



Cymdeithas
Cyfieithwyr
Cymru

Annual Report 2020-21

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Cymdeithas Cyfieithwyr Cymru

Cymdeithas Cyfieithwyr Cymru – the association of Welsh translators and interpreters (hereafter the Association) – is the national association which leads, develops and promotes professional English <> Welsh translation and interpreting. As the only dedicated professional association for English <> Welsh translators and interpreters, it plays a key role in creating a community of professional translators and interpreters throughout Wales.

The Association has three levels of membership: Full and Basic membership for translators and an Interpreting membership.

The Association represents all aspects of English <> Welsh translation and interpreting: its members work in the public and third sectors, the private sector, and as freelancers.

Since its inception in 1976 the Association has:

- maintained, developed, and promoted the highest professional standards in English <> Welsh translation and interpreting by setting those professional standards, and has improved, increased and broadened the knowledge and skills base of translators and interpreters.
- ensured that the translation and interpreting profession/industry develops effectively as part of the process of promoting and facilitating the use of the Welsh language and is able to respond proactively to the needs of a bilingual Wales.

To achieve these goals, the Association aims to represent the majority of English <> Welsh translators and interpreters, reduce the number of instances whereby anyone can claim to be a translator or an interpreter, and to improve both the understanding and knowledge of those seeking to obtain translation and interpreting services and provide them with an assurance that they can expect to receive work of a high professional standard.

By providing the Association with grant funding since 1997 – both directly since 2016 and, in previous years, via the Welsh Language Commissioner (2012–16) and the Welsh Language Board – the Welsh Government has invested a total of over £1.7m in the Association's work of developing, promoting and strengthening the English <> Welsh translation and interpreting profession/industry. This constitutes the 'consistent ... support' recognised in the Welsh Government's strategy document 'Cymraeg 2050', and is key to realising its role and mission.



Chair's message

Once again this year, it is my pleasure to write an introduction to the Annual Report of Cymdeithas Cyfieithwyr Cymru on behalf of my fellow directors. The report covers twelve months that were all spent under some form of restriction as the Covid-19 pandemic affected each and every one of us, each in our different ways.

During the year, many of us had to learn new processes. For many, names such as Zoom and Teams became part of our daily vocabulary as we got used to such facilities for engaging remotely with friends, colleagues and customers. We learned how to transform our houses into temporary offices, balance leisure and work in the same location, and care for each other – and ourselves – as the pandemic preyed constantly on our minds.

Thankfully, much of the Welsh translation industry has managed to survive this difficult period and demonstrated our members' ability to respond to changing situations and to adapt their ways of working. I would like to thank all of you who have been willing to help your fellow members to navigate these uncertain times as we all get to grips with new technologies.

Despite the Covid restrictions, Cymdeithas Cyfieithwyr Cymru has had a busy year, and I wish to thank the facilitators who have held sessions to help us sharpen our mental faculties during the year. I would also like to thank Geraint and Nia for ensuring that the Association's day-to-day activities have run smoothly and that we remain well-placed to respond to our members' needs. Thank you to all of you, too, for displaying your loyalty once again this year by renewing your memberships and using the services the Association provides.

All the self-isolating, social distancing and communicating-through-masks has been stressful for many of us, and in the wider society there have been many situations where people have felt confused and misled, leading to displays of anger. In seeking to convey information both accurately and accessibly, the importance of our role as translators in all of this has been increasingly apparent. I wish you all well with the critical work that you continue to do as we respond to the pandemic and the 'new normal' now developing in our daily lives.

Huw Tegid Roberts



Nia celebrates 20 years!

In July 2020 Nia Wyn Jones, our Systems Manager, celebrated achieving the very notable milestone of having worked for the Association for twenty years. When Nia began working for the Association back in 2000, she was the only full-time member of staff – Megan Hughes Tomos was a part-time Director at the time – but she was soon joined by others in the office from dawn to dusk! As you know, Nia has played a pivotal role in the development of the Association throughout this period, not the least of her many tasks being to organize the smooth and effective running of our examinations and interpreting tests.

To celebrate her twenty years of working for us, poet Ifan Prys composed a beautiful series of 'englynion' (a sequence of stanza-based verses in one of the strict metres of Welsh poetry) skilfully incorporating the names of all the buildings that have housed the Association since 2000: Aethwy at Bangor University from our inception to 2001; Bryn Menai, the location of our office from 2001 to September 2019; and our new office at Intec outside Bangor.

Nia

Mae eleni'n ugain mlynedd: daethost
i Aethwy i eistedd
a rhoi i'r swydd dy oll o'r sedd;
dy faes ar flaen dy fysedd.

Ac am dy waith i'r Gymdeithas, mynaist
ym Mryn Menai'i hurddas;
mor ddi-gwyn dy gymwynas,
un glew wyt a'r gorau glas.

Yna Intec oedd yr antur newydd
Nia, tithau'n brysur,
am mai mwy na phedwar mur
hyn o waith sydd i'w wneuthur!

Aelodaeth ac arholiadau, y ffeils
a'r ffôn a'r galwadau:
Nia rwyt yn sicrhau
y bythol drefn ar bethau.

The above, beautifully written out and then framed, were presented to Nia at the meeting of the Board of Directors on 23 July 2020.



Mari Lisa Davies, 1962–2020

We were stunned in November 2020 by the news of sudden, shocking, and untimely death of Mari Lisa.

Novelist, poet and translator, Mari Lisa had made a generous and very valuable and much appreciated contribution to the Association's activities as a Director, marker and tutor.

Mari worked for the Welsh Senedd and are most grateful to two of her colleagues in the Translation and Reporting Service, Sarah Roberts and Aron Pritchard, for allowing us to publish the tribute and memorial 'englyn' to Mari which appeared on the Senedd's intranet at the time of her death.

'Mari was a very special person whose contribution to our service was unique. Each and every one of her colleagues recognised this and were all delighted when her passion and commitment were rewarded through last year's recognition scheme. A seasoned winner of literary competitions and awards, I remember being taken aback by Mari's emotion on learning of her nomination. She said that it meant more to her than winning the lottery. Despite working from home for the past five years, her contribution and presence were keenly felt in the office, and the fact that we, as a service, had that opportunity to celebrate Mari's contribution will in some small way help us to come to terms with her untimely death.

We were privileged to work with such a supportive, thoughtful and talented colleague. We all feel her loss keenly and cannot imagine working without her.'

- Sarah Roberts

Erys angerdd a cherddi, geiriau'r iaith
â'u graen ar ddalenni,
oherwydd yr oedd Mari'n
ddoniau oes o rodd i ni.

- Aron Pritchard



The effect of Covid-19 on the work of the Association

At the start of the year in review we little realised what lay ahead or how our ways of working and living were about to change. The Covid-19 pandemic forced the Association, like everyone else, to adjust its working arrangements, and staff had to leave the relatively new office at Intec and work from home. The daily task of administering, organising and managing the work of the Association, however, caused comparatively little upheaval.

As the decision was taken to continue with the Association's work, no applications were submitted for any financial assistance which was available. As the Association pays no non-domestic rates, it did not qualify for a business rates grant from Gwynedd Council.

From the outset, emphasis was given to keeping in touch with our members and providing them with as much relevant information as possible through a regular twice- monthly News Bulletin between April and July and at least monthly thereafter, making a total of 20 News Bulletins. Members were regularly referred to potentially useful contacts and sources of information, including details of the financial support available to them from the Welsh and UK Governments and the business support available from Business Wales, together with general information on rules and regulations relating to a wide range of Covid-19 issues on the Welsh Government website and the information on the Senedd Research website, Pigion. Attention was also drawn to information that would benefit members' well-being and health.

It was a year of cancellations and postponements, of not holding events and of not being able to welcome new members. No Text Membership Examinations were held (and it therefore proved impossible to award either the Wil Petherbridge Memorial Prize or the Berwyn Prize). No face-to-face workshops took place, and the Interpreting Test Day was postponed. There was no Members Day, AGM or Hedley Gibbard Memorial Lecture.

Reassuringly, Covid-19 appeared to have had no impact on members' loyalty to the Association, the number of members remaining high.

All meetings of the Board of Directors were held virtually through Teams. While it is expected that holding such meetings on-line will continue, at least one face-to-face meeting will be held annually.

In direct response to some of the changes caused by Covid-19, a page was created in the interpreting section of the website to provide information on remote interpreting; and a new section added in the interpreter search service allowing those searching for interpreters who provided a remote service. Microsoft Teams was pressured to add a channel that would allow interpreting and valuable comments were contributed to the Welsh Language Commissioner's advice note on 'Holding bilingual video meetings' which gave organizations practical guidance on how to continue to offer high-quality bilingual services.

The Minister with responsibility for the Welsh language was contacted more than once to highlight the needs and importance of translators and interpreters. In her reply, Eluned Morgan MS stated that 'translators and interpreters have been critical to how organizations of all kinds have responded to



the pandemic, adapting to new circumstances such as working from home, and their professionalism in that regard has been a pleasure to witness'.

But what sort of a year was it for our members and the profession in general?

In each News Bulletin members were encouraged to keep in touch and to share their experiences of the effect of Covid-19 on their work.

Naturally, 'strange' and 'anxious' were two words often used to describe the generally quiet first weeks of lockdown. The responses we received created a varied picture of the impact of Covid-19 on the work of translators and interpreters – from losing work to being extremely busy.

As well as encouraging members to inform us in their own way of the effect Covid-19 was having on them, more formal means were used to gather information and to discover how the situation was developing. Almost fifty organisations were contacted in April 2020 (about half of whom responded); a review of the effects of Covid-19 on interpreting was undertaken in October 2020 by issuing a questionnaire to self-employed Interpreting Members and to companies (again, about half of them responded); and, just before Christmas, all members of the Association were sent a questionnaire to determine how Covid-19 had affected them both financially and personally (responses were received from 24 members, the majority of whom were freelancers).

Some of the comments received in response to the question asked in the final questionnaire 'What do you think will be the impact of this year on translation and interpreting in the coming years?' are worth highlighting:

- Increased reliance on technology and internet connections (and on the resulting opportunities). Potential for greater collaboration between translation bodies. An opportunity for the Welsh government to ensure that translation companies in Wales are awarded public sector translation tenders rather than being given to large third parties that can afford to offer lower prices and then recruit translators who are given a very low rate of pay for their work.
- The workforce will need to be prepared to meet the challenge of the greater use of technology in translation.
- Will the public funding for organizations be reduced to the detriment of translation and translators? And more widely, of course, our fields of translation are dependent on a Wales in which the Welsh language is spoken. The pandemic is having an impact on issues such as demographics and the world of work.
- If people have started doing without translations to save money, or have started using Google Translate or similar, they may try to continue doing so.
- In terms of written translation, I do not anticipate a change in demand, but office life and commuting may disappear. Simultaneous translation is likely to see more change than paper translation as holding virtual meetings to disseminate information is here to stay.



The general conclusion that can be drawn is that the translation and interpreting profession has, in general, survived the past year quite successfully and appears to be in a generally positive position. Translators in the public sector remained busy, mainly due to the pressing need to translate material relating to Covid-19; self-employed translators and translation companies managed largely to hold their heads above water (many being assisted by the packages on offer); but the worst hit group were interpreters because meetings were being cancelled – the income of some respondents to the October questionnaire had fallen by an average of 76% compared to the same period in 2019, and their interpreting equipment had stood idle.

The most significant developments we saw, as face-to-face meetings ended overnight and virtual meetings replaced them just as quickly, involved the way in which interpreting was provided. Interpreters had to adapt quickly to this new and unfamiliar method of providing their services. That the Welsh Parliament displayed such willingness to be innovative proved to be both inspired and inspirational. Interpreters are to be commended for rising to the challenge with such efficiency, innovation and professionalism – not without difficulty or frustration – and a large amount of learning, trialling and experimentation with the use of remote interpreting. And yes, both Zoom and Teams became part of our everyday working vocabulary.

While very few posts in translation and interpreting were advertised during the first few months of the Covid-19 pandemic, there was a gradual increase as the year progressed.

The past year has undeniably highlighted two things: the importance of translation and interpreting in a crisis as translators and interpreters responded professionally by completing work to strict deadlines and under challenging circumstances, and of underlining that the Welsh language cannot be left behind in times of crisis because of its central role in communication.



Governance and management

Management of the Association

Cymdeithas Cyfieithwyr Cymru Cyf. is a company limited by guarantee. It was incorporated in 2003 under this sole name. Its registration number is 4741023. The registered address is Intec, Parc Menai, Bangor, LL57 4FG. The Association's Chief Executive, Geraint Wyn Parry, is the Company Secretary.

The Association is managed by a Board of Directors elected by and from the membership. The following served during 2020–21: David Bullock, [Mari Lisa Davies] (until 20 November), Bethan M. Evans, Fiona Gannon, Steffan Gealy, Hywel G. Hughes, Catherine Jones, Mary Jones, Hywel Pennar, Ifan Prys, Claire Richards, Huw Tegid Roberts (Chair).

As a mark of respect it was resolved not to move immediately to fill the seat left by the untimely death of Mari Lisa. This will be done when Directors are elected as part of the business of the 2021 Annual General Meeting.

The Board of Directors met for times during the year, on 23 July, 1 December, 28 January and 25 March respectively, each time remotely.

In view of the circumstances, the decision was taken not to hold an Annual General Meeting in 2020. A period of consultation was arranged for members to comment and ask questions regarding both the report on activities and the accounts.

The Association has two Boards and two Committees.

The two Boards are concerned with the operation of the examinations procedure. The Text Examination Board (comprising a core of the Chief Examiner and two deputies assisted by the markers of that particular round of examinations); and the Interpreting Board (comprising a core of the Chief Examiner and two deputies assisted by the assessors of that particular Interpreting Test). Fiona Gannon as the Association's Chief Examiner is responsible for both the Text Membership Examinations and the Interpreting Tests.

The Interpreting Matters Committee was established during the year. This will be a consultative committee to discuss general interpreting matters only and will play no part in the Association's interpreting assessment process.

The other committee is the Membership and Professional Standards Committee. This committee was not required to meet during the year.

The financial situation

The Association received a grant of £50,000 from the Welsh Government towards staffing and office costs. Funding was dependent on achieving a set of agreed targets. The letter offering the grant noted that its aim was to 'allow you to continue maintaining and developing professional translation and interpreting standards, developing activities [...] specifically associated with the assessment process, training and professional development, and ensuring professional standards'. The letter



also noted that the Association's work 'contributed to a number of the aims in the Cymraeg 2050 strategy, including promoting the use of Welsh in the workplace and in the community'.

The Association's other main source of income was membership fees of £44,447.

The accounts show that the Association had reserves of £181,655 at year end.

The (unaudited) Financial Report was prepared by Owain Bebb a'i Gwmni Cyf., Caernarfon, in accordance with the special provisions of Part 15 of the Companies Act 2006 which is relevant to small companies and FRS 102, Section 1A.



A word of thanks by the Chief Executive, Geraint Wyn Parry

This was a year like no other. As a result of the lockdown at the end of March 2020, both Nia and I worked from home for the greater part of the year. The daily task of administering, organising and managing the work of the Association was undertaken without too much difficulty. Both the telephone and Teams proved to be handy ways of keeping in touch with one another.

In response to the situation, the Board of Directors agreed to contractual arrangements for the both of us which suited the circumstances. We are grateful to them for doing so.

I would like to express my thanks and appreciation to Nia for the manner in which she coped with the challenges facing us and for undertaking her duties as effectively as ever. And 2020 proved to be a notable year for her as she celebrated twenty years of working for the Association in July. One can only admire her diligent service and wholehearted commitment to the Association. She is, of course, responsible for the Association's important core work of organising and administering the examinations process as well as dealing, with reassuring efficiency, with financial matters on a day-to-day basis. She certainly makes life easier for the Chief Executive!

I would sincerely like to thank Huw Tegid Roberts, our Chair, for his continuing support, wise counsel and effective leadership. Our working relationship has been seamless and constructive. May I also thank the Board of Directors for their sound judgement in carrying out their duties and for their regular attendance at Board meetings.

Fiona Gannon, our Chief Examiner, plays a key part in the Association's work. I would like to thank her for her strong leadership in guiding the Association's single most important activity, most especially while we considered alternative means of holding them.

A number of members, and others, serve the Association in other ways. I am grateful to all those who contribute to its work as workshop tutors and to those willing to help when I ask for their assistance with particular tasks. I look forward to being able to thank examiners, markers and invigilators once again next year. The friendly co-operation between staff and members is one of the Association's primary strengths, and long may it continue.

The Association is part-funded by the Welsh Government. I would like to place on record my thanks for this support which has provided the Association with a strong element of stability and allowed us to continue our important mission of maintaining professional standards in English <> Welsh translation and interpreting.

And finally, a word of thanks to our members. Firstly, for their loyalty to the Association, but also for the positive and professional manner in which they responded to the circumstances we faced, bringing much honour to the profession as they did so.



The report on activities in 2020–21

1. Foreword

The report on the activities of the Association in 2020–21 which follows has been prepared in the light of the objectives in the Strategic Plan. The chapters which follow report on progress in achieving the Association's four strategic objectives of:

- maintaining and increasing membership;
- promoting professional development;
- maintaining and developing key contacts;
- raising our profile and promoting professional values.

The Strategic Plan promotes the Association's aims and objectives by building on the solid foundations laid down in recent years, thus allowing the Association to continue with its mission of further developing the English <> Welsh translation and interpreting profession/industry and its important role in advocating on behalf of its members.

This basic principle was central to the programme of work intended for 2020–21 and the targets of the Welsh Government grant, a programme disrupted by the Covid-19 pandemic. The Association's aims for the year were to:

- increase the number of translators and interpreters it represented;
- hold membership examinations for translators and interpreters;
- promote the professional development of translators and interpreters through a varied programme of workshops, and encouraging and promoting CPD;
- maintain relationships with Higher Education institutions, especially the Coleg Cymraeg Cenedlaethol, and relevant academic courses;
- maintain and develop links with other organisations both within and beyond the profession;
- promote the Association's professional values, raise the profile of professional translation and interpreting and market the services provided by its members.

Despite the restrictions imposed as a result of Covid-19, the Association continued to represent the interests of its members, maintain and develop professional translation and interpreting standards and improve, increase and develop the skills and knowledge of translators and interpreters.

Readers of this report are strongly recommended to visit the Association's website <https://www.cyfieithwyr.cymru/en/> – for further information about the Association and the activities described in this report.

Cymdeithas Cyfieithwyr Cymru was part-funded by the Welsh Government in 2020–21.



2. Maintaining and increasing membership

This strategic objective aims to ensure that the Association represents an increasing number of translators and interpreters and widens its influence and impact by maintaining and developing professional standards in translation and interpreting.

Membership of the Association can only be achieved by passing its Text Membership Examinations or its Interpreting Test. There are two levels of membership for translators, Full and Basic. There is only one level of membership for interpreters, one into English and one into Welsh. Membership of the Association is on an individual basis only.

2.1 Membership of the Association

As at 31 March 2021, the Association had 399 members, as follows:

Full Members:	206
Basic Members:	174
Interpreting Members:	76 *

* Of the 76 Interpreting Members, 19 were Interpreting Members only. The remainder were also either Full Members (45) or Basic Members (12). All are Interpreting Members into English while 18 were Interpreting Members into Welsh.

It was extremely encouraging and a matter of pride that the Association lost few members during 2020 and that Covid-19 had no adverse effect on the loyalty of members to the Association. The Association represents all aspects of the English <-> Welsh translation and interpreting profession. Forty-one per cent of members worked in the public and third sectors. Of the members working in the private sector, 40% were freelancers while 19% worked in translation/interpreting companies.

Two new members were admitted during the year, a much lower number than usual due to the effect of Covid-19 on the work of the Association.

The Association's membership year runs from 1 April. In 2020–21 it was resolved to postpone the annual renewals campaign. Rather than operating the fair and robust procedure for issuing reminders about membership fees in April and May, this was activated between the end of July and mid-September 2020. At the end of this period only members who had paid their annual membership fee for the year were listed in the Find a translator/interpreter service and the A-Z of members on the Association's website.

As a sign of goodwill and as a reflection of the times in which we were living, it was also resolved not to seek the payment of the full membership fee in 2020–21. Instead, a 25% discount on the membership fee was provided in 2020–21, i.e. a reduction from £150 to £112.50 for Full Members, and from £140 to £105 for Basic Members in their first three years of membership.

Each member received a Membership Certificate on payment of the annual membership fee. For the first time in 2020–21 the certificate was provided in both paper form and as a 'pdf'.



Each member received a Membership Handbook that sought to answer most, if not all, questions about membership of the Association.

Full Members and Interpreting Members, as well as Recognised Companies and Recognised Organisations are allowed to display specially designed logos.

Members enjoyed a number of benefits and services.

On the Association's website, members have a Membership Record, including a Profile. They are encouraged to ensure that the information in the Membership Record is both current and correct and to put this valuable resource to good use.

Relevant and useful information was disseminated in the regular News Bulletin. Other benefits included information about translation work and jobs, reduced rates for the Association's workshops and events, and an annual Members' Day. Relevant information regarding Covid-19 was also disseminated during the first half of the year. In April 2020, business consultant Cynan Jones was asked to provide guidance to help members to recognize scam e-mails.

2.2 Professional conduct

When paying their annual membership fee, members are informed of the expectation that they will act in accordance with the Association's Professional Code of Conduct, which includes a complaints procedure. We are pleased to report that no complaints were received against members of the Association during the year. The Association also offers a fee-based Translation Quality Assessment Service.

2.3 Recognising Areas of Professional Expertise

The procedure for recognising Areas of Professional Expertise is restricted to Full Members and to Interpreting Members. The Association has three Areas of Professional Expertise:

Court and Tribunal Interpreting (developed in consultation with officers from HM Courts and Tribunals Service). Twenty-three Interpreting Members had been so recognised by the end of the year. The expectation was that only these Interpreting Members would be called to provide interpreting services in court and at tribunal hearings.

Legislative Translation (developed in consultation with officers from the Welsh Government Translation Service). Ten Full Members had been so recognised by the end of the year.

Communications Translation. Sixteen Full Members had been so recognised by the end of the year.

Recognition had previously been given to members who had passed the European Union's Interpreting Test in 2009, but this has since been cancelled following the UK's withdrawal from the European Union.



2.4 Recognition of others

The Association recognises translation and interpreting companies via the **Recognised Company** system. Nine companies were awarded this status.

Public and third sector organisations who meet the necessary criteria are recognised as **Recognised or Associate Organisations**. There were 11 Recognised Organisations and 4 Associate Organisations.

Recognition as a **Student Associate** is available to students intending to pursue a career in translation/interpreting and serves to encourage and support students in realising their ambitions. Seven new Student Associates were registered during the year, bringing the total to 33.

The **Retired Members** category is for former members who wish to maintain their links with the Association when their formal membership ceases on retirement. Two former members were registered during the year, bringing the total to 29.

None of the above categories equates to membership of the Association; they are merely a means of recognition by the Association.

2.5 Text Membership Examinations

Due to Covid-19 no Text Membership Examinations were held in April or October, contrary to the usual practice.

Consideration was given to the feasibility of holding the examinations remotely/on-line. A number of options were explored, including using Microsoft 365 and different platforms which allowed invigilation. These platforms were deemed unsuitable primarily because candidate numbers were too small to make their use cost-effective. A satisfactory solution to this matter being deemed impossible to achieve, the idea has been shelved for the time being.

Six Full Members accepted invitations to join the Register of Examination Markers. Induction training on the examinations process will be held in 2021–22.

2.6 The Interpreting Test

The Covid-19 pandemic meant that the decision was taken to postpone the Interpreting Test Day, consisting of the Interpreting Test into English and the Interpreting Test into Welsh, that was to have been held in March. The feasibility of holding the Interpreting Test remotely was also considered and, when the rearranged Interpreting Test was held in June, this was done via Zoom with CTV Sound Studios in Cardiff recording each candidate's test.



3. Promoting professional development

This strategic objective aims to ensure that opportunities are provided for translators and interpreters to assist them in improving, increasing and developing their skills and knowledge, thus promoting the professional skills and employability of members.

3.1 Professional development and training activities

The enforced reduction in these activities in no way lessened the Association's emphasis on its members and other translators/interpreters recognizing the importance of their professional development. Owing to Covid-19, activities were confined to the translation e-workshop, bespoke training and increasing the number of Translation Exercises (Basic level) on the website.

In response to the situation, it was decided to re-cast the translation e-workshop as a **short translation e-workshop**. In this e-workshop learners were given a week to translate one text only. The short translation e-workshop was offered at Full and Basic levels, both into English and into Welsh. This format had its merits. Those who took up the opportunity were employed in the public sector, in private translation/interpreting companies or were freelance, and also included as individuals considering a career in translation. The short translation e-workshop was held in the summer (May, June and July), in the autumn (September, October and November), and again in February and March, a total of 8 short translation e-workshops. Ninety-eight individuals participated. At the Full level, there were 55 registrations for translation into Welsh and 21 into English. At the Basic level, there were 104 registrations for translation into Welsh and 20 into English. A few registered for more than one such e-workshop, e.g. 4 individuals registered for all three summer short translation e-workshops and 5 for each one in the autumn.

The Association responded to applications from organisations for bespoke training. **Bespoke training** was organised for the translators of the NHS Wales Shared Services Partnership (postponed in March 2020 due to Covid-19) and a training scheme for the translators of Her Majesty's Revenue and Customs; as well as advising and enabling training for the Welsh Language Commissioner's staff.

Texts set in the short translation e-workshop formed the basis for the **Translation Exercises (Basic level)** which can be found on the Association's website. A total of 4 new exercises, 3 into Welsh and 1 into English, were added, bringing the total of Translation Exercises (Basic level) on the website to 22, 15 into Welsh and 7 into English.

3.2 Remote interpreting

In the autumn 32 individuals participated in the three remote interpreting discussion sessions held to provide valuable and useful opportunities to share experiences and good practice; to learn from one another, and to consider future directions. One of the main points made highlighted the need for meeting organisers to be aware both that the only role of the interpreter is to interpret and that establishing clear boundaries between the responsibilities of the interpreter and the organiser is important. The matters discussed included the additional cognitive load imposed by interpreting



remotely; the differences between competing platforms; the disadvantages of consecutive rather than simultaneous interpretation, and the effect working remotely has on interpreters.

3.3 'Balchder Crefft: Datblygu Proffesiynol Parhaus, ei fanteision'

'Balchder Crefft: Datblygu Proffesiynol Parhaus, ei fanteision' is the title of the Association's Continuous Professional Development (CPD) plan. The document aims to offer a handy guide to help and encourage members to consider the importance of CPD and to formulate their own CPD plan. It also provides guidance to members on the type and level of CPD activities best suited and most relevant to their needs. All members can log their CPD activity in their Membership Record on the Association's website, which is only accessible to the individual members themselves and Association staff.

3.4 The 'Sbarduno' Fund

The Sbarduno Fund was established in 2017 with a threefold aim:

- i) to fund the Association's annual prizes to the most promising candidates in the Basic level examinations, if a worthy recipient is identified, the prizes being the Wil Petherbridge Memorial Prize (established in 2007 for the most promising candidate in the Basic level examination into Welsh) and the Berwyn Prize (established in 2017 for the most promising candidate in the Basic level examination into English).

Owing to Covid-19 there was no opportunity to award the prizes.

- ii) originally, to award prizes to the most promising students on the Professional Translation Studies scheme at Aberystwyth University and the University of Wales Trinity Saint David Postgraduate Certificate in Interpreting.

During the year the decision was taken to revise the arrangement so that, rather than offering prizes, students would, from the start of the 2020–21 academic year, be offered scholarships in the case of both courses, as well as offering a scholarship to a student following a postgraduate course in translation/interpreting at another University.

In the case of Aberystwyth University, the Association's scholarship was awarded to Meinir Angharad Hughes of Llanfihangel Glyn Myfyr near Corwen, who studied part-time for a Postgraduate Certificate. With the Postgraduate Certificate in Interpreting, the scholarship will be awarded for the first time in the 2021–22 academic year.

In conjunction with the two Universities, the prizes for the most promising students in 2019–20 were postponed until the end of the 2020–21 academic year.

- iii) to offer mentoring by experienced members of the Association to Basic Members who were considered for the prizes awarded in the examinations, as well as other promising and enthusiastic Basic Members, and to pay for one translation e-workshop for each of them.



4. Maintaining and developing key links

This strategic objective aims to ensure that the Association maintains and promotes its relationships with different organisations and institutions and develops key partnerships. Such organisations and institutions will be operating inside and outside translation and interpreting in Wales and elsewhere. This will enable us to advocate on behalf of the Association and the English <> Welsh translation and interpreting profession/industry in spheres of influence, as well as heighten awareness among institutions and organisations of the value and advantages of using the Welsh language.

4.1 Within translation and interpreting

Although there were few opportunities to hold face-to-face meetings with heads of translation companies and translation units within public bodies, the Association maintained contact with these in other ways, primarily to understand the effect Covid-19 was having on them. About 50 public bodies were contacted in April (about half responded). In October, a review of the effects of Covid-19 on interpreting was conducted by issuing a questionnaire to self-employed Interpreting Members and to companies (again, about half responded).

The Association continued to develop links and relationships with other translation and interpreting associations and organisations, including the Institute of Translators and Interpreters (and the ITI Cymru/Wales group), the Chartered Institute of Linguists and the National Register of Public Service Interpreters. The Association has contact with these and other organisations through its membership of Professional Interpreters for Justice (PI4J), an umbrella group which aims to represent the interests of public service interpreters, including those in the justice sector. The Chief Executive is a member of the Steering Group.

The Association is a member of the Fédération Internationale des Traducteurs / International Federation of Translators, or FIT, which represents the interests of professional translation and interpreting associations worldwide. The Association was in touch with FIT on both a world-wide and European level. An article about Translation Challenge 2020 (see below) was contributed to 'Translatio', the FIT newsletter.

4.2 Higher Education Institutions

The Association is a member of the Translation Studies Consortium of the Coleg Cymraeg Cenedlaethol and is represented by the Chief Executive. The aim of the Consortium is to maintain a strategic overview of the academic provision of the Professional Translation Studies scheme at Aberystwyth University and the Postgraduate Certificate in Interpreting at University of Wales Trinity Saint David. The Consortium offers guidance and advice to ensure that the academic provision reflects the training needs of the translation and interpreting profession/industry, as well as the expected standard and range of skills required by and of professional translators or interpreters at the start of their career.

A genuine cause of concern to the Association was the uncertainty created by the original proposals by Bangor University regarding the future of Canolfan Bedwyr, which included moving the Translation Unit to the Corporate Services Department. Contact was maintained with key members



of staff. The Association's support was offered and greatly appreciated. We are pleased that the matter was concluded in a satisfactory manner.

The Association, in the name of the Chief Executive, joined the National Welsh Language Technologies Network which is administered by the Language Technologies Unit at Bangor University.

A meeting was held with Dylan Foster Evans of the School of Welsh at Cardiff University to discuss, amongst other matters, possible future co-operation, and the intention of the University's School of Modern Languages to include Welsh when developing a PhD in translation and interpreting.

4.3 Organisations and institutions in Wales

Grŵp Hyrwyddo'r Gymraeg (Welsh Language Promotion Group)

The Association is a member of this Group which consists of organisations working to promote the Welsh language. The Group is co-ordinated and administered by the Welsh Government's Welsh Language Unit. The Association is represented by the Chief Executive.

As a result of discussions in the Welsh Language Promotion Group regarding **diversity and equality** and the action the Group and its member organisations should take to improve the situation, the Board of Directors, basing its wording on the first part of the Welsh Language Promotion Group's draft statement, resolved at its March meeting to adopt the following initial amendable statement on diversity: 'Cymdeithas Cyfieithwyr Cymru undertakes to promote equality in all its activities and will work to remove differences on the basis of the 'protected' features defined in the 2010 Equalities Act'. The Association also declared its support for the Race Council Cymru campaign 'Zero Racism Wales'.

Welsh Language Commissioner

The Association continued to work closely with the Welsh Language Commissioner's office on matters relating to translation and interpreting.

At the beginning of the Covid-19 period the Association was given an opportunity to contribute valuable comments on the draft version of the advice note 'Holding bilingual video meetings' designed to provide practical guidance to organizations on how to continue to offer high-quality bilingual services. (The advice also note refers to the guidelines when interpreting using Zoom published by National Museum Wales).

At the request of the Welsh Language Commissioner in May, information was provided about the situation of the profession for his response to the Parliamentary Welsh Affairs Committee's consultation on the effect of Covid-19 on the Welsh economy.

Following a comment made by a member who had lost work because a local authority 'had received permission from the Government not to fulfil its language standards during the pandemic', the Commissioner provided a comprehensive explanation of how he intended to regulate language



responsibilities during the Covid-19 period. It appears that the authority involved had not seen fit to accept the Commissioner's encouragement to consider the importance of using the Welsh language when communicating with the public. The Association was told that the matter would be drawn to the authority's attention.

Following the serious cyber-attack on the Welsh Language Commissioner's IT system, people were directed to the Association's website for copies of the advice note 'Holding bilingual meetings' (and the Welsh language version), as well as both English and Welsh versions of the advice note 'Bilingual drafting, translating and using Welsh face to face', so that these important documents were available to be both read and used.

The Association was pleased to see that 'Closing the gap', the Welsh Language Commissioner's 2019–20 assurance report, included a sub-section on translation and interpreting.

HM Courts & Tribunals Service (HMCTS)

The partnership between the Association, HMCTS Welsh Language Unit and the judiciary in Wales is an important one in ensuring professional standards in the provision of an English <> Welsh interpreting service in courts and tribunals. The Association's Chief Executive and Hywel Hughes of HMCTS Welsh Language Unit, are in regular contact regarding matters concerning interpreting in courts.

At the beginning of 2020 an Interpreting in Courts and Tribunals Working Group was established between HMCTS, the judiciary in Wales and the Association. The Working Group is answerable to the Lord Chancellor's Standing Committee. Its Chair is the Welsh Language Liaison Judge. The aim of the Working Group is to review all arrangements for interpreting in courts and tribunals to ensure that the standard of service remains of the highest. While Covid-19 slowed down the arrangements to form the Working Group, the members had been selected by the end of the year and arrangements made for the first meeting. The Association is represented by 5 Interpreting Members as well as the Chief Executive. The Working Group will be important in protecting and safeguarding the arrangements which have been in place for several years for providing interpreting in courts and tribunals.

Her Gyfieithu / Translation Challenge

The Association continued to be a partner of Her Gyfieithu, the Translation Challenge into Welsh, a competition organised by Wales Literature Exchange in conjunction with Wales PEN Cymru. Once again, the Association sponsored the Her Gyfieithu Staff created by Elis Gwyn of Llanystumdwy and awarded to the winner of the competition for translation into Welsh. The winner of Her Gyfieithu 2019 was Grug Muse.

The Urdd Eisteddfod

In collaboration with the Urdd (the Welsh League of Youth), the Association organised the translation competition for 19–25 year-olds at the 2020 Urdd Eisteddfod but, as this was postponed, so too was the announcement of the winner's name.



University of Wales Press

The Association agreed to make a financial contribution to the publication of 'Sylfeini Cyfieithu Testun. Cyflwyniad i Gyfieithu Proffesiynol', an introduction to professional translation by Ben Screen to be published in 2021. In addition, the Association was given the opportunity to offer comments on the typescript. Both the publisher and the author were extremely grateful to the Association for its suggestions and assistance.

Other links

The Association is a member of the following organisations: Dathlu'r Gymraeg, Dyfodol i'r Iaith, WCVA, and Mantell Gwynedd.

4.4 Responses to consultations etc

The Association responded to a letter from the Minister for International Relations and the Welsh Language and the Deputy Minister for Culture, Sport and Tourism requesting comments and ideas from Welsh Government stakeholders and partners on how the Welsh economy could be restored following Covid-19 (July 2020). The Association's emphasis on the key role that translators and interpreters had to play in achieving a million Welsh speakers; and our desire to see the Welsh Government continuing to invest in the translation/interpreting profession/industry, as well as continuing to grant fund the Association, were noted. Attention was drawn to the manner in which interpreters had adapted quickly, uncomplainingly and professionally to the new and unfamiliar way of providing interpretation, and the importance of technology to translator efficiency in their everyday work. An appeal was made to the Welsh Government to continue to exert pressure on Microsoft to provide a channel to allow interpreting in Teams; and the need for measures to ensure that there is a strong base in place for small businesses who acknowledge and use the Welsh language (highlighting that 61% of the Association's members work in the private sector). We were very pleased that the Minister for International Relations and the Welsh Language acknowledged in her reply that "translators and interpreters have been extremely important in the way that all types of institutions have responded to the pandemic, and that they have adapted to new conditions such as working from home, and their professionalism in this respect has been a pleasure to witness".

In October 2020, when the firebreak was announced, the Association contacted Eluned Morgan AS, the Minister for Mental Health, Well-being and the Welsh Language, urging her to draw the attention of her relevant co-Ministers in Welsh Government to the need to ensure that translators and interpreters were eligible to apply for the grants being made available to businesses. In her reply, she stated that her 'officials had been in contact with the relevant departments in Welsh Government to ensure that they were aware of the situation of the translation industry'.

The Chief Executive was a panellist at a meeting of the Cross-Party Group on the Welsh Language in December to discuss the effects of Covid-19 on the Welsh language and to consider how to respond to the challenges arising. He took the opportunity to outline both the ways in which translators and interpreters had managed to survive and the actions the Association had taken.



Following the concerns expressed by some members about the decision by the National Procurement Service (NPS) to allow suppliers on the Welsh Translation & Simultaneous Interpretation Services framework agreement to submit new prices for their translating and interpreting services (June-July 2020), the Association wrote to NPS requesting further information and an explanation of the decision. The need for clear guidance and ample information about the process, as well as clarity that no supplier would lose their place on the framework if they did not respond to the message, was emphasised. The Association was informed that the NPS had carefully considered these matters and that the points raised had proved to be of value in their review of the situation. A meeting was also held with NPS officials to discuss the Association's recommendation that remote interpreting should be added to the pricing structure. The resulting document had therefore provided a better explanation of the process and offered clearer guidance.

As a result of the attention drawn by some of our Interpreting Members to a message sent to them by the Aneurin Bevan University Health Board (July 2020) inviting them to be included on a list of freelance interpreters who could provide remote interpreting to the Health Board for £20 an hour, the Association contacted the Welsh Language Officer and told that this derisory sum was far lower than the going rate for a professional interpreting service, and offered additional advice. Following a meeting with the Welsh Language Officer, the Director of Education and Development was contacted so that the matter could be discussed at a higher level in the Health Board, but no response was received.



5. Profile raising and promoting professional values

This strategic objective aims to raise the profile of the Association, promote our professional values and the professional services provided by our members and market the Association's activities and services.

In promoting the Association's aim and objectives, our marketing and communication activities sought to create positive relationships with the various groups with whom the Association wishes to engage, i.e., our members, prospective members, other translators and interpreters, various organisations and institutions, commissioners of translation and interpreting, and other contacts beyond translation (such as politicians and institutions). These activities will also highlight the Association's role as the professional body for English <> Welsh translators and interpreters and ensure that all aspects of the Association's work enjoy a high profile.

The individuals and organisations on the Association's general mailing list were provided with relevant information about the Association's activities.

As the sole global source of information about the Welsh translation and interpreting profession, the Association's website – <https://www.cyfieithwyr.cymru/en/> – is central to our marketing and communication activity.

For those seeking a translator or interpreter, the website provides a free, convenient and user-friendly search facility. This service also includes the Membership Record of each member who has consented to their information appearing on the website. The Profile is an important aspect of the Membership Record and affords an opportunity for each member to provide information about themselves.

The website also includes essential information and resources for translators, interpreters and those wishing to join the Association, including information about workshops, past examination papers, Chief Examiner reports, the Translation Exercises (Basic level) and a wide variety of useful resources such as dictionaries and glossaries. It also features a News page and a Jobs page (for translator and interpreter posts only).

The website was updated with relevant information, including: adding the contact details of new members and the removal of those who had not paid their membership fees for the year; information about the examinations, the short translation e-workshop; translator and interpreter posts; and the News page.

In response to the circumstances, a remote interpreting page was added to the website. A new sub-category was added to the search for an interpreter service to allow people to find an Interpreting Member offering a remote/video interpreting service. Twenty-six individuals and four companies were included.

Extensive use was made of the Association's Twitter account – @cyfieithwyr – and of press advertisements to publicise the Association's activities.

