interpreters

SUBTLE - subtitlers

Emerging Translators Network

Association of Translation Companies - Directory

Translation companies

Listings of companies involved in undertaking translation

Publishers Global – list of publishing companies publishing foreign language works

Translation Directory – list of translation companies from around the world

Industry trends

Sources of industry intelligence

Slator – language industry intelligence

Common Sense Advisory

ITI is the only professional institute in the UK dedicated to supporting translators and interpreters.

It helps its members to achieve high professional standards and run successful businesses through training, events, networking opportunities, information updates and resources, a bi-monthly magazine, and a variety of other member benefits.



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The views expressed in this publication are not necessarily those of ITI.