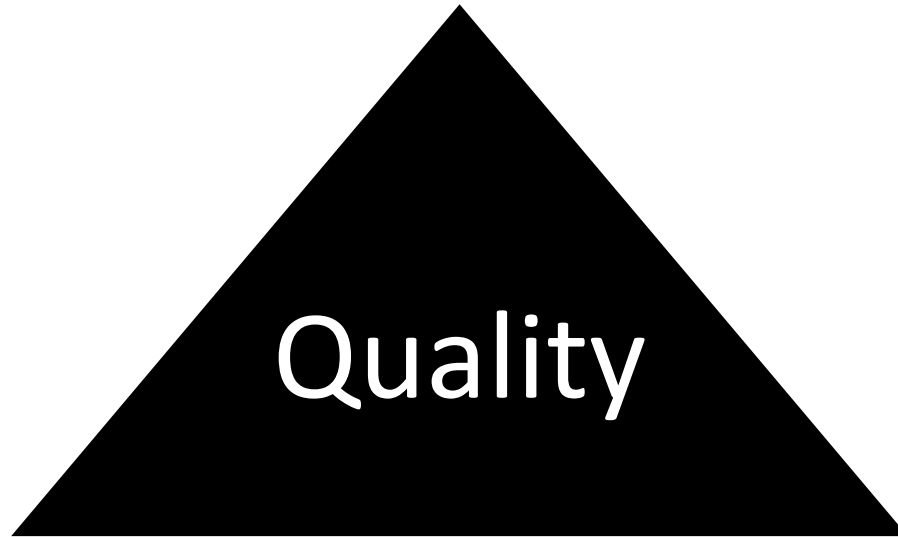


Quality control in interpreting

The quality triad

Professionalisation



Quality

Systems

Ethics

SATI and professionalisation

- **What is a profession?**
- **Examples of other professions: doctors, pharmacists, accountants, lawyers, etc.**
- **What other professions do: regulation in form of training programmes, internships, admission exams**
- **What SATI has done:**
 - **1980s – attempts to obtain charter**
 - **1990s – cooperation with PanSALB towards a professional council**
 - **2000s – cooperation with SAQA on qualifications**
 - **Currently – waiting for DAC (for prof. council)**

Systems, and SATI's system

- **Systems in e.g. medical research translation: FT, BT, review, etc.**
- **Systems elsewhere: e.g. QC of interpreting at NWU Educational Interpreting Services**
 - **ST and TT recorded on stereo channels, available to stakeholders, used for in-service training**
 - **Action research for quality improvement**
- **ISO 9000: quality checking vs quality control – product vs production system**

Systems, and SATI's system (cont.)

ISO 9000 *family* of standards for quality management systems, ISO 9001 relevant to SATI:

- Procedures covering key processes in the business
- monitoring of processes ensuring their effectiveness
- keeping adequate records
- checking output for defects (and relevant corrective steps)
- regularly reviewing individual processes and system itself
- facilitating continual improvement
- ISO 9001 certification does not guarantee quality of end products and services; rather, it certifies that business processes are applied

Systems, and SATI's system(cont.)

- SATI's quality control system – accreditation is certification of the producer, not the product, i.e. it is checking, not control
- Should be extended by bringing in a variety of levels
- SATI (or council) should investigate a sytem of continued professional development

SATI and ethics

- **Other professions and ethics**
- **SATI's current code of ethics**
- **Proposed revised professional code, rules i.t.o. code, disciplinary procedure**
- **Rationale behind revised code**
- **NB: Role of C of E – shift of onus**

Conclusion

- **SATI-FIT conference CSIR late 1990s:**
- **Own account covered attempts at external regulation**
- **Other participant's criticism – focus should not be external but internal**
- **SATI then already accreditation and Code of Ethics**
- **Different practical ways of QC in language practice:
Agencies (ISO system, monitoring during assignments,
FT and BT systems, pairs of individuals cooperating,
client feedback)**
- **In the end: proactive and internal, so...**

**REMEMBER –
QUALITY BEGINS AT HOME!**