

Supporting language
professionals
worldwide

CIOL

ANNUAL REVIEW 2016-2017



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CIOL | Chartered Institute of Linguists

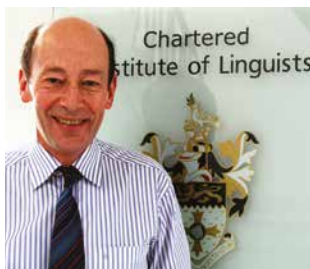


Overview of the year



Ann Carlisle
Chief Executive,
CIOL/loLET

This review covers the period 1 September 2016 to 31 August 2017.



From top:
Adam Ladbury, Amanda Wood, Anji Thomas & Irene Garcia

Our results at the end of 2016–17 were the culmination and fruition of several years of planning for and implementing an exciting programme of change and development across the whole of our business that has transformed the way we work, the services we offer our members and the delivery of our qualifications and examinations. This achievement wouldn't have been possible without the commitment of staff and time dedicated to making a difference. Smarter application of technology helped to make our processes more robust and, importantly, more accessible and new structures provided for easier growth and expansion of our services. From feedback, we know that our customers' experience has been enhanced.

It was particularly pleasing during the year, to name but just a few of the highlights, to see member numbers rising, newly elected Council Members and freshly appointed Trust Board Directors bringing in a wealth of different experiences and expertise and the diversity of our examination activities broadening. Our global reach stretched to Bahrain and the Middle East where we established new exam centres, to China where we celebrated the first anniversary of the China Association and domestically to new markets such as the assessment of Blue Badge

Tourist Guides in London. This all served to nurture our drive and enthusiasm for continuous improvements.

Driven by developments, we held a lively Strategic Planning Day in April from which we derived a bold, new Strategic Plan which formulated our aims under four pillars: Accrediting, Developing, Supporting and Representing linguists, cross-cutting our traditional boundaries between membership and qualifications. The plan encourages further integration of the activities of CIOL and the IoL Educational Trust and collaborative planning for the future.

Staff changes

We said goodbye to Adam Ladbury at the end of the year who had so elegantly transitioned us from our rather tired premises in Southwark to new offices in Farringdon and assiduously served Council and the Trust Board as Deputy CEO bringing about a much needed updating of many of our policies and procedures. Oleksandra Spiegel, Lisa Ryszkowska and Silvia Colaiacomo all left the organisation in pursuit of new opportunities and Pascoal Coutinho and Jo Vehbi both retired. At the same time, we welcomed Anji Thomas, Amanda Wood and Irene Garcia to the team.

I'd like to thank staff, volunteers, members and all our other contacts and stakeholders for working with us towards our goals.

Membership

Pathway and Chartership

1 September 2016 saw the launch of the new membership pathway which introduced three new pre-professional membership grades – Student Affiliate, IoLET Affiliate and Career Affiliate. With the existing three professional grades, there is now an opportunity for all linguists to join CIOL at an appropriate grade commensurate with experience and qualifications. The impact of the pathway has been a positive one with membership reaching 7,358, a 29% increase on figures reported last year.

Work was also undertaken during the year to simplify the Chartered Linguist registration process, resulting in a 67% increase in the number of members achieving chartership. The simplification also enabled work to commence on moving the registration process online, and this functionality was launched in September 2017.

During 2016–17, 384 professional members were admitted by the Membership team. Its day-to-day work is supported by the Membership Committee. The committee reviewed the Membership Admission Criteria, putting forward recommendations to CIOL Council, which were adopted and launched on 1 September 2017.

384

professional members
joined CIOL
in 2016-17



Website and CMS

September also saw an upgrade to CIOL's CMS (Content Management System/database), bringing hugely enhanced functionality, including the first ever online membership applications, starting with free student membership, followed by automated paid registration for all other grades by March 2017.

Other new developments included improvements to the Find-a-Linguist (FaL) directory in response to feedback sought from members and its users; self-service management of FaL directory listings for members; self-service access for members to update contact details, download receipts, membership logos etc, and access all other benefits; and online payments (including two-minute Direct Debit sign-up) for membership renewals.

A new section of exam preparation resources was created too, in order to fulfil the new benefits offer developed for IoLET Affiliates – these users can now log in and select past papers and examiner reports.



Translating Division event, London, May 2017

Language Partner Programme

The Language Partner programme continues with one active partner, GCHQ. Work commenced to introduce a bespoke scheme targeting selected universities. The HE Language Partner Scheme was developed during 2016-17, and the first university partners joined in March.

Divisions/Societies

CIOL divisions and societies have continued to offer members local and sector specific support through a range of highly valued CPD training events. Topics have been varied, and have included Voice and Stress Management for Interpreters (Interpreting Division), Machine Translation – what does it mean to the working translator (Translating Division) and a visit to the Viridor Recycling Plant in Bicester (Business, Professions and Government Division).



BPG members at the Viridor recycling plant, May 2017

Membership



German Society's 30th Anniversary

In June, we asked members for their views on reintroducing the Education Division and the results have provided the membership team with information to take this forward as part of the 2017-18 operational plan.

Continuing to offer highly valued local support, our active UK societies – Scottish Society, Midlands Network, and the Lincolnshire Society – have all run an active programme of well-attended events, taking full advantage of social media channels to promote their activities. Our societies in Germany, Spain, Hong Kong and China have run a wide variety of events, from the annual Study Weekend and 30th anniversary celebration in Weimar (German Society) to the third International Conference on Linguistic and Language Studies in Kowloon (Hong Kong Society).



ICLLS, Hong Kong, June 2017

CIOL is now offering centralised finance and event administration support to all its divisions and societies with regular review meetings between CIOL

senior staff and management committees. A significant amount of work has also been undertaken to audit the data held by divisions and societies with the aim of bringing this in-house to ensure that CIOL societies and divisions are not inadvertently breaching data protection legislation.

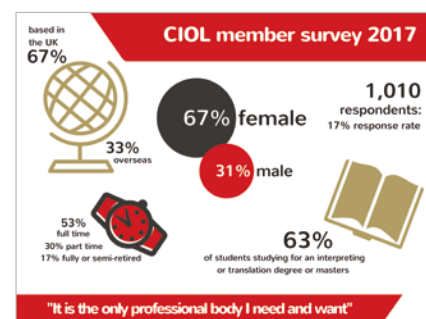


Surveys

In autumn 2016 CIOL worked with the European Commission Representation in the UK and the Institute of Translation and Interpreting (ITI) to conduct a survey of UK translation professionals. Almost 600 people responded, covering the full spectrum of translation activity. The results of the survey created a picture of the UK's translation sector and a snapshot of sentiment across a wide range of issues, with an additional focus

on the use of translation tools and technologies. The report was launched at a special event held on 11 May at Europe House.

CIOL holds a membership survey every two years, and this ran from mid-February for one month. 1,010 members responded, a 17% response rate – higher than the national average for such surveys. The results are helping us inform and shape the membership offer over the coming year.



Events

CIOL and IoLET have been represented at a wide range of events throughout the year, increasing the reach of the organisation.

The decision taken by Council in March 2016 to move Members' Day to the spring to coincide with the AGM led CIOL to hold a stand-alone Threlford Lecture in September. Professor Dorothy Kenny from Dublin City University gave an engaging talk to a capacity audience of 200

Membership



Members' Day, March 2017



Members' Day, March 2017

people on machine translation. In October, CIOL/loLET exhibited at the Language Show in London where staff and Council members met and engaged with visitors to the show, and held a range of seminars and workshops.

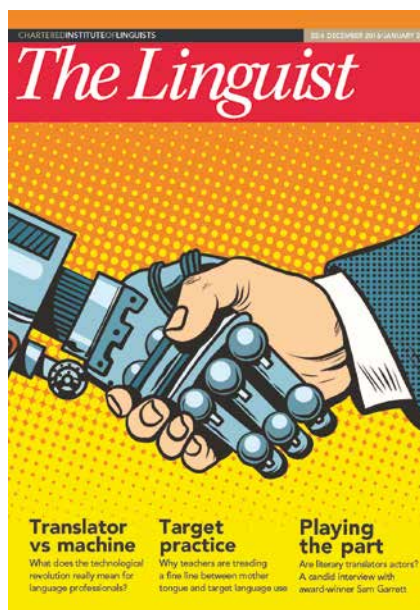
In March 2017 the CIOL AGM (see back page for a full report) was held in conjunction with Members' Day at the QEII Centre in Westminster. Around 140 CIOL members and guests attended for a selection of morning seminars, networking lunch and the Threlford Lecture, given by Sally Fagan of Business Language Champions.

Karen Stokes joined a panel discussion at the ATC Conference in September to talk about the impact of Brexit on languages; she also presented at the Translating Europe Forum in October in Brussels on CPD in the digital age. CIOL also visited several universities to promote the new HE Language Partnership scheme,

and took part in the regular APPG meetings throughout the year.

The Linguist

The Linguist continues in its mission to support CIOL's strategic goals and to be a stimulating and informative journal that meets members' interests and attracts a broader readership. Much coverage this year was given to Brexit, languages education, and topics of interest to translators, interpreters and the world of languages. Member profiles written in their native language continued in the series 'A life with languages'. The latest online issue is now accessible to members only via My CIOL. The Editorial Board discussed the pros and cons of limiting the online version of *The Linguist* to members only and agreed this would apply to the latest issue, with back issues freely available.



CIOL Council Elections 2017

Six new members of Council were elected and joined Council in April 2017. The election was the first in CIOL's history to offer online voting; working with Electoral Reform Services Ltd, CIOL members voted via a secure, bespoke online voting platform, which resulted in over 800 members casting their vote using this method.



Council meeting, September 2016

A landmark year for CIOL, as we topped 7,000 members

Karen Stokes FCIL
Chartered Linguist
Chair of Council

IoL Educational Trust



*Professor Chris Pountain
Chair of IoL Educational
Trust Board*

The Trust has been monitoring its position and performance very closely during the year.

As a charity devoted to the promotion of the teaching and study of modern languages with a special focus on the provision of examinations which recognise proficiency in modern languages, our priority is to offer such examinations and qualifications in accordance with demand, and broadly to break even in the enterprise.

Such a broad intention does, however, challenge how cost-effectively we can operate in order both to deliver today whilst providing for future developments.

We are committed to responding to the needs of linguists in a rapidly changing world and continuing to provide a wide range of languages particularly in the light of languages disappearing from other qualification frameworks such as GCSE and A Level. Our finance team has done a great deal of valuable work on this front, and as a result the Trustees feel confident about the stability of the Trust and are able to plan ahead imaginatively.

Having a mixed portfolio of our own well-established qualifications and our contract

work for the Foreign and Commonwealth Office and the Ministry of Defence in particular is a good current formula, but we continue actively to explore other opportunities.

The diversity of our work, which is of course subject to fluctuation, has necessitated a reorganisation of the responsibilities of IoLET staff, who are now organised into three sectors operating across all examinations: Live Assessment, Qualifications and Production, and Client Services. This also gives us the flexibility we need to take up the new opportunities we seek.

The review of our Diploma in Public Service Interpreting (DPSI) was brought to completion, our concern being, as always, to safeguard standards whilst being responsive to changing professional needs. Our DPSI has been made available to participants in the Trainee Scheme for court interpreters launched during the year under the Ministry of Justice language services contract.

Another priority of the Trust Board has been to promote closer contact with Higher Education, through our active participation in groups and associations such as the University Council of Modern Languages and the Association of University Language Centres and we will pursue with CIOL the promotion

of our HE Language Partner Programme in the year ahead.

Two new Trustee Directors were co-opted to the Board in the course of the year: Jocelyn Wyburd, Director of the University of Cambridge Language Centre and formerly Chair of the University Council of Modern Languages, and Nick Mair, Director of Languages at Dulwich College. They both bring a wealth of experience which will inform our ambitions for future developments.



We are
committed to
responding to the
needs of linguists
in a rapidly
changing world



*Professor Chris Pountain
Chair of IoL Educational
Trust Board*

Awards 2016



Award winners with HRH Prince Michael of Kent



The CIOL/IoLET annual awards evening took place in November at BMA House in London. The awards were presented by Royal Patron HRH Prince Michael of Kent.

For the first time, the David Crystal Trophy was presented in its new guise for outstanding contribution to the field of languages. The distinguished recipient was Dr Lid King, while the Threlford Memorial Cup went to Sally Fagan MCIL (HonFCIL from March 2017 when she delivered the Threlford Lecture) of Business Language Champions, a not-for-profit organisation which works with schools to promote the importance of language skills and cultural awareness in the workplace.



From top:
HRH Prince Michael of Kent with award winner Charlotte Traynor; Sally Fagan, winner of the Threlford Cup, and guests; members of CIOL staff

Award Winners 2016

Fostering the study of languages

Threlford Memorial Cup	Sally Fagan MCIL (now HonFCIL) Business Language Champions
David Crystal Trophy	Dr Lid King

Diploma in Translation

Best candidate (literature)	Sophie Verschuur (Dutch/English)
Best English to German candidate	Stefanie Ochel (English/German)
Best overall candidate	Julien Ivers (English/French)
Best group entry	Akademie für Fremdsprachen

Diploma in Public Service Interpreting

Best Law candidate and Best overall candidate	Agnieszka Charzyńska (Polish/English)
Best Health candidate	Dominique Marie de la Cruz (Spanish/English)
Best group entry	Peterborough Interpreting Academy

Diploma in Police Interpreting

Best candidate	Véronique Cubilié-Ratio (French/English)
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Certificate in Bilingual Skills – Police

Best candidate	Bruno Rebeschini (French/English)
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Certificate in Languages for Business

Best candidate	Charlotte Traynor (French)
Best group entry	Shrewsbury High School

CIOL AGM March 2017



The AGM was held on Saturday 25 March at the QEII Centre in Westminster, and was followed by Members' Day at the same venue.

Dr Nicholas Bowen was re-elected as CIOL President.

Professor Tim Connell, Baroness Jean Coussins, Professor David Crystal and Richard Hardie were re-elected as Vice-Presidents.

Chair of Council Karen Stokes confirmed that, following the elections, James Farmer was re-elected to Council, and a further five members were elected for the first time: Carina Balbo, Alistair Bell, Rosa-Maria Cives-Enriquez, Judith Gabler and Jaqueline Guardamagna.

She thanked those members of Council who had retired, and noted in particular the contribution made by Keith Moffitt who had served the Institute in various roles for many years, most recently as Chair of Council.

She reported on the following key developments during the year:

- Successful implementation of the new membership pathway and an increase in overall membership numbers;
- Work on the website and upgrade to the membership database to allow online applications, enhancements to the Find-a-Linguist

database, and online voting, thus improving services for members;

- Website page views were up by 51% and the number of website users had increased by 18%; social media activity had also continued to increase;
- Plans to enhance the digital version of *The Linguist*;
- Changes to the Chartered Linguist registration process had resulted in a steady stream of new registrations;
- Surveys carried out included: Customer Service; decision to leave the EU; Membership survey, as well as smaller-scale consultations carried out by the Translating Division and Interpreting Division;
- Successful Threlford Lecture by Prof Dorothy Kenny of Dublin City University, held in September as a stand-alone lecture during the transition of Members' Day from autumn to spring;
- HE Language Partner scheme and the first universities to join, with plans for more to follow;
- Updated policies on data protection; Equality, Diversity & Inclusion; risk; health and safety, and the environment;
- Formal succession planning for Council, committees and boards was established for the first time;
- Long-term strategy meeting with staff, CIOL Council and IoLET Board.

This was a landmark year for CIOL, as we topped 7,000 members and saw a sharp rise in the number of Chartered Linguists. The introduction of online voting and the inclusion of ACILs for the first time produced a threefold increase in votes cast in the Council elections, which were contested by a record 13 candidates. I am confident that CIOL is well equipped for the next stage of its development, with an ambitious Strategic Plan in place for 2017-20, rigorous financial management, a knowledgeable, committed Council and a strong leadership team at Dunstan House.

Karen Stokes FCIL
Chartered Linguist
Chair of Council