

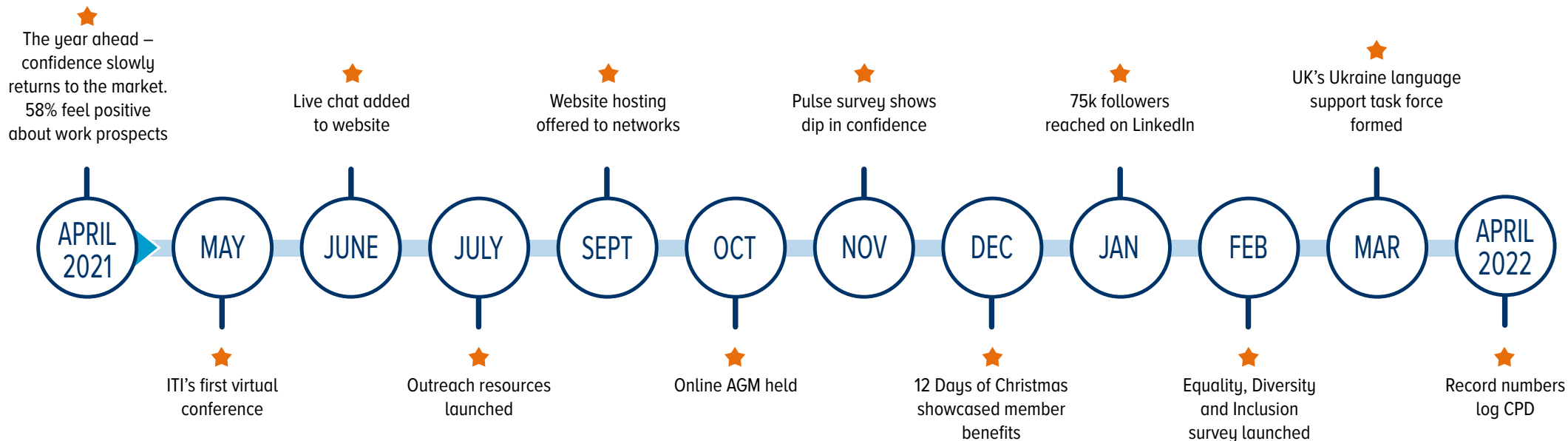
Annual Review of the Institute of Translation and Interpreting 2021/22





HIGHLIGHTS OF THE YEAR

Supporting and promoting the #ITICommunity through another challenging year



Achieved in line with our vision and values



Our vision: a world where ITI members are always at the core of effective and accurate professional communications across languages, supporting and improving society, culture and commerce.



Our mission: to lead the profession by enhancing the value of ITI membership, building our community of practice and constantly developing the Institute, now and into the future.



We do this through three interconnected aims: sharing knowledge, harnessing voices, and creating community.

Our **front cover pictures** this year show the ITI networks gradually returning to in-person social events. From a socially-distanced picnic to coworking, walking and camping weekend.



ADAPTING AND EVOLVING

Welcome to our review for 2021/2022

As I look back at my final year as Chair, what stands out most, sadly, is the Russian invasion of Ukraine. While I do wish I didn't need to mention it, I am at least pleased to report that, working with our industry peers, we have been able to set up a language support task force to at least try to do our bit. My profound thanks to everybody involved in this project, while my thoughts remain with everybody affected by the situation.

Elsewhere, our year started with our online conference – Evolving in changing times. Looking back now, it's outstanding to see the breadth of sessions on offer, as we ourselves evolved to take advantage of the new opportunities of the online world, with speakers and attendees dialling in from every corner of the globe – it wasn't the same as being in the real world, but it was just what the doctor ordered.

This is my last review as Chair, and I'm delighted to report that ITI is in good shape, with our outstanding office team continuing to do all they can for you, along with a new Board, chaired by Nicki Bone.

On behalf of all Board members standing down this year, I would like to thank every single ITI member for your support. Now it's over to you Nicki....

Paul Appleyard



Thank you, Paul, for your steadfast leadership over the past three years. It's been a pleasure working with you and a privilege to take over the role of Chair from you.

With the worst of the pandemic hopefully behind us, we can once again look forward to meeting up 'in real life' while still enjoying the accessibility that online events offer. By the time you read this, we will have held our first hybrid ITI Conference, in Brighton and online. Looking further ahead, the Professional Development calendar is already filling up with webinars, workshops and courses, on a wide range of topics.

The new ITI Board held its first in-person meeting in May, continuing the work already started to ensure we achieve the Institute's strategic objectives and strengthen our presence both within our industry and beyond.

Finally, I would like to echo Paul's words and thank you for your continued support. Our members are our strength, so I do hope that you will continue your membership journey as part of this wonderful #ITICommunity.

Nicki Bone



At the ITI Conference 2022 the Chair's gavel was formerly passed to Nicki Bone.



MEMBERSHIP

STEADY PERFORMANCE IN CHALLENGING TIMES

Conditions continued to be challenging in 2021/22 with COVID-19 still impacting considerably, especially during the first six months of the financial year. Confidence in the market was slow to return and the Board took the decision to support members by maintaining subscription fees at the same level for a second year.

It was only by the time of the Pulse survey in spring 2022 that positivity among members towards the business environment finally returned to pre-pandemic levels.

SUPPORTING NEW ENTRANTS

Launching a career is always a challenge, and never more so than in the past two years. In addition to the CPD already offered to these new entrants (SWATI, SUFT and various webinars)

ITI increased its support for members just starting out. Initiatives included: the launch of the *Now we're talking* podcast where experienced members share their knowledge with newcomers; new pages on the website dedicated to internships and working for LSPs; flagging up jobs with ITI Corporate members and dedicated resources and blogs offering tips and hints.



MITI ASSESSMENTS REVISED

Following a significant revision of the interpreter assessment the previous year, feedback has been very positive and the number of interpreter assessments has started to rise steadily (to 12 in 2021/22).

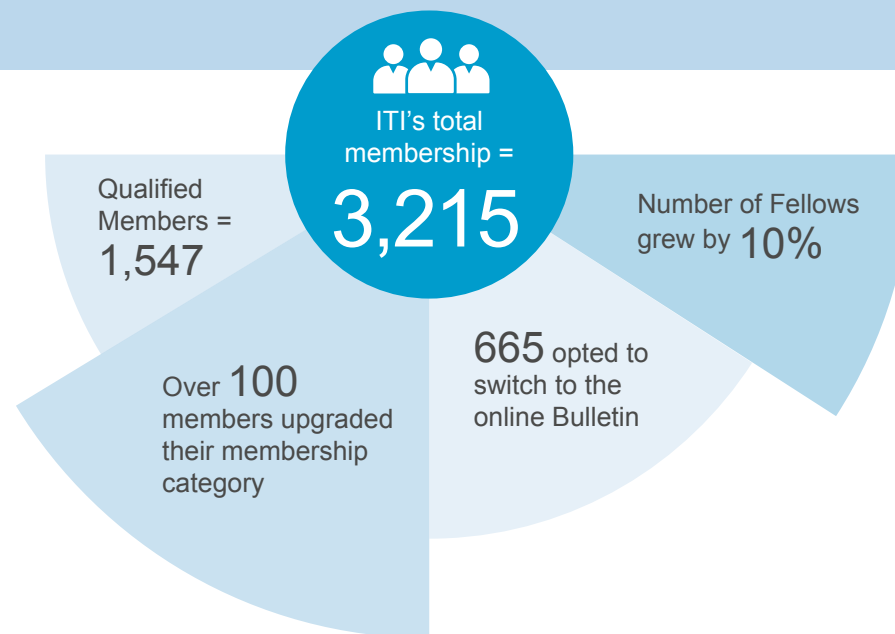
This year the Membership team, with the Membership Committee, turned their attention to revising the standard translation assessment and this now includes the marking of the candidate's commentary. The library of texts used in the assessments was also comprehensively updated and expanded and groups of assessors convened to source new and more relevant texts for each major language group and subject area.

The Qualification Supported Assessment (QSA) route to MITI was also revised. While

maintaining the highest standards was imperative, it was also important to improve access to Qualified Member status for applicants, especially for those working in in-house roles.

ADVOCATING QUALIFIED MEMBERSHIP

Becoming a Qualified Member is a high point of ITI membership, demonstrating professionalism and credibility in an unregulated profession. ITI developed a set of resources to help existing MITIs make the most of their membership, to attract new members and to provide clarity to those who need a professional translator or interpreter. These resources include infographics, videos, and podcasts that will be seen across ITI's communications channels.

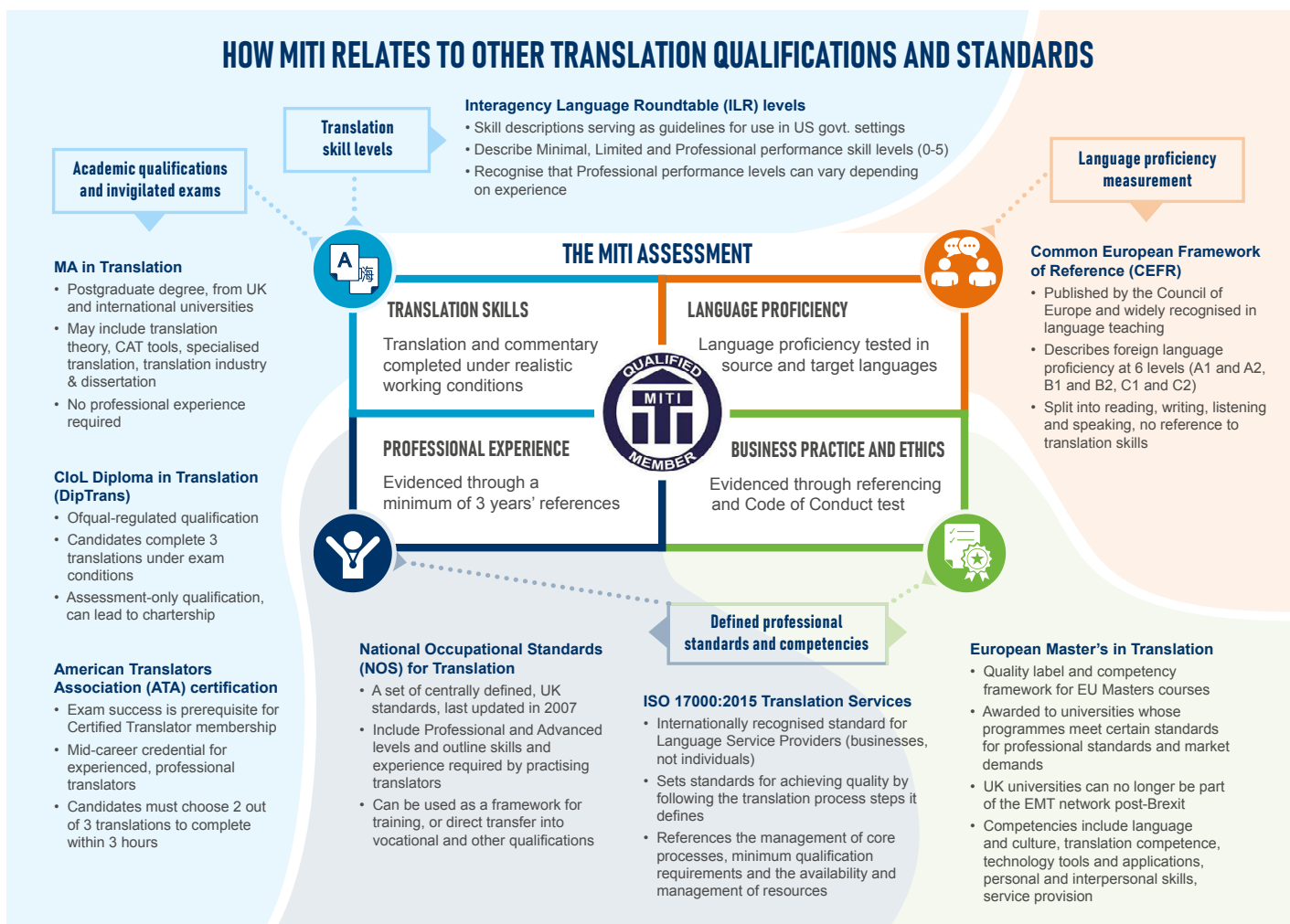




MEMBERSHIP CONTINUED

MITI EQUIVALENCE

The Institute undertook a project to benchmark the ITI translator assessment against other similar qualifications and standards both nationally and internationally. This has provided valuable insight into where the assessment sits in terms of levels of experience, skill and professional standards and will help ITI further develop and better communicate the MITI assessment in the medium to long term.





ITI NETWORKS

FROM STRENGTH TO STRENGTH

ITI's diverse range of language, subject, regional and interest group networks expanded and strengthened further during the year. Four new networks were launched broadening the subjects and interests covered.

The ITI office supported the networks with a number of new initiatives: hosting microsites on the ITI website for any networks who don't have their own website, creating a networks webinar library to store and share webinars, updating the network coordinators' handbook and, creating template CPD certificates for use at network events.

FOUR NEW NETWORKS LAUNCHED



Sailing & boating



Parent



Neurodiversity



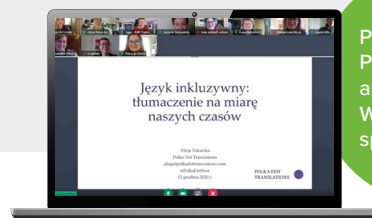
Sports

Lynn Urch was recognised in the ITI Awards for her achievements launching the Western Network's New Entrants Group.



ITI NETWORKS INITIATIVE AWARD

The Polish Network won the ITI Award for the Best Network Event or Initiative for their CPD event on *Inclusive language; translating for our times*. It focused on new approaches to translating gendered terms and language for non-binary people, sparked lively debate and created considerable interest on social media.



Pictured left: Polish Network and pictured right: Weald Network spring 2022.

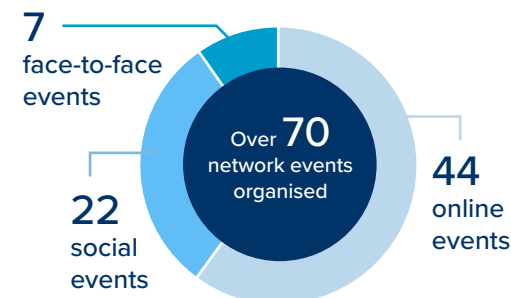


UNRIVALLED SUPPORT

The ITI networks are highly valued for the level of support, friendship and community that they offer to members. During the year they provided numerous opportunities for members to meet – virtually and later on also in the real world – as well as mentoring schemes, forums, peer support and advice, and CPD events.

The real joy has been the return of face-to-face social events such as the London Regional Group's Christmas party, the Northern Home Counties walk and picnic and the Yorkshire Regional Group's camping weekend. After so many hours interacting on Zoom there was real pleasure in meeting up again at these events.

CPD events organised by the networks were once again wide ranging and included *Syntax and word-order in EN-PL translations*; a CAT tool clinic; *Translating Scottish heritage*; *Pricing your services and negotiating with confidence*, plus a number of translation slams.





SPREADING THE WORD

REACHING OUT

Spreading the word beyond ITI's usual audience of translators and interpreters was a significant focus for the year. ITI members are the Institute's and the profession's greatest champions, so a series of resources were created to support them in the important work they do promoting the value of translation and interpreting. These included resources for outreach in schools, in universities and to business.

In acknowledgment of the importance of outreach work, a new category of Outreach Champion was introduced to the ITI Awards in 2021.

The Institute also collaborated with Corporate members to publish guest blogs on the website aimed at informing and educating businesses in search of translation and interpreting services.

ITI Chair Paul Appleyard's activities during the year included speaking at the Trados Spring Virtual Conference in May, as well as talking to students at a number of universities (including Surrey and UCLAN) and representing ITI at the FIT Extraordinary Congress online in June.

SHOWCASING THE PROFESSION

For the second year running the ITI Awards were held online, this time at a session during the conference. The quality of the entries was as strong as ever and our award winners showcased the very best of the profession.



Inspiring the next generation at a careers fair in Darlington.

The theme for International Translation Day was *United in Translation*.

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#unitedintranslation

CELEBRATING INTERNATIONAL
TRANSLATION DAY
SEPTEMBER 30 2021

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Email open rates

Industry average – 21% to 30%

ITI average – 47% 😊

UNITING AND ENGAGING

International Translation Day 2021 was celebrated with a social media campaign – #unitedintranslation. ITI illustrated different ways translators and interpreters have united, whether to break down barriers to communication, or to provide support to colleagues.

The Institute also launched a podcast, *Now we're talking*, in which Student members interview more experienced members, giving them the opportunity to learn, build connections and get involved.

Email remains an important means of engaging with members and the Institute is increasingly segmenting and personalising emails to ensure that they are relevant. The success of this approach is reflected in the fact that open rates for emails are above average compared to other membership associations (source: Memberwise Quick Poll).

ITI's social media channels continued to perform strongly and witnessed high levels of engagement, especially around topical discussions. LinkedIn followers continued to grow substantially giving ITI reach and influence well beyond our traditional boundaries. In March ITI launched an Instagram account offering the #ITICommunity another way to keep in touch.

 80,000 (+40% ↑)
LinkedIn followers

 12,700 (+12% ↑)
Twitter followers



COMMUNITY AND SUPPORT

ITI COMMUNITY

With COVID-19 continuing to dominate, it was important that the Institute continued to nurture a sense of community and to support its members in every way possible. This was achieved by the continuation of the ITI Coffee Mornings during the first part of the year, the creation of a health and wellbeing section on the website, an active presence on social media, and through the ongoing work of the ITI networks. Members comment regularly that the #ITICommunity provides them with valuable support that they greatly appreciate.



#ITICommunity



ITI has played a key role in sharing widely information about the work of the UK's Ukrainian language support task force.

LIAISON WITH GOVERNMENT AND OTHER BODIES

ITI has also played a leading role in supporting the broader, worldwide community of translators and interpreters, and those who need our members' services.

In May 2021 ITI co-signed a letter to NATO calling for the speedy withdrawal of Afghan interpreters who had worked for allied forces. These pleas were repeated in letters from ITI to government ministers and to MPs in August when the Taliban resumed power and a hurried evacuation was underway.

In March 2022 it became clear that the war in Ukraine and the resulting refugee crisis was creating a rapidly developing need for Ukrainian into English language support in the UK. ITI joined together in an unprecedented way with other UK-based translation, interpreting and language service associations and organisations to form a language support task force.

The task force quickly moved to provide Ukrainian-English templates for the most commonly needed documents for visa applications and ITI played a key role in disseminating this information to Ukrainian community groups, refugee organisations and other interested parties. ITI has also led the way in supporting training needs, setting up a free webinar on *Helping refugees into education and work as interpreters*.

ITI continued to be an active member of the Professional Interpreters for Justice (PI4J) and through this has regular dialogue with the Ministry of Justice (MOJ) regarding police and court interpreting. The MOJ has now commissioned a full, independent review of the existing qualifications and standard requirements for assignments with the MOJ, to be completed in time for the retendering of contracts in 2023.

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There simply are not very many UK-based Ukrainian into English translators or interpreters. It is imperative for us to identify and communicate where refugees can access language support, and what the task force can do to help build a future pipeline for translation and interpreting support.

Paul Wilson, Chief Executive

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COMMUNITY AND SUPPORT CONTINUED

SAFEGUARDING THE FUTURE

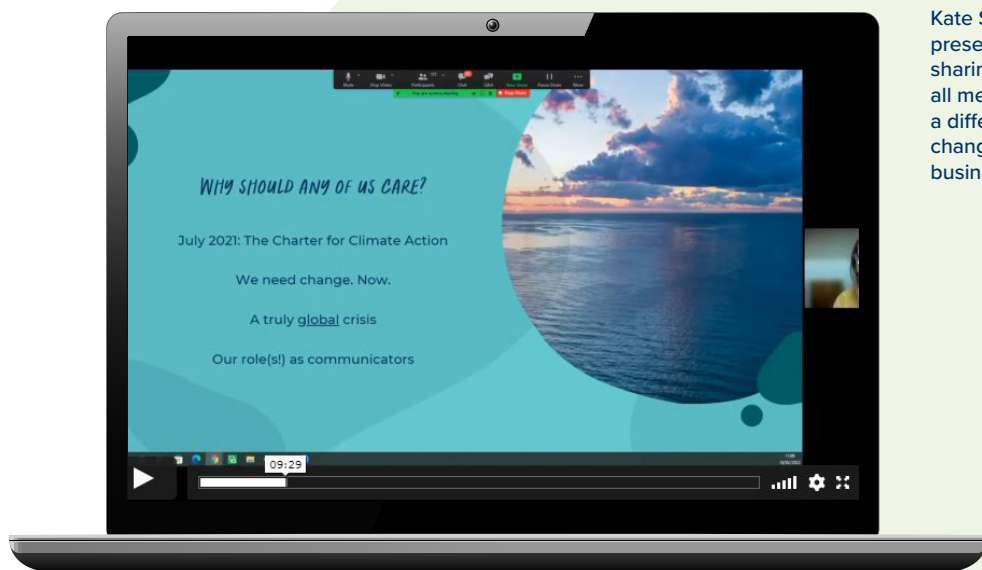
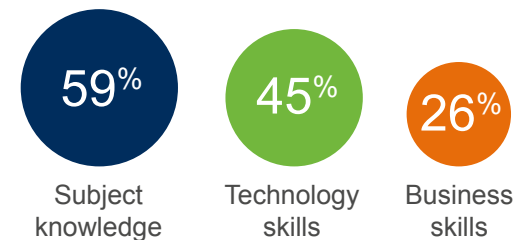
In July 2021 ITI joined 45 of the UK's leading professional institutions and signed up to the Charter for Climate Action to demonstrate the Institute's commitment to climate action. A key plank of the Charter is to support members in reducing carbon emissions in their professional lives and to this end ITI ran a webinar on the subject in February.

Also in July, two position statements were published with a view to safeguarding the health and wellbeing of translators and interpreters. The first put forward the Institute's position on vicarious trauma for interpreters and the second on translators' mental health and wellbeing.

In February 2022 ITI launched its first Equality, Diversity and Inclusion survey as the first step towards the long-term understanding of who our members are. The results, which will be published later in the year, will give us better knowledge of how representative ITI is of the industry and the professions we serve, and of wider society.

The Autumn Pulse survey identified subject knowledge, technology skills and business skills as the key areas where members wished to focus their CPD in the year ahead. The Professional Development Committee is reviewing how the suggestions can be built into ITI's CPD offering in the future.

KEY AREAS FOR CPD FOCUS



Kate Stansfield MITI presented an ITI webinar, sharing advice on how all members can make a difference to climate change within their business.

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Climate action is everybody's responsibility. We wanted to demonstrate that we as a professional body are committed to climate action and also committed to supporting our members in reducing carbon emissions in their professional lives.

Paul Wilson, Chief Executive

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DEVELOPING THE PROFESSION

TRAINING

40 Training events
 DELIVERED

EVENTS
 – 23 paid
 – 17 free
 – 6 member-exclusive
 – 4 interpreter

4045 PARTICIPANTS
 in ITI training events

Another comprehensive CPD programme was delivered during the year. The focus was once again on a variety of online events including courses, workshops and seminars. The online format has been connecting speakers and members all over the world and half of speakers were based outside the UK.

The programme of short courses this year covered a wide range of subjects including scientific writing, legal translation, source language interference and business skills for interpreters. Several of the short courses sold out quickly and so were run on multiple occasions. A quarter of those attending our paid events were non-members.

The Institute's well-established and very popular long-format courses – Setting Up as a Freelance Translator and Advancing your Freelance Translation career – achieved record numbers of students. A new, automated booking system has made administration of the courses more straightforward.

The Starting Work as a Translator or Interpreter one-day seminar was held in May 2021 in association with the University of Westminster and it once again drew high numbers of attendees.

AN ITI FIRST

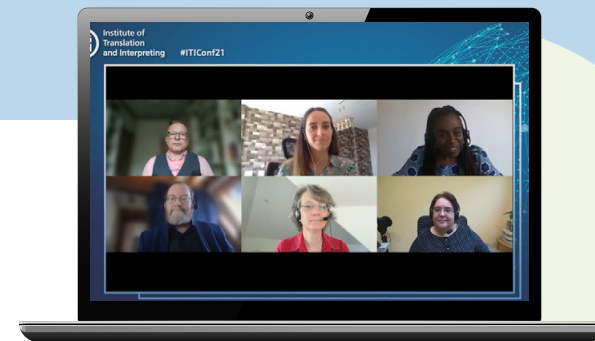
In May 2021 ITI held its first online conference which was deemed a great success by those in attendance. Set over three days and with two tracks, the quality of the sessions was as high as ever. Although online networking will never be quite the same as the face-to-face version, delegates were still able to meet, chat and share ideas via the Wonder network.

12 DAYS OF CPD

This was a member-exclusive event during which a variety of member benefits were highlighted and explored. Contributors to the event included memoQ, Dell, Sketch Engine, and Trados Studio and each generously donated a prize for the daily prize draw. Over the course of 12 days more than 800 members participated.

CPD LOGGING

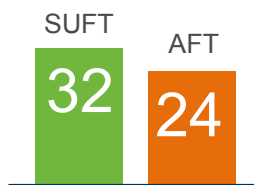
Monthly CPD mailings introduced last year continued, encouraging members to undertake CPD and log it in the ITI Log. Over 90% of respondents who use the ITI CPD log said that the new logging tool introduced last year has made it easier for them to keep a record of their CPD (source: ITI Autumn Pulse survey). The system was further enhanced this year to automatically log ITI events that members attend.



The online format of the conference resulted in contributors joining from as far afield as Africa, Europe and South America.



The 12 Days of Christmas was a member-exclusive event and saw 16 members win exclusive prizes.



Highest student numbers EVER for ITI's long-format courses

Members achieving the target of 30 hours of CPD increased to 942





GOVERNANCE

ENGAGEMENT FOR STRONG GOVERNANCE

Despite the pandemic the Board continued with all scheduled meetings throughout the year. They were all held online with one hybrid meeting in September.

The AGM took place online once again as this enables more members to attend. Fortunately, an easing of COVID-19 restrictions by October meant that the Chair and Chief Executive could once again attend together from the ITi offices in Milton Keynes. As always, attendees were very engaged in the question and answer session that followed the formal proceedings.

ITi is committed to engaging and consulting with members. During the year there was a major update of the Institute's Articles of Association following a lengthy and in-depth consultation with a group of members who kindly volunteered their time to review the articles.

AGM 2021



BOARD MEMBERS

Paul Appleyard continued in the role of Chair during this financial year with Nicki Bone and Carmen Swanwick-Roa continuing as Vice-chairs.

Following elections at the start of 2022, Lloyd Bingham, Fiona Gray and Agata McCrindle were elected to the Board, to take effect from May.

ITi thanks those Board members who stepped down at the end of the year – Claire Cox, Angela Dickson and Jakub Sacharczuk, for all their support and hard work over recent years. Particular thanks also go to Paul Appleyard who stepped down from the Board after six years, during the last three of which he has served as Chair. At the Board meeting in May 2022 Nicki Bone was confirmed as ITi's new Chair.

COMMITTEES

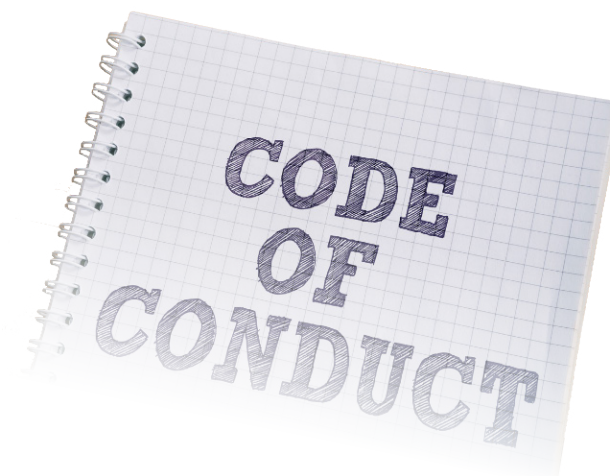
The Institute's thanks go to the Chairs of ITi's Committees (listed below) and to all their members for volunteering their time to make such a valuable contribution to the work of the organisation.

- Membership Committee Cate Avery
- Professional Conduct Committee Vacant
- Professional Development Committee. . Kari Koonin
- Fellowship Committee Kirsty Heimerl-Moggan
- Networks Coordinator Nicki Bone

PLANNING FOR A STRONG FUTURE

The Board completed its new five-year strategic plan with the key areas of focus identified as growing membership through member acquisition and retention, extending outreach work, promoting the Qualified Membership category, and identifying new ways to promote the Institute's role both within and outside the industry.

Also in the year ahead, ITi will be working with Dr Joseph Lambert from Cardiff University on minor updates and amendments to the Code of Conduct. This will be followed by a more in-depth look at the ethical issues that affect the profession and how the Institute approaches professional conduct in an ever-changing world. This process will include consultation with members.





STABILITY AND STRENGTH

STABILITY AND STRENGTH

The pandemic continued to dominate, resulting in another challenging year for the Institute and its members. The six-monthly Pulse surveys continued to provide important snapshots of how the market has been evolving and it was telling that it wasn't until spring 2022 that confidence in the business environment finally returned to pre-pandemic levels. Despite this we were able to maintain membership numbers at similar levels to the previous year, providing strong foundations on which to build in the future.

While many aspects of life have returned to normal, it is clear that some things have changed for ever. ITI continued to build on the experience gained during the first year of the pandemic, especially in terms of working from home and delivering online events. Evolution that would normally have taken place over several years has happened in just one or two and the challenge now is to ensure that benefits gained are not lost.

In May 2021 we successfully held our first online conference, an event that was on a bigger scale than anything we had attempted online in the past. It was declared a huge success by all those in attendance which was testament to the adaptability of both the ITI team and of our members.

We have also continued to benefit from the investment made last year in the new website and database platform resulting in productivity gains for staff and further improvements in the user experience for members.

The past year has seen the Institute progress in its aim to listen more actively to members' needs and views; from consulting on proposed changes to the Articles of Association to launching its first Equality, Diversity and Inclusion survey. It is also making use of members' knowledge and experience to help create content – writing blog posts and taking part in podcasts – to share with other members.

Strong governance and adherence to robust financial controls has enabled ITI to remain on track with its objectives over the past 12 months, while also providing the room to manoeuvre as and when required. As a result, the Institute provides levels of leadership and delivers results that would be the envy of much larger professional institutes and that all our members can be rightly proud of.

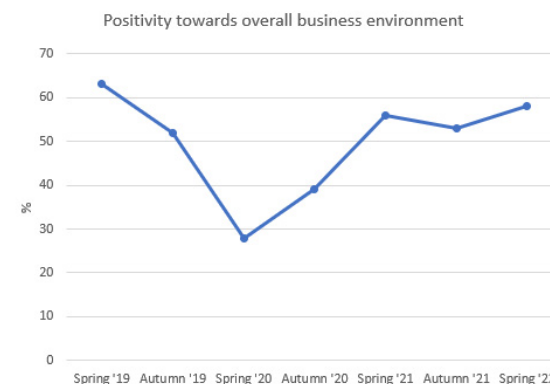
As we look forward to the year ahead there are undoubtedly further economic challenges to face which will impact on the Institute. However, ITI finishes the year in a robust position making it well placed to continue to move forward, flourish and grow in 2022/23.

Paul Wilson
Chief Executive

Despite a dip mid-way through the financial year, positivity among members towards the business environment has been slowly returning to normal.



“The success of our first-ever online conference was testament to the adaptability of both the ITI team and of all our members.”



ABOUT US

ITI has over 3,000 members working in translation and interpreting. It supports its members through training, events, networking opportunities, information updates and resources, a bi-monthly magazine, and a variety of other member benefits.

The Institute's professional development programmes are open to non-members to help raise standards within the sector.

It also seeks to raise awareness in the business community and society more broadly of the value of professional translation and interpreting, and to promote the needs of the profession.

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The financial report is issued separately from this document later in the year. Both will be available from the ITI website.