

**CIOL**





Ann Carlisle  
Chief Executive,  
CIOL/IoLET

# Message from the Chief Executive

This review covers the period 1 September 2017 to 31 August 2018

By the end of the year 2017-18 CIOL found itself newly installed in premises on Fleet Street, London, the culmination of many months of planning. The ten-year lease provides stability for the medium term and offers a highly professional, modern environment from which to develop and grow the organisation and take forward its ambitious strategic plans. A broad sweeping view from its 7th floor location takes in most of south London from St Paul's and The Shard in the east to Westminster Abbey, the Houses of Parliament and the London Eye in the west.

Building on the new brand and newly styled Strategic Plan of 2016, the Annual Strategy Day in April once again brought Council and Trust Board members together, with senior staff, to consider our ambitions for the future. As linguists, we reflected first on the characteristics that define us – working with, studying or using languages; active language use in academic, professional or educational settings to enable and facilitate communication and understanding. The rest of the day, through various discussion groups, drew out our thinking on how, as a professional body and awarding organisation, we should be positioning ourselves to best represent and empower the real diversity of our members. As the largest professional body in the languages sector, we aim to be an active voice for the profession, creating confidence in the markets by maintaining and guarding professional qualifications and standards and offering respected advice and guidance to our professional members, business, government, policy makers and other relevant stakeholders.

CIOL's reach is global, with emerging markets for qualifications in the Middle and Far East, and member interest growing as developing markets look towards professionalisation of the sector. In November 2017 Head of Membership Jane Galbraith and I visited Shanghai and Hong Kong where we signed our first overseas Higher Education Language Partner, Caritas Institute of Higher Education, which CIOL has collaborated with for almost two decades. In between meetings with the University of Science and Technology in Macau and Nottingham University in Ningbo, we also attended the AGMs of both the Hong Kong Society and the China Association.

In June 2018 IoLET launched an exciting, brand new qualification for schools aimed at motivating young language learners on their journey to GCSE. Requiring them to engage with the language of 'Real Lives', the listening exam presented scenarios that captured the imaginations of those interested in the military (civil disturbance, attacks on aid supplies) and the outdoors (sinking ships, overnight hikes and survival techniques). These students will be the language users of the future and potential language professionals.

## Staff changes

We welcomed Dom Hebblethwaite, Monica Solanki, Angie Papa, Iain Marjoribanks and Brian Statton to roles in CIOL and IoLET, and at the same time bade a fond farewell to Jack Sellen, Yolanna Lamar Cordoves, Irene Garcia, Tegan Walker and Evelina Michael who have gone on to pursue new opportunities.

Thank you to staff, volunteers, members and all our stakeholders for working with us to fulfil our goals.



**From top:**  
Dom  
Hebblethwaite,  
Monica Solanki,  
Angie Papa,  
Iain Marjoribanks  
and Brian  
Statton



Above: Members' Day March 2018

# Membership

## CIOL Language Partners

The Language Partner programme is now firmly established with the number of partners and organisations collaborating with CIOL steadily increasing. The focus in 2017-18 was the Higher Education sector; eight UK based universities joined the scheme during the year, plus Caritas Institute of Higher Education, based in Hong Kong, bringing the total number of HE Language Partners to 21.



Ann Carlisle and RAF Capt Mark Ridgway © RAF

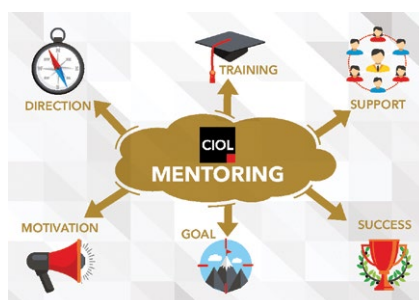
We continue to work successfully with GCHQ, with the partnership entering its second year. In addition, a series of discussions and meetings were held with Royal Air Force Intelligence, with Ann Carlisle for CIOL and Group Captain Mark Ridgway for the RAF signing the Memorandum of Understanding in May 2018. CIOL is also working with an international pharmaceutical company which is subject to a non-disclosure agreement and talks also got underway with the Army Intelligence Corps.

## Members' Day

Members' Day is CIOL's flagship CPD event and in 2018 nearly 200 members representing all grades of membership, and from as far afield as Poland and Russia, enjoyed a range of interesting and informative seminars given by industry experts. We were particularly pleased to see that around 30% of attendees were from the Student and IoLET Affiliate grades of membership.

Topics on the day included a panel session led by Chartered Linguist Karen Stokes FCIL, aimed at students transitioning from university to work, a lively debate on Languages after Brexit chaired by CIOL Vice President Tim Connell FCIL, and a look at translation and localisation at IKEA, presented by Ian Hinchcliffe, former IKEA catalogue copywriter.

Members' Day also saw the launch of CIOL Mentoring, a platform which matches mentors with mentees so that established members can share their knowledge and experience with those starting out on their careers. This new benefit of membership has proved to be very successful in



its first year, with 90 mentors and 116 mentees registered.

Members' Day culminated in the annual Threlford Lecture, given this year by Professor Joanna Drugan of the University of East Anglia. 'Crime and Translation' was the title of Professor Drugan's talk in which she gave an overview of new research on the critical role played by linguists in police investigations into serious crimes such as human trafficking. In this fascinating and informative lecture, she looked into experiences the police have of interpreting and translation in their endeavour to prevent such crimes, and the ethical challenges they face in doing so. Following tradition, Professor Drugan was presented with an Honorary Fellowship of CIOL at the end of her lecture. A recording of the lecture is available at [ciol.org.uk/ciol-agm-members-day-2018](http://ciol.org.uk/ciol-agm-members-day-2018).

## Member networks

All our member networks have had an exceptionally busy and productive year running a range of CPD focussed events and networking opportunities. The demand for face-to-face events remains constant and a wide variety of topics has been covered by our specialist divisions and societies including a visit to the Amazon fulfilment centre (Business, Professions and Government Division), Legal Translation for the Terrified (Translating Division), Interpreting for the Media (Interpreting Division), the



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fourth International Conference on Linguistics and Language Studies (Hong Kong Society), the annual Anglophoner Tag (German Society) and a talk on minority languages (given at Scottish Society's AGM).

All event reports are on the CIOL website; CIOL would like to take this opportunity to thank all network volunteers for their time and commitment to CIOL and for their invaluable contribution.



## Be chartered, be recognised

The strategic effort to raise awareness of the value of being chartered is beginning to see results. Launched at the Language Show in October 2017, the Be Chartered Be Recognised campaign has resulted in a significant increase in the number of chartered linguists in the last 12 months from 222 to 440. Jane Galbraith, CIOL's Head of Membership, has been meeting and presenting to members about the value of being chartered as a linguist as well as the value this potentially brings to the language professions. Work is continuing to build the all-important critical mass of chartered

linguists, so we can position professional linguists alongside other chartered professionals.

## eCPD Webinars Ltd



In March 2018, CIOL purchased eCPD Webinars Ltd. This wholly owned subsidiary of CIOL enables us to offer CIOL members a range of practical training webinars on relevant industry topics. Previously focussing mainly on support for translators, a key aim in the first 12 months of ownership was to extend the breadth of topics on offer in order to resonate with a wider audience of linguists. The first six months have been fast and furious as we attempted to maintain normal service whilst looking at ways to expand and develop the business.

## GDPR (General Data Protection Regulation)

On 25 May the new GDPR legislation came into force. Leading up to this date a systematic programme of work was undertaken to ensure that our systems and processes met the requirements of the new legislation. This was a significant piece of work which resulted in a complete review of how we obtain,

handle, store, use, access and ultimately delete the personal data we hold on members, examination candidates and linguists applying for membership. The work resulted in many changes including the secure destruction of all paper-based records and the introduction of stronger two-step authentication for users of CIOL's membership database. We also reviewed our Privacy Notice and introduced a new version to tie in with the requirements of GDPR. This is available from the CIOL website. In addition, we introduced functionality which gave members the opportunity to manage their own mailing preferences via their online account My CIOL. Members can, in real time, decide which mailings they want to receive from us.



## Membership committee

The day-to-day operation is managed by the Membership team which works very closely with the Membership Committee. It is this committee which considers applications we call special cases, the applications which don't meet the regular membership criteria. In addition, it is the Membership

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Committee which reviews all Fellowship applications.

In 2017-18 a total of 2,194 new members were admitted into membership across all six grades. 57 were special cases, with 16 being Fellows.

## Equality, Diversity and Inclusion (ED&I)

In August, CIOL launched its first monitoring survey. Data from the survey is being used to help us meet our ED&I obligations. Work is in its infancy and will continue under the auspices of the Equality, Diversity and Inclusion Committee.

## The Linguist

*The Linguist* continues to publish a range of articles of practical use to professionals working in a variety of language fields, and of wider interest to people with an interest in languages and crosscultural communication. 'The big idea' series featured One Third Stories (TL57,3), Lingo Flamingo (TL57,4) and other innovative start-ups; while a four-page focus on 'A translator's

Brexit' (TL57,1) examined how translators have been affected by the referendum result.

Volume 57 saw a shake-up of the Institute Matters section. The calendar of events, reports on CIOL membership network events and details of new admissions are now available online, freeing up space to cover the networks in more detail. In TL57,1 we ran an overview of the inner workings of the Translating Division, while TL57, 4 included an interview with BPG Division media contact Vasiliki Prestidge MCIL CL. The popular 'A life with languages' series, in which CIOL members discuss their careers, is now printed in English as well as the writer's native language.



The online version of *The Linguist* moved to an interactive digital platform – available to CIOL members only as a key membership benefit – with much improved functionality, including a search tool. The flip-book version continues to provide open access to archived issues as part of *The Linguist's* remit to raise awareness of CIOL, and the languages professions.

At the May 2018 meeting of the Editorial Board, Lourdes Melcion MCIL became chair, as MCIL CL Ken Paver's tenure came to an end. At the same meeting, the Board reviewed the journal's performance against CIOL's strategic goals and discussed how this remit could be met and measured. The membership survey, conducted in 2017, reveals members' key thoughts about *The Linguist*:

82%

FIND THE DESIGN  
AND LAYOUT EASY  
TO READ

74%

VALUE ITS  
AUTHORITATIVE  
CONTENT

72%

STATE ARTICLES ARE  
PITCHED AT THE  
RIGHT LEVEL

24%

READ THE  
MAGAZINE ONLINE



# IoL Educational Trust



*Professor Chris Pountain  
Chair of IoL Educational  
Trust Board*

The year 2017 to 2018 was characterised by a series of lively discussions at Board meetings which reflected both concerns and opportunities.

Concerns remain about maintaining a stable financial position in the face of a good deal of uncertainty, particularly in the public services sector. As a charity, we wish to keep our examination fees as low as possible, and to provide for the large number of languages (over 50) in which we regularly examine; but it is also clear that we need to diversify our traditional exam portfolio, in particular in the direction of offering new qualifications which go beyond our historic concentration on translation and interpreting for aspiring professionals. We also need to keep a close watch on the contract work we offer, which relies on the seasonal success of competitive bids. And of course our prime concern is to ensure the maintenance of standards, so that holders of our qualifications and their employers/clients can be assured of consistency in the quality and levels of achievement they represent.

The Board accordingly set aside a fund for development work, the first fruit of which was Real Lives, an exciting new qualification spearheaded by one of our Trustee Directors, Nick Mair, Head of Modern Foreign Languages at Dulwich College. This is a qualification aimed at Year 9 and

10 students and is of particular interest to youngsters working towards the Duke of Edinburgh's Award, The London Challenge and St John Ambulance exams and to armed forces cadets — anyone, that is, whose experience will involve potential emergencies in which the understanding of a foreign language could make the difference between life and death. The emphasis, as suggested in the name of the qualification, is on real life situations, and we already have evidence that such an initiative is serving as a powerful corrective to the decline in interest in languages that we have seen for many years in secondary education.



*Dr Lid King with CIOL staff and  
Members of the OWRI Language  
Acts and Worldmaking research  
project*

Another cause for celebration was the first David Crystal Lecture, given by Dr Lid King on the subject of 'The Language of Hate', held in conjunction with the OWRI Language Acts and Worldmaking research project (see *The Linguist* 56,6). Again, this involved the manipulation of languages in real

life, reflecting on their power in social media, and it is fair to say that even the most seasoned linguists were appalled by some of the examples offered. We look forward to further events in this series, which give a platform to high-profile figures who have demonstrated the importance of languages in their own work and that of others.

Rapid response to a volatile market and development of new opportunities are not easy programmes to manage, and I close by expressing my thanks on behalf of the Board to the IoLET staff who cope with the changes in working practices that this necessitates.



Holders of our qualifications and their employers can be assured of consistency in the quality and levels of achievement they represent.



*Professor Chris Pountain  
Chair of IoL Educational  
Trust Board*

# Awards 2017



**Left:**  
HRH Prince Michael  
of Kent presents the  
Threlford Cup to Lucy  
Jenkins and Professor  
Claire Gorrara, Cardiff  
University

The Common Room at the Law Society was the prestigious setting for CIOL's annual Awards Evening in November. Once again, we were honoured to have Royal Patron HRH Prince Michael of Kent to present the awards.

The Threlford Memorial Cup was presented to the MFL Student Mentoring Project. The project's lead, Professor Claire Gorrara of Cardiff University, collected the award. The second recipient of the David Crystal Trophy, presented for outstanding contribution to the field of languages, was Susie Dent, a lexicographer best known for her appearance in Channel 4's *Countdown*, pictured below.



## Award Winners 2017

### Special awards for significant contribution to the field of languages

Threlford Memorial Cup	MFL Student Mentoring Project, Cardiff University
David Crystal Trophy	Susie Dent

### Diploma in Translation

Best overall candidate	Vjosa Kalaveshi Shala (English/Albanian)
Best candidate (literature)	Ceyda Aldemir-Down (English/Turkish)
Best English to German candidate	Ute Boronowsky (English/German)
Best group entry	Glossologia Professional Linguistic Studies, Greece

### Diploma in Public Service Interpreting

Best overall candidate and Best Health candidate	Eleanor Crossley (French/English)
Best Law candidate	Lukasz Ciolek (Polish/English)
Best group entry	Bridge Interpreting, Translating and Training Services CIC

### Diploma in Police Interpreting

Best candidate	Patricia Cassares (Portuguese (Brazilian)/English)
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### Certificate in Languages for Business

Best candidate	Eleanor King-Turner (French)
Best group entry	King's High Warwick



# CIOL AGM

## March 2018

The AGM was held on Saturday 10 March in central London, and was followed by Members' Day.

Richard Hardie HonFCIL, previously Vice-President, was elected as CIOL President.

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



*Newly elected members of council*

Chair of Council Karen Stokes FCIL CL confirmed that, following elections, four members were elected to Council: **Rodney Mantle FCIL, Eneida Garcia Villanueva MCIL CL, Marta Stelmaszak Rosa MCIL CL and Reza Navaei FCIL CL**, pictured above.

The Chair also warmly thanked those members of Council who had stepped down: Christine Pocock FCIL, who continues to be active in the Interpreting Division as its Chair, Judith Ridgway FCIL who remains involved with the

BPG Division as Chair, Dominic Brett MCIL and Tom Gale MCIL.

Karen reported on some key developments and events during the year:

- There was a 126% increase in the number of Chartered Linguists on the register.
- A new responsive digital platform for the online version of *The Linguist* was launched.
- The Strategy Day resulted in a clearly articulated vision, updated statement of values and tangible aims for the next three years.
- Changes to the By-Laws and Rules have allowed ACILs to be represented on Council alongside MCILs and FCILs.
- The inaugural David Crystal Lecture was given. This is to be an annual free public lecture with the aim of expanding our reach to the wider languages community.
- Our social media channels continued to provide a valuable platform for communicating with members and engaging with other stakeholders, with numbers of followers and interaction significantly increasing.
- The HE Language Partner scheme continued to attract



In July 2018, Judith Gabler FCIL CL was elected Chair of Council, replacing Karen Stokes FCIL CL who had held the role for two years. We would like to thank Karen for her hard work and dedication during her time in office and we look forward to continuing to work with her in her role as Member of Council, while welcoming Judith as Chair.

*“I am deeply honoured to have been elected as Chair. My aim is to achieve the ambitious and exciting agenda set out by the Strategic Plan which will service the needs of our diverse and talented membership while ensuring a strong legacy for future generations.”*

**Judith Gabler FCIL CL**

new members, with eight UK universities joining the scheme during the year, and one in Hong Kong.

- Development continued on the website and membership database, and members can now manage their own profile and preferences by logging in to the My CIOL area of the website.

The Chair concluded by paying personal tribute to the late President of CIOL, Dr Nick Bowen, who sadly passed away in September 2017.