

'Can quality be assured in the language industry?' How standards and certification can improve performance of the language sector and how everybody can contribute and benefit from it.

Full-day workshop

Organiser: Gabrielle Sauberer (TermNet; gsauberer@termnet.org)

Description

The workshop concentrates on the current and future role of standards and certification in the language industry. It addresses personal certification, like the ECQA Certified Terminology Manager, as well as institutional certification, e.g. EN 15038 certification.

It is based on the assumption that the importance of certification schemes continues to be on the increase (which is good!) and it is rather harmful for any language professional to close his/her eyes in view of it. The workshop will assess the possible challenges, benefits and disadvantages that certification brings to the professional field. It shows how language professionals can benefit from these new developments and how standards developing bodies (should) react on the new demands.

Certification has become one of the buzzwords of the language industry. While the demand and the market is steadily growing worldwide, many professionals are still unaware or uneasy about this new direction. Lack of knowledge may be one major reason for this. There is no need for fear – on the contrary – and this workshop's aim is to demonstrate why not. It will familiarize the participants with the status quo in certification and introduce recent issues. It intends to leave the participants with a sound background and an outlook that is based on first-hand knowledge of the industry. Through discussions existing uncertainties that many participants may feel are addressed and erased and possibilities shown how everybody can benefit.

The workshop is organized by Gabriele Sauberer. Gabriele is CEO of TermNet, International Network for Terminology and co-founder of LICS, Language Industry Certification System. She has been pioneering in the field of quality and certification for the language industry by co-founding LICS, together with Austrian Standards. LICS was the first certification body in Europe to introduce a certification scheme for EN 15038 and has since been successfully certifying translation service providers in Europe and around the world. Web: <http://www.termnet.org>, <http://www.lics-certification.org>

Furthermore, TermNet is one of the driving partners in the development of the ECQA Certified Terminology Manager. This personal certification scheme, recently developed within the renowned EU Cert programme is open to every terminology professional and is launched in May 2010 on the occasion of the International Terminology Summer School. Web: <http://www.eu-certificates.org> or directly http://www.iscn.com/projects/eu_cert/index.php?id=52

Topics:

- New needs and opportunities for personal certification and how everybody can benefit
- From product standards to service standards
- Standardization for certification: new business opportunities for standards developers and users
- Introducing the EU Cert scheme for personal certification
- Job roles defined – creating certification schemes made easy
- The ECQA Certified Terminology Manager – a first evaluation and next steps

- LICS und further service standards for terminology, language and content resources – now and in future