

CIOL

Chair of Council Report





Dear Members

A significant part of the reporting period (September 2019-August 2020) was delivered under the shadow of the Covid-19 pandemic. Although this created unforeseen pressures on operational delivery, we have worked with purpose to protect our core business, adapt to new ways of working, and strengthen our position as the leading professional body for language practitioners worldwide.

Needless to say, there have been considerable challenges. Under the auspices of regular internal and external risk assessments we have revisited and remodelled our strategic performance as needed and have vigilantly monitored the economic and political uncertainty as well as the impact of the pandemic on society and the workforce. In the context of the decline of language learning, Brexit throwing into question how we can attract skilled, non-UK professionals, and the growth of technology we have put a particular emphasis on retaining our existing membership and attracting the next generation of linguists.

An important part of this work has been anchored in a close and valued partnership with the Trustees of our awarding organisation, CIOL Qualifications (CIOLQ), with a view to securing the delivery of our regulated, and other, qualifications.

At the end of the reporting period, we are assured that CIOL remains financially stable and can deliver its 2017–2020 Strategic Plan, noting that for the current business year 2020–21 this has been refreshed in headlines only to [Strategic Plan 2020 and Beyond: Supporting Language Professionals Worldwide](#). A few highlights have been captured in the following sections.

Accrediting Linguists

- Qualified membership (ACIL, MCIL and FCIL) applications have increased by 22%. Outside the UK we continue to be most strongly represented in Hong Kong, Germany, France, Spain and Italy with overall 10% of members living outside of Europe.
- Chartership remains a protected title in an unregulated industry, is unique to CIOL and a unique differentiator. The number of Chartered Linguists has increased by 32% to 875. CIOL is the only Chartered body representing professional linguists and this increase is a credit to the dedication of our members to uphold high professional standards.
- Consideration of our existing pathways started in August 2019 in order to widen our scope and have closer engagement with

language professions beyond our key constituents (translators and interpreters), in particular those with multidiscipline skills combined with language proficiency.

- Our Equality, Diversity and Inclusion committee (ED&I) has voiced recommendations to increase the level of diversity both internally and externally in order to achieve a stronger representation of the nine 'protected characteristics'; this has been acknowledged and work is set to continue.
- As a response to Covid-19, work started on the transition to online examination delivery for our fully regulated professional language qualifications DipTrans, DPSI and DPI; these continue to be recognised by government departments, agencies, business and across public services.

Developing Linguists

- Our first CIOL conference over two days in March 2020 reached an audience of over 300 delegates, a defining moment as it marked a milestone between the 'old' pre-Covid and the 'new' Covid world.
- Physical events had to be temporarily suspended as

from spring 2020. To enable our members to meet their CPD obligations, we extended our product portfolio via our rebranded, in-house eCPD platform with high-quality, specialised webinars, career and experience blogs and videos; we have now had nearly 6,000 live attendees since we launched CIOL Training. We also decided during these times to extend support to the wider industry by offering free attendance to our live webinars.

- *The Linguist* continues to be our flagship journal with an outreach of 7,000 readers and more than 90 contributors over the 12 month period, providing topical and informative news over a wide variety of subjects relevant to any budding or professional linguist, or simply any lover of languages.
- We have responded to our members' call for more guidance on vocational development with our Guides available on our Resources library, these include:
 - Interpreting in Zoom: A how-to guide.
 - Financial Skills for Freelancers.
 - Health & Wellbeing: Advice for Translators (Translating Division).

- A Guide to Interpreting in business and corporate environments.

Supporting Linguists

Our three divisions and eight networks, run by members for members, truly reflect the diversity of our membership both in the UK and internationally; they have been a stalwart driver of engagement, delivering with great energy innumerable meetings, lunches, online events, discussion fora on a wide range of topics. Members have volunteered to lead a number of new societies representing different languages and locations, both UK and internationally.

- In response to members' feedback that we need to increase our external visibility and public profile we have launched a further two [CIOL Insights Survey Reports](#):
 - Careers & Qualifications (Feb 2020).
 - Building Bridges: Language Professionals and Language Service Providers (Sept 2020) – together with ATC.
- Our Mentoring Platform and Find-a-Linguist service remain the go-to resources for facilitating entry to the language profession, as well as promoting

the services of our qualified members.

Representing linguists

- Work started with UK Government bodies including Crown Commercial Services, Ministry of Justice and Leicestershire Police to improve the context, terms and conditions included within these procurements for interpreters and translators.
- CIOL and CIOLQ worked together to articulate a vision outlining a Professional Language Qualifications framework and this was subsequently acknowledged in the British Academy Report (July 2020) – [Towards a National Languages Strategy](#).
- A dedicated 'Public Policy' area has recently been added to our home page; alongside more recent reports this includes a statement on the use of language services in the asylum process (2019).
- In March we launched our Business and Corporate Partnerships scheme with the aim of giving our brand more leverage to increase our engagement with industry. We also aspire for partners of the scheme to align with CIOL's

professional values, and by sharing this with their own customers, seek to improve the quality of service provided by using qualified, experienced professional CIOL translators and interpreters. [Business and Corporate Partnership](#).

Finance, Governance, Monitoring and Measuring

Council met four times during the year. Financial stability and growth were reviewed at each meeting and were balanced against our ambition and what we need to invest, in order to ensure our future sustainability. While our annual strategy day, normally in April each year, had to be postponed due to the pandemic, discussion around future direction was still a primary focus.

An annual review of our internal policies early in the reporting period provided reassurance that we are compliant with all employment, Health & Safety, environment and standard organisational policies. Given the increased use of technology in business and the risk of data breaches, Cyber Essentials accreditation relating to cyber security has been achieved; a robust GDPR and Data Breach Policy and Process in accordance with the GDPR Regulation (EU) 2016/679) is also in full use to

protect our members' data. All Council members are required to sign Non-Disclosure Agreements (NDAs) and to abide by Conflict of Interest to safeguard the use of any privileged information.

The staff team has worked tirelessly to support the membership and has shown great resilience by transitioning to home-working and adapting to zoom. Particular thanks are due to Ann Carlisle who, during the reporting period, was incumbent CEO and who we sadly said goodbye to in autumn 2020. The recruitment process for Ann's successor had been launched in June 2020 and by the start of the new 2020/21 business year we transitioned seamlessly to the new leadership and opened our doors to welcome John Worne in October. My thanks to my colleagues on Council for all their support, as well as to two trusted colleagues, Prof Chris Pountain HonFCIL, outgoing Chair of the Educational Trust Board (ETB) during the reporting period, as well as incoming Chair of the ETB, Bernardette Holmes MBE.

Summary and Outlook

Our vision and objectives remain founded on the belief that knowledge of languages and intercultural competence benefit society economically, culturally and politically. Our five core values

remain at the heart of everything: international understanding, professionalism and integrity, openness and transparency, responsibility and responsiveness, innovation and continuous improvement. We strive to be the conveners of anything relating to languages and language proficiency.

A key learning from the past 12 months has been the additional strength of purpose we can achieve by working more closely together as Council and Educational Trust Board as complementary bodies of one organisation with one vision, one mission and one constituency. A key focus of work going into the September 2020–August 2021 business year is the potential to create a smart and more unified operating model by welding our respective interests more closely together.

On behalf of CIOL Council and the Executive, a sincere thank you to all our members for your loyalty and support.

Judith Gabler

Judith Gabler FCIL CL
Chair of Council

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