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# Translation and Interpretation (TIP) Training Manual

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# Translation and Interpretation (TIP) Training Manual

Sponsored by Binghamton University Multicultural Resources Center Produced by: Zelin Wang (2016' MPA)

## RESEARCH QUESTIONS

- 1.What is the capacity of Binghamton University faculty/staff to conduct the translation service?
- 2.How does Binghamton University deal with situations where an interpreter was in need before the TIP was established?
- 3.How do other colleges and universities provide the translation service?
- 4.What topics need to be included in training sessions and how to make an acceptable training plan for interpretation beginners

## INTERVIEW LIST

- On campus interviewees:
  - Valerie Chou: Dual-Diploma Program, Translation and Interpretation Program Coordinator
  - Mengchen Huang: Multicultural Resources Center Assistant Director, Translation and Interpretation Founder
  - Doris Chung: Bingham University Office of the Dean of Student Case Manger & Advocacy
  - Suronda Gonzalez: Global Learning Initiatives Director
- Off campus interviewees:
  - Scott Homer: University of Minnesota Translation Program Director
  - Jemal Rahyab, Queens College Translation Program Assistant
  - Erin Hari, Lynn University International Student Services Director

## WHO WE ARE

Train multilingual faculty/staff to be an interpreter and translator (nonprofessional) and help universities and students deal with basic document/policy interpretation

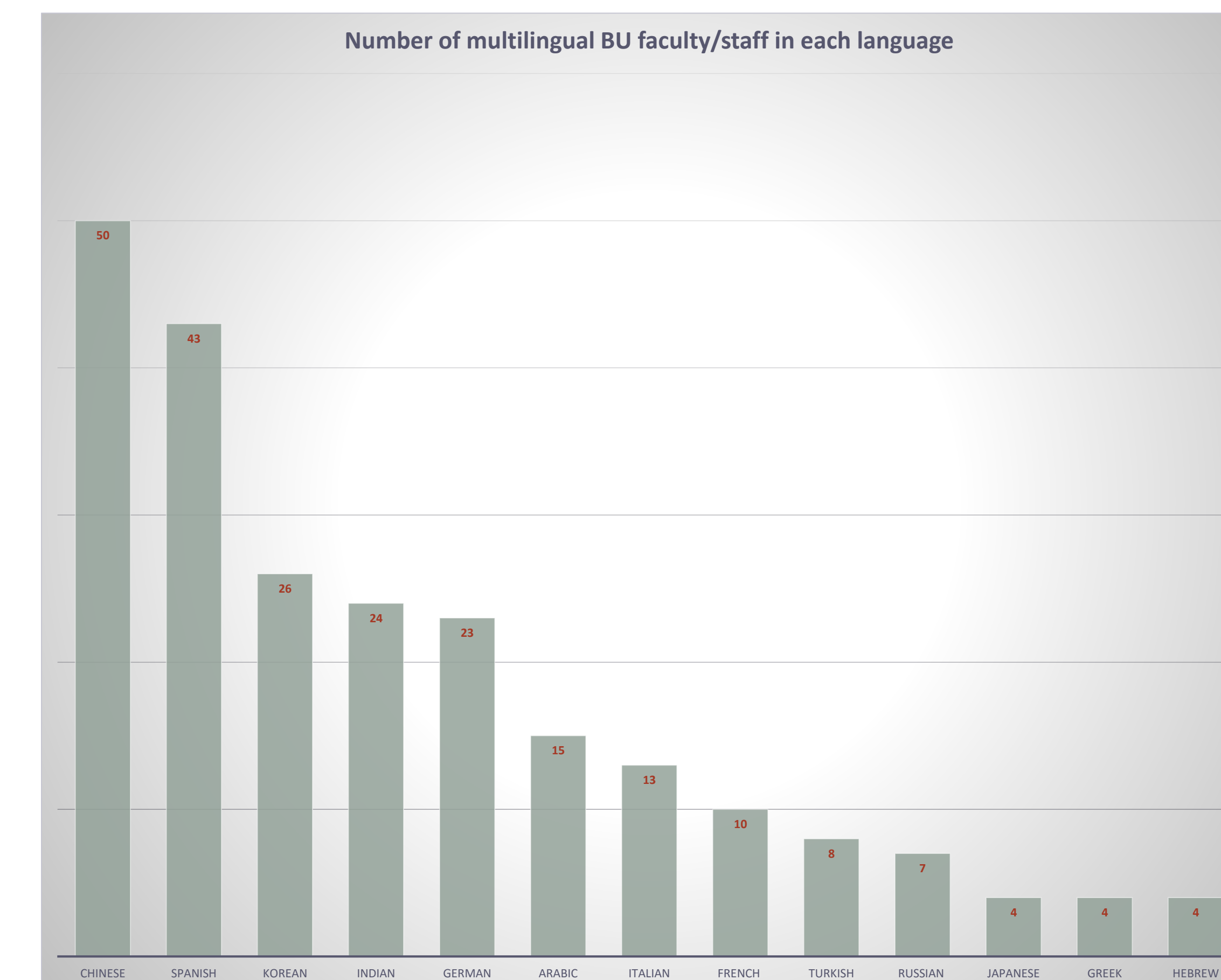
## PROJECT GOAL

Provide a systematic training manual for future volunteers monthly training sessions. The goal of this manual is to make sure every volunteers know how to behave appropriately in terms of campus emergency situations.

## TRAINING MANUAL TOPIC SUMMARY

Topic	Goals	Training Structure	Topic Rationale
Translation and Interpretation (TIP) introduction	To teach participants about the program mission, purpose and operation.	1.Volunteers introduce each other  2.Program director provides detailed overview of program mission, purpose and operation	Provide a foundation for future training.
Connection with ISSS and DOS	To explain the need for TIP volunteers  To familiarize volunteers with the kinds of issues TIP encounters	International Student and Scholar Services (ISSS) and Office of the Dean of Students (DOS) Representatives describe situations requiring volunteer translation/ interpretation needs	ISSS and DOS are two main offices that serve international student frequently
Translation and Interpreter concept	To teach volunteers the basic concept of interpretation and translation  To teach volunteers how to behave when interpreting	1.Translation and interpretation definition 2.Definition of different kinds of interpretation 3.Interpreter protocol Exercise	1.National Standards emphasized the translation and interpretation concept and protocol need to be designed at the beginning of a training 2. Translation and Interpretation are different concept; people always confused. 3. Volunteers will serve as an interpreter mostly, interpretation theory need be emphasized
Interpreter Code of Ethics	To familiarize volunteers with the code of ethics  To let volunteers be aware of ethics issues when interpreting  To teach volunteers how to deal with ethics dilemma situations	1.Code of Ethics explanation 2.Real-life ethics dilemma situation examples 3.Ethical role-play exercise	Professional trainer Doris Cheng claimed that code of ethics ensures essential aspects that an interpreters need to know: confidential awareness, appropriate behavior, and cultural competency.
Cultural Awareness	To increase volunteers cultural awareness  To bridge the cultural barrier between university and families (or students)when interpreting	1.Cultural Competency introduction 2.Ethical decision making skills 3.Cultural awareness role-play exercise	Suggestions from TIP director, professional trainer Doris Chung, Global Learning Initiatives Director, and University of Minnesota Interpretation Program Director: Interpreters need to bridge the cultural gap.
Translation skills building workshop	Volunteers get language improvement skills, such as listening, speaking, and memory enhancement tips.	Professional trainer teaches the listening, speaking and memory skills improvement, and how to swift between two languages	Volunteers need to practice language skills, because they live an English speaking country
Translator story sharing and role-play exercise	To familiarize Volunteers with the real-life interpretation cases  To help volunteers review all interpretation skills covered so far	1.Invite volunteers who have previous translation experiences share personal stories 2.role play exercise	According to volunteers feedback in Fall 2015, volunteers would like to hear real-life stories

## BU FACULTY/STAFF LANGUAGE FACT



## PROGRAM STRENGTH WITH TRAINING MANUAL

- Program has a new training guideline
- TIP Volunteers get systematic training
- Professionalizes TIP services
- Provide an interpretation training model in upstate New York

## PROGRAM DEVELOPMENT RECOMMENDATION

- Engage more volunteers to take part in TIP
- Make sure volunteers will not get involved in medical or legal document translation
- Invite professional trainers to the meeting
- Provide opportunities for volunteers to interact with each other, such as party& retreat