

CRITICAL LINK INTERNATIONAL 9 CONFERENCE BROCHURE

International University of Health and Welfare

Akasaka, Tokyo Japan

14-16, June 2019

CONTENTS

Welcome Letters: page 3-4

Local Organizing Committee and International Scientific Committee: page 4

Keynote Speakers: page 5-12

Schedule & Program: page 13-16

Venue Map: page 17-18

Access: page 19-21

Local Restaurants: page 22

Exhibitions & Sponsors: page 23

Conference Participants & Delegates: page 24-28

WELCOME LETTERS

A Welcome from the Local Organizing Committee Chair Takayuki Oshimi (MD)

International University of Health and Welfare (IUHW) School of Medicine, Office of Medical Education



After his residency training in gastroenterology, **Dr Oshimi** received training as a healthcare interpreter and as a trainer of healthcare interpreting. He currently devotes the majority of his time to medical education at IUHW School of Medicine as well as training health care interpreters as a director of Master Course for Healthcare Interpreting at IUHW Graduate School.

International University of Health and Welfare (IUHW) is delighted to welcome you to Critical Link International 9 Tokyo (CLI9 Tokyo). We are proud to be hosting this prestigious event exclusively devoted to improve community interpreting services in the world.

The CLI9 Tokyo theme is "Community Interpreting in the Age of AI." As many human interpreters are now fearful that they will be supplanted by artificial intelligence (AI) platform that could do the job of the humans with a higher degree of linguistic accuracy, it is time for us to discuss this critical issue honestly and publicly.

From June 14th to 16th in 2018, the *CLI9 Tokyo* will provide a global platform for academics, practitioners, policy makers, and users of community interpreting services. We will have keynote speeches, international roundtables, symposia and oral presentations to learn your innovative research and experiences regarding the theme.

IUHW was founded in 1995 as the first comprehensive university of health and welfare in Japan, with the objective of developing health and welfare specialists and raising their status. We foster professionals who are able to become leaders in their respective specialties, as well as adapt to the advancement and specialization of the medical, health care and welfare fields. We are now a university with around 8,300 students in 10 schools and 24 departments, as well as a graduate school, across 6 campuses in Japan. At the graduate school, we started a master course for healthcare interpreting in 2017, which is the first master course in Japan to cover the model core curriculum for healthcare interpreters which were developed by the Ministry of Health, Welfare, and Labor. I hope CLI9 Tokyo will enhance the status of community interpreting and look forward to welcoming you at IUHW.



A Welcome from the Local Organizing Committee Vice Chair Naoko Ono PhD Juntendo University Faculty of International Liberal Arts



As a background in teaching intercultural communication in medical field, Naoko has a career as translator and interpreter, educator and researcher in medical field. She graduated with the PhD in Health Communication in the University of Tokyo (Japan) and her PhD thesis was about medical interpreter training. She is currently working on a number of research projects on health

communication and medical interpreting, and continuously achieving research funding from Japanese government.

I would like to convey to all of you participating in this conference my heartfelt welcome.

CLI9 Tokyo welcomes you to the Tokyo conference as the First CLI conference in Asia.

Tokyo is best thought of not as a single city, but a constellation of multicultural cities that have grown together. I think the concept of the city is suitable as a venue of CLI. Ranked first out of all sixty cities in the 2017 Safe Cities Index, Tokyo will also host the 2020 Summer Olympics and the 2020 Summer Paralympics.

I hope that the participants will actively exchange with each other and deepen their personal relations throughout this conference.

Local Organizing Committee & International Scientific Committee

CL9 Preparatory Committee

Takayuki Oshimi: Conference Chair, International University of Health and Welfare

Naomi Morita: National Association for Medical Interpreters

Kinoe Tomohisa: Japan Institute of Global Health Mayumi Sawada: Japan Institute of Global Health

Naoko Ono: Juntendo University

Yukiko Fujii: Council for Interpreter's Quality and Competence Special Thanks to: Momoe Tomono, Freelance Interpreter

CLI9 International Scientific Committee

Angela Sasso, President, Critical Link International

Prof. Lluís Baixauli Olmos, University of Louisville, US

Prof. Makiko Mizuno, Kinjo University, Japan

Prof. Maria Wattne, Oslo Metropolitan University, Norway

Prof. María Ascension Aguilar Solano, Pompeu Fabra University, Spain

Prof. Michal Schuster, Bar-Ilan University, Israel

Prof. Minoru Naito, Tokyo University of Foreign Language, Japan

Prof. Naoko Ono, Juntendo University, Japan

Prof. Paola Gentile, Catholic University of Leuven, Belgium

Prof. Rika Yoshida, Rikkyo University, Japan

Prof. Tanya Voinov, Bar Ilan University, Israel



KEYNOTE SPEAKER



TORIKAI Kumiko, PhD.

Kumiko Torikai is Professor Emeritus of Rikkyo University, and Visiting Professor at Showa Women's University. Founding Dean of Rikkyo University's Graduate School of Intercultural Communication from 2002 to 2011.

She earned her BA at Sophia University, MA at Columbia University Teachers College, and a Ph.D. at University of Southampton, School of Humanities.

Her research includes interpreting/translation and language education in connection with intercultural communication. She has been a member of the Science Council of Japan since 2008, and Council member of the Japan Society for Intercultural Studies since 2001.

Torikai was President of the Japan Association for Interpreting and Translation Studies (2004-2010), President of the Japan Congress/Convention Bureau (2002-2008), Council Member of FIT(2001-2005), Council Member of IATIS (2006-2010), served on the Reading Committer of Babel (2002 -2015), and a member of the International Advisory Board of The Interpreter and Translator Trainer(2007-2017). She was Visiting Professor at the University of Tokyo Graduate School of Education (2006 -2009), Visiting Professor at the National Institute for Japanese Language and Linguistics (2011-2012), and currently Chief Director of Minato International Association in Tokyo. She is the author of Voices of the invisible presence: Diplomatic interpreters in post-World War II Japan. 2009, John Benjamins, and has contributed chapters on Oral History as a Research Method to Study Interpreters' Habitus, in Vorderobermeier, Gisella M. (ed.) Remapping "Habitus" in Translation Studies (Approaches to Translation Studies Vol.40, 2014, pp.135-47, Rodopi); on Conference Interpreters and their Perception of Culture: From the Narratives of Japanese Pioneers, in R. Sela-Shefy & M. Shlesinger (Eds.). Identity and status in the translational profession (2011, pp.189-207, John Benjamins); on Interpreting and Translation in a Japanese Social and Historical Context, The International Journal of the Sociology of Language, No.207 (2011, pp. 89-106, Mouton de Gruyter); and on Nagasaki Tsûji in Historical Novels by Yoshimura Akira, in Takeda K. & Baigorri-Jalón, J. (Eds.). New Insights in the History of Interpreting (2016, pp. 75-97, John Benjamins). Edited the Japanese translation of Pöchhacker, F. (2004) Introduction to interpreting studies, Routledge and Munday, J. (2008). Introduction to translation studies, Routledge, both published by Misuzu Shobo in Tokyo, in 2008 & 2009 respectively.

Title: Nagasaki Tsuji and Community Interpreter as Multi-Task Mediator

Kumiko Torikai, PhD. Rikkyo University

The aim of this lecture is to take a renewed look at interpreting as "mediation." The concept of mediation, with expanded meanings, was elaborated in the CEFR (Common European Framework of Reference for Languages) Companion Volume, published by the Council of Europe in 2018. In so doing, I shall attempt to compare contemporary interpreters in Japanese community settings with professional interpreters in pre-modern Edo period.

Nagasaki Tsuji, mainly Chinese and Dutch interpreters from 17th to 18th century, are different from community interpreters nowadays in that they were officially employed by the Tokugawa Shogunate, and were trained systematically within Tsuji society, comprised of a dozen designated families in Nagasaki, the only port open to the outside world then. Nevertheless, as mediators, they have two things in common with community interpreters. First, their job was multi-faceted, including not only interpreting but translation as well, along with a variety of related tasks. Secondly, they were basically engaged in dialogue interpreting, rather than conference interpreting.

As such, it is deemed worthwhile to reflect on community interpreting vis-à-vis Tsuji work, with mediation as the common core. Finally, Nagasaki Tsuji training system will be discussed in an attempt to gain some insight into the future of interpreting profession.

This work was supported by Grant-in-Aid for Scientific Research (C) Grant Number 17K02940.



KEYNOTE SPEAKER



Professor Sandra Hale

Professor Sandra Hale is Head of Interpreting & Translation at the University of New South Wales, Sydney, Australia, where she teaches Interpreting in community, legal and conference settings. Her qualifications include a Bachelor of Arts in Interpreting & Translation, a Diploma of Education, a Master of Applied Linguistics, and a PhD in court interpreting/forensic linguistics. She is a pioneer in Community Interpreting pedagogy and research. She was awarded a Doctorate Honoris Causa by the University of Antwerp for her research into Community Interpreting, with particular emphasis on

Legal Interpreting. She is currently involved in a number of large funded research projects dealing with different aspects of interpreting in court, police and medical settings https://research.unsw.edu.au/people/professor-sandra-beatriz-hale

She is the sole author of the books: The Discourse of Court Interpreting (2004/2010) and Community Interpreting (2007), and co-author of four other books, including Research Methods in Interpreting (2013) with Jemina Napier. She has also written numerous journal articles and book chapters. She is regularly invited as plenary/keynote speaker at international conferences and has delivered numerous presentations to the judiciary and tribunal members for many years on how to work with interpreters.

She is a Fellow of the Australian Academy of the Humanities and a Fellow of AUSIT. She was AUSIT National President from 2014-2017. She was recently involved in the development of the Australian Recommended National Standards for Interpreting in Courts and Tribunals sponsored by the Judicial Council on Cultural Diversity http://jccd.org.au/publications/

Professor Hale also has many years' experience as a NAATI accredited/certified Spanish interpreter and translator, and continues to practice as a conference interpreter.

For more information: https://hal.arts.unsw.edu.au/about-us/people/sandra-hale/



Title: The complexities of legal interpreting. Can machines re place human interpreters?

Prof. Sandra Hale University of South Wales

Court interpreters have in the past been compared to machines, performing a simple mechanical task, devoid of any professional judgement in the process (Wells, 1991). This reductionist perception of interpreters has been refuted by many who have shown through research that interpreting is a very complex interactional activity, involving multifaceted decision making, and requiring in depth knowledge and high level skills (Berk-Seligson, 1990/2002; Hale, 2004/2010, 2019; Morris, 2010). When such comparisons were made, machines were in no way able to resemble the work of interpreters at all. Artificial Intelligence (AI) was in its infancy and examples drawn from the early versions of Google Translate were deficient to say the least. More recently, however, and for some languages at least, machine translation has vastly improved in accuracy. Professional translators now make regular use of Computer Assisted Tools (Doherty, 2016). By contrast, Machine interpreting has been considered an impossibility, with the technology lagging well behind Translation technology. While undoubtedly technology will improve, the question remains as to whether it will it ever replace human interpreters. This paper will discuss the above question in light of the many complexities of legal interpreting and speculate on the ways AI may be able to assist interpreters in the future rather than compete with them.

This work was supported by Grant-in-Aid for Scientific Research (C) Grant Number 17K02940.

References

Berk-Seligson, S. (1990/2002). The bilingual courtroom. Court interpreters in the judicial process. Chicago, The University of Chicago Press.

Doherty S, 2016, 'The impact of translation technologies on the process and product of translation', International Journal of Communication, vol. 10, pp. 947 - 969

Hale, S. (2019). Specialist legal interpreters for a fairer justice system. Discourse in Translation. S. Faiq. Oxon & NY, Routledge: 47-66.

Hale, S. (2004/2010). The discourse of court interpreting. Discourse practices of the law, the witness and the interpreter. Amsterdam/Philadelphia, John Benjamins.

Morris, R. (2010). "Court Interpreting 2009: an undervalued and misunderstood profession? Or. will justice speak?" MonTI. Monografías de Traducción e Interpretación 2: 47-79.

Wells, W. (1991). An introduction to the Law of Evidence. South Australia: A.B. Caudell.



KEYNOTE SPEAKER



Prof. Claudia V. Angelelli

Chair of Multilingualism and Communication Professor Claudia

Professor Claudia V. Angelelli is Chair in Multilingualism and Communication at Heriot-Watt University (Edimburgh campus), UK, Emeritus Professor of Spanish Linguistics at San Diego State University, US and Visiting Professor at Beijing University of Foreign Studies. Her research sits at the intersection of sociolinguistics, applied linguistics and translation and interpreting studies. She holds a Ph.D. from Stanford University, a Master of Arts (and two PG Certificates) from MIIS (Middlebury Institute of International Studies at Monterey) and a Bachelor of Arts from Universidad Católica Argentina.

She is the sole author of Medical Interpreting and Cross-cultural Communication (2004), Revisiting the Role of the Interpreter (2004) and Medical Interpreting Explained (2018). She is sole Guest Editor of the following journal special issues: The International Journal of the Sociology of Language: Translators and Interpreters: Geographic Displacement and Linguistic Consequences (2011), Translation and Interpreting Studies: The Sociological Turn in Translation and Interpreting (2012), Cuadernos de ALDEEU: Minding the Gaps: Translation and Interpreting Studies in Academia (2013) and Translation and Interpreting Pedagogy in Dialogue with other Disciplines (2014 w/Colina). She is co-editor of Researching Translation and Interpreting Studies (2015 w/Baer), Testing and Assessment in Translation and Interpreting Studies (2009 w/Jacobson), Her work appears in The Annual Review of Applied Linguistics, The Critical Link, Cuadernos de ALDEEU; European Journal of Applied Linguistics, Interpreting, Journal of Applied Linguistics and Professional Practice, META, MONTI (Monografias de Traducción e Interpretación), The Translator, TIS (Translation and Interpreting Studies), The International Journal of the Sociology of Language and numerous edited volumes.

She designed the first empirically-driven language proficiency and interpreter readiness tests for The California Endowment and Hablamos Juntos (Robert Wood Johnson Foundation). She has been research projects in Argentina, Australia, the European Union and the United States. Prof. Angelelli is Past President of the American Translation and Interpreting Studies Association and has served as Director of the American Translators Association for 6 years. She led ISO 13611: Standards on Community Interpreting and co-authored The California Standards for Health Care Interpreters. Ethical Principles, Protocols, and Guidance on Interpreter Roles and Interventions. Prof. Angelelli has extensive experience as freelancer and consultant in translation and community interpreting.



Title: Community interpreting, borders and language contact: a continuum of possibilities.

Prof. Claudia V. Angelelli Heriot-Watt University Edinburgh Campu, UK

Community interpreters work across borders of language and culture juggling a myriad of social factors (e.g., gender, age, ethnicity, religious beliefs or socio-economic status among others) affecting communication. Community interpreting is a site of language contact. The border crossing and language contact phenomena are embodied in community interpreters as they interact and negotiate communicative goals between linguistically diverse interlocutors. In this presentation we travel through a multiplicity of "borders" (e.g., between self and others, physical borders between two countries, multiple physical borders within one region as well as borders between communities within one country) to understand the tensions and complexity of community interpreting.

The need for interpreting among peoples who do not share a language has never been more pressing than in current times. At least three causes contribute to this: 1) the physical movement or displacement of people (e.g. migrants, asylum seekers, refugees, displaced groups) is higher than ever before; 2) diverse people in contact increases the demand for language services (translation, interpreting, language brokering and mediation); 3) technological developments make possible immediate access for interlocutors and interpreters. In addition, these causes also contribute to the growth of empirical evidence feeding studies in the area of dialogic interpreting. Research findings have shed light on the specificities of community interpreting as a situated practice, the complexity of the communicative event in settings related to disaster and emergencies, education, healthcare, law, refugee camps and prisons as well as the role of language, communication, culture and the interpreter in the interaction.

As mobility, displacement and technology offer more opportunities for communicative needs to be met in culturally and linguistically diverse societies, the need for expertise and professionalism on the part of community/public service interpreters (CIs/PSIs) is more crucial than ever. The ways in which professional and non-professional interpreters perform their work merit further research. This presentation analyses the current situation through the lens of a continuum and proposes an agenda for future work.

This work was supported by Grant-in-Aid for Scientific Research (C) Grant Number 17K02940.



KEYNOTE SPEAKER



Satoshi Nakamura, Ph.D

Dr. Satoshi Nakamura is Professor of Nara Institute of Science and Technology (NAIST), Team Leader of Riken AIP, Honorarprofessor of Karlsruhe Institute of Technology, Germany. He received his B.S. from Kyoto Institute of Technology in 1981 and Ph.D. from Kyoto University in 1992. He was Associate Professor of Graduate School of Information Science at NAIST in1994-2000. He was Department head and Director of ATR Spoken Language Communication Research Laboratories in 2000-2004, and 2005-2008, respectively and Vice president of ATR in 2007-2008.

He wasDirector General of Keihanna Research Laboratories and the Executive Director of Knowledge Creating Communication Research Center, National Institute of Information and Communications Technology, Japan in 2009-2010. He is currently Director of Data Science Center and a full professor of Information Science Division, Graduate School of Science and Technology of NAIST, and Team Leader of Tourism Information Analytics Team at Center for Advanced Intelligence Project (AIP), RIKEN, Japan. His research interests include modeling and systems of speech processing, spoken dialogsystems, natural language processing, and big data analytics. He is one of the world leaders of speech-to-speech translation research and has been serving for various speech-to-speech translationresearch projects. He was a committee member of IEEE SLTC 2016-2018. He is currently an Elected Board Member of International Speech Communication Association, ISCA. He received Antonio ZampolliPrize in 2012 and retained the title of ATR Fellow, IPSJ Fellow, and IEEE Fellow.

Title: Toward Automatic Speech Interpretation

Satoshi Nakamura, Ph.D Nara Institute of Science and Technology

"Speech translation" is a technology to translate a source language speech to a target language speech, which includes real-time speech recognition, machine translation, and speech synthesis. The research and development of this technology was launched in 1980's, and the great effort and hard work of many researchers brought the "speech translation" of daily travel conversation to the current stage of practical use. It realized communication among the people who speak in a different language, and it is expected to help promote global business, culture exchange, and language divide solution.

On the other hand, however, is it really "translation" that is required in such a real-time communication? Isn't it probably "interpretation"? The conventional speech translation focused on a technology that is based on the machine translation to process the written text as word strings, having the speech recognition part before and the speech synthesis part behind. It didn't cover nonverbal and para-linguistic information as well as content understanding. That is why it was called "speech translation". It is obvious that the offline translation of written language which can use a lot of time for reading and writing is different from the real-time interpretation of spoken language which conveys and understands speaker's intention instantly.

In this talk, I will introduce the current "automatic speech translation systems" and then present our latest researches toward the "automatic real-time speech interpretation", including the simultaneous real-time speech interpretation, the speech translation preserving emphasis and emotion in the source language speech.

This work was supported by Grant-in-Aid for Scientific Research (C) Grant Number 17K02940.



CLI9 TOKYO SCHEDULE

Friday, June 14, 2019

14:00-15:00

Free walking tour to Sightseeing spots around the venue (to apply, please email to: criticallink9@gmail.com, with your full name in the email title "ex. Free walking tour your name")

16:00-17:00

Registration at Entrance

17:00-18:00

Opening Ceremony at Lecture Hall

18:30-20:30

Welcome drink / dinner at Restaurant & Cafeteria

Saturday, June 15, 2019

08:00-09:00

Registration at Entrance & Morning Coffee/Tea at Lounge

09:00 - 18:00

Keynote address

exploring political, legal, human rights, trans-national, economic, socio-cultural and socio linguistic aspects of public service/community interpreting

4 parallel sessions

Poster presentations

18:30-20:30

"Gala and "Bonodori"

Sunday, June 16, 2019

8:00-9:00

Morning Coffee & Tea at Lounge

09:00 - 18:00

Keynote address

exploring political, legal, human rights, trans-national, economic, socio-cultural and sociolinguistic aspects of public service/community interpreting

4 parallel sessions

Poster presentations

Closing Ceremony at Lecture Hall

June 15 Paper(oral) presentation

	Lecture Hall	501	502	503	504
9:00-9:30	"Translating Languages of	"Successfully Working with	"Joint training of interpreting	"Reopening the Closed Case	"The Most Important Cog in the
	Lesser Diffusion: The Ethics of	Trained Interpreters "	students with medical and social	against Summary Interpreting in	Wheel: A Case for Legislative
	Human vs. Machine Translation"	Ms/Mr Cristiano Mazzei,	work students - a 'how to'	the Criminal Trial Setting" Prof.	_
	Ms. Veronica Costea	Ms/Mr.Karin Quick	guide to collaborative practice with trainers in other	Yu Lei, Prof. Xu Yunqian	Ms. Brett Best, Dr.Stacey Webb
			disciplines"		Dr.otdocy Webb
			Dr. Jim Hlavac,		
			Assoc. Prof. Claire Harrison,		
			Dr. Bernadette Saunders		
9:30-10:00	"Could interpreters be replaced	"Modelling dialogue interpreting		"Plain English in Interpreter-	"Creating a VLE in PSIT. The
	with machine translation " Ms/Mr. Jasmina Gustavsen.	not as socially, but as (socially and) cognitively situated	competence in interpreter- mediated health care	Mediated Criminal Trials - Worth a Shot?"	MOOC Get Your Start in PSIT" Prof. Carmen Valero-Garces
	Prof. Tatjana Radanovic Felberg	activity"	interpreting in a globalized and	Prof. Jakub Marszalenko	
		Prof. Michaela Albl-Mikasa	transnationalized age"		
			Ms. Sophia Ra		
10:00-10:30	"Man vs machine: comparing	"Australia's system of	"Which one is required by	"Using a real corpus of court	"Ethics, affect, and language
	accuracy scores between interpreting students and	certification for translating and interpreting"	foreign patients: the professional interpreter or the	interpreting in Criminal Proceedings to train and assess	variation: challenges to artificial intelligence in community
	machine translation"	Mr. Mark Painting	medical professional who can	quality in court interpreting"	interpreting"
	Ms/Mr. Erwin La Cruz		speak foreign language?	Ms. Mariana Orozco-Jutorán	Prof. Simo K. Maatta
			Ms. Reika Masuda,		
			Ms. Chenyang Li, Prof. Naoko Ono		
			I TOIL INDUNO OTTO		
10:30-11:00	"Technological tools for	"'To see oneself seeing': using	"The current status and the	"Lawyers working with	
	immediate support and	reflexive logs in public service	future challenges of the medical	'	
	improvement of professional competence of community	interpreter training" Dr. Yvonne Fowler	interpreters in Japan: a literature review"	Dr. Han Xu	
	interpreters"	Dr. Tvorine i owier	Ms. Chenyang Li,		
	Dr. Michal Schuster,		Ms. Reika Masuda,		
	Dr. Shachar Mirkin		Prof. Naoko Ono		
11:00-11:30	"The role of the courtroom	"Prisoners into the society	"Feedback Methods in Medical	"Common Law in an Uncommon	•
	interpreter in the legal system	through translation and	Interpreting Role-play	Courtroom: Judicial Interpreting	
	of England and Wales using the approach and paradigm of Social	interpreting research and action"	Sessions" Prof. Mieko Miura	in Hong Kong" Prof. Eva Ng	Education of Public Sector Professionals in Norway"
	Constructionism"	Prof. Carmen Valero-Garces,	TOT. WICKO WILLIA	17 701. EVA 14g	Ms. Maria Wattne
	Ms/Mr. Liubov Green	Prof. Bianca Vitalaru,			
		Prof. Raquel Lazaro			
11:30-11:40			10minBreak		
11:40-12:40	Keynote Speech "Nagasaki	N/A	N/A	N/A	N/A
	Tsuji and Community Interpreter as Multi-Task				
	Mediator" Kumiko Torikai, PhD				
10.40, 10.40			1 10 1		
12:40-13:40 13:40-14:40	Keynote Speech	N/A	Lunch Break N/A	N/A	N/A
	"Toward Automatic Speech				
	Interpretation "Satoshi Nakamura, PhD				
14:40-14:50	Nakamura, PhD		I 10minBreak		
14:50-15:20	Sympo CL1	"Extraction of frequent	"It's about more than just	"Interpreter role and	"Investigating Problems in
		patterns from telephone	words": Reflections on	positionality in legal advice	Current Police Interpreting of
		interpreted conversation using a corpus methodology"	Developing Interpreter Services in Cape Town Hospitals"	meetings: findings from a study of lawyer-client communication	China: From the Perspective of
		Prof. Lázaro Gutiérrez Raguel	Prof. Ereshia Benjamin,	in the UK asylum and	Ms. Bei Dong
			Prof. Leslie Swartz, Prof. Sanja	immigration context"	
			Kilian, Prof. Emma McKinney	Dr. Judith Reynolds	
15:20-15:50	Sympo CL1	"Role Play as a Tool for Training	"Prevention of mental health	"Diversity of constructed	"Accreditation of International
	V 1955 5-1	and Testing Interpreter Skills"	burdens for interpreters	realities through interpreted	Sign Interpreters: The
		Dr. Magnus Dahnberg	working in healthcare"	discourse in the courtroom"	collaboration of two
			Ms/Mr. Tetyana Tkachenko,	Prof. Rika Yoshida	international organizations in
			Ms/Mr. Ragna Rygh Svela		creating an innovative model" Prof. Debra Russell,
					Prof. Colin Allen
15:50-16:00		[10minBreak	[[
16:00-17:00	Keynote Speech	N/A	N/A	N/A	N/A
	"The complexities of legal				
	interpreting Can machines				
	replace human interpreters?" Prof. Sandra Hale, PhD.				
	(University of New South				
	Wales)				
17:00-17:10		<u> </u>	I 10minBreak	<u> </u>	<u> </u>
17:10-17:40	"Hurdles in spreading medical	"Training interpreters for the	"Risky Business: Cortisol	"Court interpreting: accuracy	"Borderless people reflecting
	interpreting services in Japan: A	age of automation"	Dysregulation in Signed	of interpretation,	on borders: interpreters from
	case of Vietnamese language" Dr. Toshihiro Muraji,	Prof. Gun-Viol Vik,	Language Interpreters" Ms/Mr. Robyn Dean	communication failures and interpreter's credibility"	the asylum-seeking community review their professional and
	Mr. Kazuhiko Nakamuta,		mo/ IVII. NODYII Deali	Ms. Alina Frantsuzova	personal boundaries"
	Ms/Mr. Yoomi Lee,				Dr. Michal Schuster
	Dr. Shizuyo Yoshitomi,				
	Ms. Megumi Nagama				
L	1	ļ	ļ	ļ	ļ

June 16 Paper(oral) presentation

	0 0111 0 1 0	- 0. 0. (0	, J.		<i>-</i>
0.00 0.00	Lecture Hall	501	502	503	504
9:00-9:30	"Multilingual and Multimodal Considerations for Interpreting in the Age of AI" Prof. Jeffrey Davis	"Learning from the past: A retrospective case study of a curriculum for sign language interpreting in The Netherlands." Ms/Mr. Lisanne Houkes, Annemiek Hammer	"The way of educational support for medical interpreter in Japan" Ms. Megumi Nagamine, Mr. Kiyomi Takizawa, Mr. Naoyuki Ishikita, Ms. Yoshie Mori	"Court Interpreting in Japan: Exploring the expectations and evaluation of interpreting services through in-depth interviews with service users" Ms. Kim, Jihyeon	"Cognitive overload in simultaneous interpreting from a signed language into a spoken language" Prof. Jihong (Lily) Wang
9:30-10:00	"Professional Identity: Can It Help Prepare Us for the AI Revolution?" Ms/Mr. Giovanna Carriero Contreras	"Professional interpreting and brain re-structuring - A neuro- linguistic enquiry" Prof. Hideyuki Taura	"English as a Second Language at Japanese Medical Settings" Ms. Saori Kitama	"Court Interpretation in Greenland – a survey of court users' experience of the quality of interpretation between Greenlandic and Danish" Prof. Laila Hedegaard Pedersen	"Push me-Pull you: The value of group deliberation on ethical reasoning among signed language interpreting students" Ms/Mr. Robyn Dean
10:00-10:10	O H : L "T	I"	10minBreak	I″D D.E	I″T 0 1 0 1
10:10-10:40	Sympo Medical: "The development of Healthcare interpreting services in Japan". Prof. Naomi Morita(NAMI) Prof. Naoko Ono (Juntendo University) Takayuki Oshimi, MD (International University of Health and Welfare)	"Increasing Self-Efficacy in Interpreting Students" Prof. Laura Maddux, Prof. Kimberly Bates	"Enhancing the community interpreting service of the emergency department(ED) in Taiwan: a healthcare personnel training model utilising simulation with translation apps" Dr. Meng-hua Chou, Dr Chia-hui Liao	"Requiring the Police Interpreter's In-Court Testimony: the Best Way to Ensure Accuracy?" Prof. Tomoko Tamura	"The Status Quo and Challenges of Interpreting & Translation Services in Okinawa - From the Local Administrative Perspectives" Dr. Izumi Inoue
10:40-11:10		"Cognitive performance and disfluency in community interpreting" Ms. Aleksandra Adler	"Inter-professional collaboration in interpreter- mediated mental healthcare in the age of AI" Ms. Natalia Rodríguez Vicente	"Difficulty in interpretation for people with mental illness in criminal case" Ms. Remi Shiraki	"Current status and problems of community interpreters in Tokyo on training and dispatching interpreters of minority languages, and the importance of spreading plain English" Ms. Yukako Takada, Ms. Midori Nii
11:10-11:40	Panel on Sign Language Interpretation "How Research Impacts Community Practices and Education Practices" Debra Russell, Robyn Dean, Stacey Webb, Johan Wang	"'Oh My God! How bloody patronizing.' On the impact of culture and professional integrity" Prof. Hanne Skaaden	"An Examination of Community Interpreter's Roles in Human Services – Proposal of Interpreters' Fair Intervention Standard" Prof. Namiko Iida	"How does interpreter's intonation affect courtroom pragmatics? - A case study of Chinese-English court interpreting" Prof. Xin Liu	"New blood, new bytes, new breakthroughs: Re-shaping the role of AI and digital participation in public service interpreting provision" Prof. Graham Turner
11:40-12:10		"Teaching interpreting healthcare in Greenland University" Prof. Arnaq Grove	"Development and Revision of the Blended Learning Program for Medical Interpreters based on Motivational Factors" Prof. Naoko Ono, Prof. Taeko Hamai, Ms. Junko Okabe	"Legal translators by default, not by choice: Public university lecturers' experiences of mandatory community translation and interpreting assignments in Mexico" Prof. Krisztina Zimányi	"Artificial Intelligence, Community Interpreting and Ethical Issues" Prof. Mary Phelan
12:10-13:20	K + C + "O :	Int/a	Lunch Break	Int/a	Int/a
13:20-14:20	Keynote Speech "Community interpreting, borders and language contact: a continuum of possibilities." Prof. Claudia V. Angelelli	N/A	N/A	N/A	N/A
14:20-14:30	0 :1W 1 0 1	//T 0 111 B 111	10minBreak	WORKSHOP "A P	["II I: II O: I O
14:30-15:00	Special Workshop on Court Interpreting: Mock Trial and Panel Discussion Facilitator: Prof. Makiko Mizuno (Kinjo Gakuin University) Participants: Ms. Yumiko Terada (Osaka Bar Association)	"The Good, the Bad, the Ugly:How to Assess Online Training for Interpreters" Ms. Marjory Bancroft	"Interpreter's attention shifts on multi-modal input: A case analysis of automatic speech recognition in simultaneous interpreting" Prof. Tianyun LI, Prof. Andrew Cheung Kay Fan	WORKSHOP: "A Dance for three" in the public sector, when one of the partners is a machine Author: Research Group of Interpreting, Language and Communication, OsloMet University"	"Hacking the Status Quo: Charting the Course of Language Policy in the Age of Disruption" Ms. Eliana Trinaistic
15:00-15:30	Moderator of the mock trial: Mr. Shuichi Takami(Osaka Bar Association, former judge) Ms. Tomoko Uraki (Tokyo Bar Association) Ms. Masako Karitani	"Revisit Quality of Consecutive interpreting from users' perspectives" Prof. Li Li	"Can interpreters promote person-centred healthcare?: a case study from the Edinburgh department of psychological medicine" Prof. Natalia Rodriguez	Prof. Tatjana Radanovic Felberg , Prof. Gry Sagli,	"Why bother about stress in community interpreting? Presentation of a research project" Dr. Karolina Nartowska
15:30-16:00	(Administrative scr: vener) Ms. Akiko Kuribayashi (Osaka Bar Association) Mr. Tsuyoshi Yoshioka (Saitama Bar Association) Prof.Umidahon Ashurova	"Found in Translation's successful strengths-based model" Prof. Maria Vertkin	"Emotions in healthcare interpreting: to be or not to be 'TAMED'?" Dr. Duygu Duman		"Challenges in choosing raters for The Norwegian Interpreter Certification Exam" Mr. Knut Vik Jahnsen
16:00-16:30	(Kinjo Gakuin University) Presenters: Prof. Rika Yoshida (Rikkyo University), Prof. Tomoko Tamura (International Christian University), Prof. Minoru Naito (Tokyo University of Foreign Studies)	"The Bilingual Proficiency Test - the switch from written to oral testing" Ms/Mr. Berit Heggedal Sadeh	"Mapping the need for interpreting services in Norway" Ms. Mona Myran		"Government-led Sign Language Interpreting Services in Turkey: The Issue of Comprehensiveness" Ms. Nesrin Conker
16:30-16:40		- 	10minBreak	· Iniza	INIZA
16:40-17:20	Closing	N/A	N/A	N/A	N/A

June 15 & June 16 Poster Presentation (5F Lounge)

P1: "Interpreting in legal advice meetings: implications from an analysis of the discursive structure of legal advice interactions"

Dr. Judith Reynolds

P2: "Bridging research and practice: Articulating standards for interpreters working in legal settings in Canada"

Prof. Debra Russell Prof. Michael Pidwerbeski

P3: "Crossroads: The intersection of deaf people and the justice system" Prof. Debra Russell, Prof. Patrick Boudreaut, Prof. Cathy Chovaz

P4: "The training of public service employees"

Prof. Gry Sagli, Prof. Tatjana Radanovic Felberg

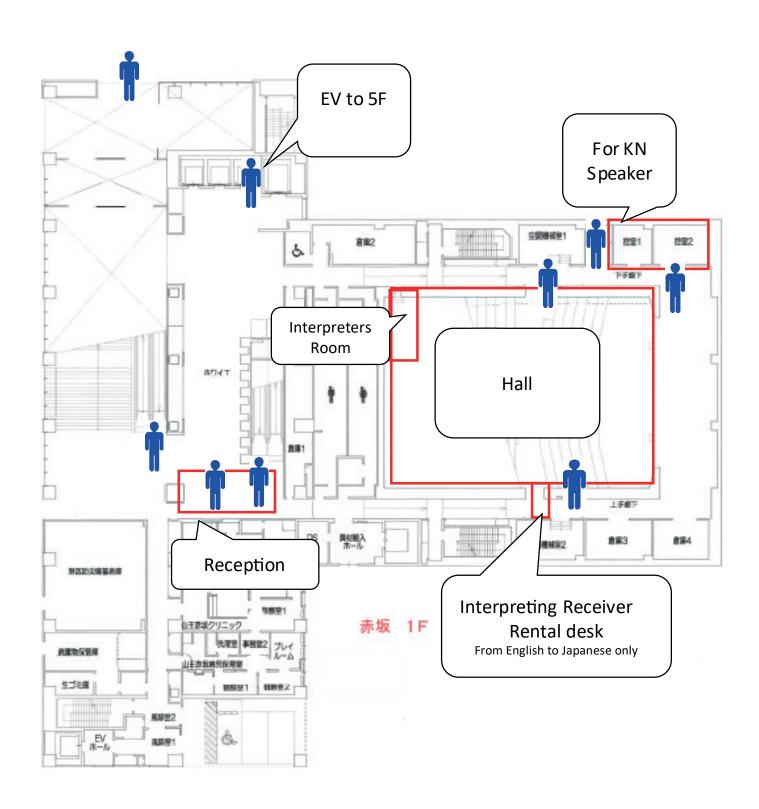
P5: "Characteristics and strategies of self-talk in novice and expert interpreters" Prof. Laura Maddux Dr. Brenda Nicodemus

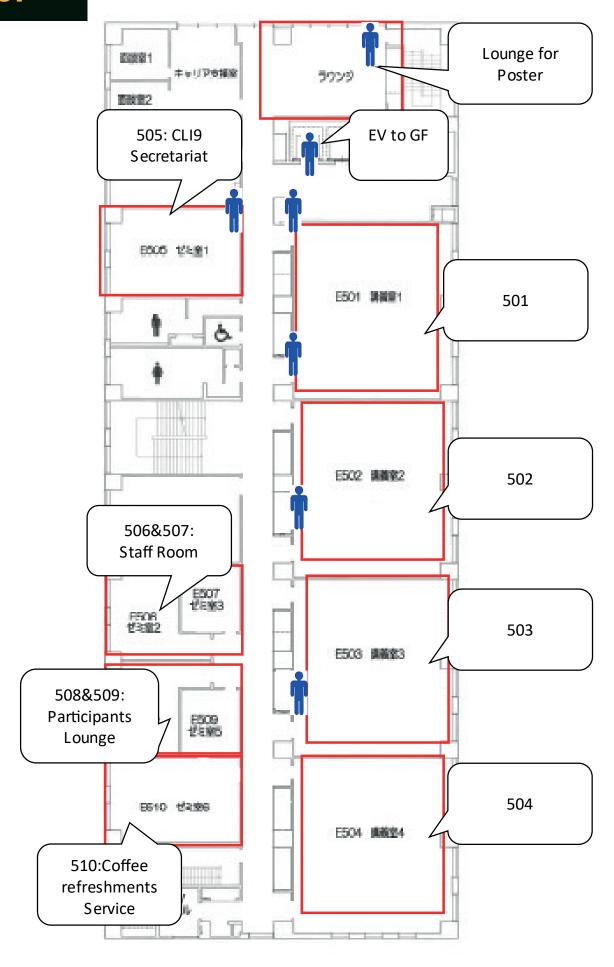
P6: "Preprofessionals and the Deaf Community"

Prof. Laura M Maddox Prof. Baron Kane

P7: "A situated learning approach towards the development of interpersonal competence in sign language interpreter students"

Ms/Mr. Annemiek Hammer, Liesbeth Wulffraat, Lisanne Houkes





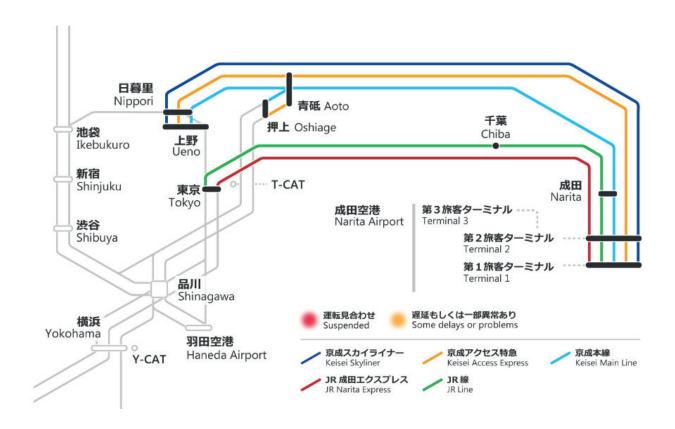
ACCESS

Access to Japan

Take flights whose destination is Tokyo Narita (NRT) or Tokyo Haneda (HND).

Access to Tokyo

Narita Airport



Fastest:

Skyliner (Keisei Electric Railway) to Nippori and Ueno Stations, under 45 minutes, ¥2,400 Narita Express (East Japan Railway Company) to Tokyo Station, Shibuya, Shinjuku, Yokohama, 55 minutes and ¥3,190 (¥2,000 if you purchase a roundtrip ticket [58]) to Tokyo Station. Japan Rail Pass valid for Narita Express.

Cheapest:

Keisei Limited Express/Access Tokkyu trains to Nippori/Ueno, 60-80 minutes, ¥1,000-1,200 (Access Tokkyu trains also serve some subway stations); "Super Shuttle" Bus to Ueno and Asakusa, ¥1,000

Most expensive: Taxi to the city, more than \(\pmax30,000\); flat-fare cabs approximately \(\pmax17,000-19,000\)

HANEDA AIRPORT (officially known as Tokyo International Airport)



Monorail. The easiest and most scenic way from Haneda to the city is the Tokyo Monorail running to Hamamatsucho for ¥470, from where you can connect to almost anywhere in Tokyo on the JR Yamanote line.

The monorail has a station at each of Haneda's three terminals. From the International Terminal, trains reach Hamamatsucho in as little as 14 minutes on the nonstop services; the domestic terminals are about 5 minutes farther down the line. JR East maintains a Travel Service Center for foreigners in the International Terminal (06:45 to 18:30 daily) where vouchers can be exchanged for the Japan Rail Pass and JR East Rail Pass. The Tokyo Monorail is fully covered with either pass.

The private Keikyu (京急) train line. There are two train stations at Haneda: one for the International Terminal and one serving both Domestic terminals. Keikyu trains run to Shinagawa (15 min, ¥407-410, Nov 2017) and Yokohama (30-35 min via Airport Express, ¥448-450, Nov 2017). Some Keikyu trains from Haneda continue on to the Toei Asakusa Line, providing one-seat rides to Nihonbashi (30-35 min, ¥563-570, Nov 2017) and Asakusa (40-45 min, ¥614-620, Nov 2017).

Airport Limousine bus service The buses serve all 3 terminals at Haneda and many destinations. There are direct services to e.g. Tokyo station and to Shinjuku station. Tickets can be bought from a machine inside the terminal and cost e.g. ¥1230 for an adult daytime ticket to Shinjuku station.

Most Airport Rapid Express [エアポート快特] trains on the Keikyu Line also run all the way to Narita Airport's terminals; these services are much cheaper than the bus (90 minutes, ¥1,740), but buses operate more frequently.

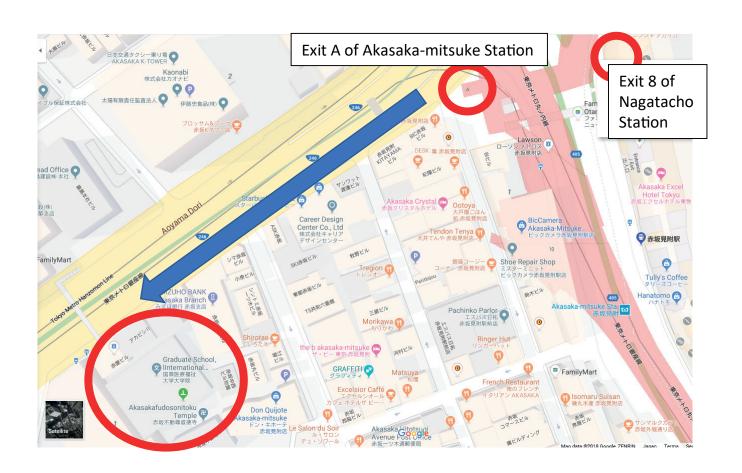
Normal metered taxis to central Tokyo will cost anywhere from ¥4,000 to ¥10,000, plus a 20% surcharge between 22:00 and 05:00.

Access to Akasaka-mitsuke Station

Akasaka-mitsuke Station is 8 minutes away from Tokyo, served by the Tokyo Metro Ginza Line and Tokyo Metro Marunouchi Line, providing same-platform transfers between the two lines in the same direction (for example eastbound to eastbound). Reversing directions between the lines is also fairly easy as the eastbound lines are stacked above the westbound lines. It is also connected by underground passageways to **Nagatacho**, which is served by the Tokyo Metro Yurakucho Line, Tokyo Metro Hanzomon Line and Tokyo Metro Namboku Line, and it is possible to transfer between the two stations without passing through the ticket gates

Access from Akasaka-mitsuke Station

3 minites from Exit A of Akasaka-mitsuke Station 5 minites from Exit 8 of Nagatacho Station



LOCAL RESTAURANTS



EXHIBITIONS & SPONSORS

Sponsors of Critical Link 9 are so far confirmed as:

SPONSORS

Council for Interpreter's Quality and Competence



Diplomatt, inc.



BRICS, Corporation.



EXHIBITORS

CCC

John Benjamins Publishing Co.

CONFERENCE PARTICIPANTS (May 31) 161 PARTICIPANTS

Family	First	Middle	Organization	Country
Adler	Aleksandra		Stockholm university	Sweden
Albl-Mikasa	Michaela		ZHAW Zurich University of Applied Sciences	Switzerland
Asano	Teruko		Nagoya University of Foreign Studies	Japan
Ashley	Michelle			Australia
Ashurova	Umida		Kinjo Gakuin University	Japan
Bancroft	Marjory	Anne	Cross-Cultural Communications	USA
Barbosa	Diego		UFG & UFSC	Brazil
Benjamin	Ereshia		University of Cape Town	South Africa
Birch	Ole	Anton	Goverment og Greenland	Greenland
Bulken	Mads	Zwick		Denmark
Carriero-Contreras	Giovanna		Cesco Linguistic Services	USA
Cheung	Andrew	K.F.	Hong Kong Polytechnic University	Hong Kong
Choque Gomez	Elizabeth	Del Carmen		Peru
Chou	Meng-Hua		ST JOSEPH'S HOSPITAL	Taiwan
Clem	Pernille	Jamroth		Denmark
Cohen Roe	Martha	Nan	SUPERIOR COURT	USA
Collart	Nathalie		International Criminal Court	Netherlands
Conker	Nesrin		Bogazici University	Turkey
Costea	Veronica		MCIS Language Solutions	Canada
Dahnberg	Magnus		Institute for Interpreting and Translation Studies, Stockholm University	Sweden
Davis	Jeffrey	Edward	The University of Tennessee	USA
Dean	Robyn		Rochester Institute of Technology	USA
Dong	Bei		University of Bologna	China
Duman	Duygu	Curum	Yildiz Technical University	Turkey
Endo	Kanako			Japan
Felberg	Tatjana	Radanovic	Oslo Metropolitan University	Norway
Fowler	Yvonne	Armelle	Aston University UK	UK
Fowler	Malcolm	Gaskell	Solicitor advocate	UK
Frantsuzova	Alina		Northern Arctic Federal University	Russia
Fukuno	Maho		NAATI	Australia
Gillogley-Mari	Elisa		International Criminal Court	Netherland
Glass	Heather		Japan Australia Word Services Pty Ltd	Australia
Goenland	Lena			Norway

Family	First	Middle	Organization	Country
Green	Liubov		Aston University, CFL	UK
Grove	Anders			Denmark
Grove	Arnaq		Ilisimatusarfik	Greenland
Gustavsen	Jasmina		Norwegian Directorate of Immigration	Norway
Hall	Andrew		Cross-Cultural Communications, LLC	USA
Hamada	Kiyomi		Thompson Service	Japan
Hasuike	Michiko		Japanese Association of Sign Language Interpreters	Japan
Hayashi	Tetsuya		LIMELIGHT LLC	Japan
Hilden	Tuija	Tellervo	Tampere Adult Education Centre	Finland
Hlavac	Jim		Monash University	Australia
Houkes	Lisanne		Teacher/ Interpreter	Netherland
Huang	Ailin		Nagoya University of Foreign Studies	Japan
lida	Namiko		Japan Society for the Promotion of Science	Japan
Ino	Kinuyo		Aoyama Gakuin University	Japan
Inoue	Izumi		Okinawa International University	Japan
Ishii	Miwako		Medical Interpreter	Japan
Ito	Seiko		Japanese Sign Language Teachers Center	Japan
Jahnsen	Knut	Vik	Oslo Metropolitan University	Norway
Jindo	Rie		Japan Association for Interpreting and Translation Studies	Japan
Joergensen	Bente	Anker	Translation statics	Denmark
Kado	Ivona		Interpretation & Translation Services - Abbotsford Community Services	Canada
Kane	Baron	Douglas	Lamar University	<u>USA</u>
Kastoft	Gitte			Denmark
Kawaguchi	Chika		Sign Language Interpretation Course, College, NRCPD	Japan
Kawai	Yumiko		Japanese Sign Language Teachers Center	Japan
Kiboua	Hassina		Community Interpreting in the asylum process	Ireland
Kim	Chika		Nagoya University, Graduate School of Medicine	Japan
Kim	Jihyeon		Waseda University	Japan
Kimura	Harumi		Sign Language Interpretation Course, College, NRCPD	Japan
Kitama	Saori		Hokkaido University	Japan
Kjestrup	Carola	Abigael	Sign language interpreter CK Tegnsprogstolk	Denmark
Kobayashi	Masayuki		Institute of Developing Economies	Japan
Kristiansen	Allan	Broendum	Sign language Interpreter	Denmark
La Cruz	Erwin		Interpreting New Zealand	New Zealand

Family	First	Middle	Organization	Country
Larchanche	Stephanie		ISM INTERPRETARIAT	France
Lazaro-Gutierrez	Raquel		Universidad de Alcala	Spain
Lesch	Harold		Stellenbosch University	South Africa
Li	Chenyang		Juntendo University	China
Li	Tianyun		Hubei Business College	China
Li	Li		University of Birmingham	UK
Liao	Chia-Hui		National Yunlin University of Science and Technology	Taiwan
Liu	Xin		Dalian University of Technology	China
Lofsnes	Hanne	M.	Norwegian Directorate of Integration and Diversity	Norway
Maatta	Simo	K.	University of Helsinki	Finland
Maddux	Laura	Maddux	Lamar University	USA
Maekiranta	Soile		Tampere Adult Education Centre	Finland
Marszalenko	Jakub	E.	Nagoya University of Foreign Studies	Japan
Masuda	Reika		Juntendo University Student	Japan
Mazzei	Cristiano	A	University of Massachusetts Amherst	USA
Matsueda	Katsunori		TOWA ENGINEERING	Japan
Matsushita	Kayo		Rikkyo University	Japan
Melhem	Nada		International Criminal Court	Netherlands
Migita-Meehan	Andrew		AIIC Legal and Court Interpreting Group	Japan
Minamitani	Kaori		Rinku General Medical Center	Japan
Misawa	Kagari		Japanese Association of Sign Language Interpreters	Japan
Miura	Mieko		International University of Health and Welfare	Japan
Miyama	Izumi		Kutchan Kosei Hospital	Japan
Mizuno	Makiko		Kinjo Gakuin University	Japan
Mori	Ami		Japan University of Social Work	Japan
Mori	Reiko		Mediphone Co., Ltd.	Japan
Morihashi	Yukiko		Japanese Sign Language Teachers Center	Japan
Morita	Keitaro		CMIC, K.K.	Japan
Moriwaki	Ayumi		Japanese Sign Language Teachers Center	Japan
Mouri	Masako		Toyohashi University of Technology	Japan
Muraji	Toshihiko		Kirishima Medical Center	Japan
Myran	Mona		Integrerings- og mangfoldsdirektoratet	Norway
Nagamine	Megumi		Gunma Paz University	Japan
Naganuma	Mikako		Kobe City University of Foreign Studies	Japan

Family	First	Middle	Organization	Country
Naito	Minoru		Tokyo University of Foreign Studies	Japan
Nartowska	Karolina		University of Vienna	Australia
Ng	Eva		The University of Hong Kong	Hong Kong
Nii	Midori		CINGA	Japan
Obana	Kiyoko			Japan
Okabe	Junko		Osaka University	Japan
Okuyama	Naoko		Japan Association for Interpreting and Translation Studies	Japan
Olsen	Kikkik		Government of Greenland	Greenland
Omori	Atsuko		Non-Profit Organization Medical English Learning Support Association	Japan
Orozco-Jutoran	Mariana		Universitat Autonoma de Barcelona	Spain
Ozolins	Uldis		Western Sydney University	Australia
Painting	Mark		NAATI	Australia
Pask	Robyn		Interpreting New Zealand	New Zealand
Pedersen	Laila	Hedegaard	University of Greenland	Greenland
Phelan	Mary		Dublin City University	Ireland
Prane-Sundby	Antra		Oslo Metropolitan University	Norway
Quick	Karin		University of Minnesota	USA
Ra	Sophia		University of New South Wales	Australia
Reynolds	Judith		Cardiff University	UK
Rodriguez	Natalia		Heriot-Watt University	UK
Russell	Debra		University of Alberta	Canada
Saarenmaa	Annukka		Diaconia University of Applied Sciences	Finland
Sadeh	Berit Heggedal		Oslo Metropolitan University	Norway
Sagara	Keiko		National Museum of Ethnology	Japan
Sagli	Gry		Oslo Metropolitan University	Norway
Sasao	Miki		Japanese Sign Language Teachers Center	Japan
Sautter	Nora		NAATI	Australia
Schuster	Michal		Bar Ilan University	Israel
Shiraki	Remi		Daiichi Tokyo Bar Association	Japan
Shirasawa	Mayumi		Tsukuba University of Technology	Japan
Skaaden	Hanne		Oslo Metropolitan University	Norway
Soederlind	Aleksandra	M	Oslo Metropolitan University	Norway
Svela	Ragna	Rygh	Oslo University Hospital	Norway
Takada	Yukako		GINGA	Japan

Family	First	Middle	Organization	Country
Takeda	Taichi		Japanese Sign Language Teachers Center	Japan
Tamura	Tomoko		International Christian University	Japan
Taniguchi	Yoichi		Congress Global Communications Co., Ltd.	Japan
Taura	Hideyuki		Ritsumeikan University	Japan
Terao	Megumi		NPO SEMI Sapporo	Japan
Terasawa	Hideya		Japanese Sign Language Teachers Center	Japan
Tkachenko	Tetyana		Oslo University Hospital	Norway
Trinaistic	Eliana		MCIS Language Solutions	Canada
Tsavro	Ekaterina		Tampere Adult Educaton Center	Finland
Turner	Graham		Heriot-Watt University	UK
Valero-Garces	Carmen		Universidad De Alcala	Spain
Verrept	Hans		Federal Public Servie Health, Safet of the Food Chain and Environment	Bergin
Vertkin	Maria		Found in Translation	USA
Vik	Gun-Viol		Diaconia university of applied sciences	Finland
Wakana	Keita		Japanese Sign Language Teachers Center	Japan
Wang	Jihong	Lily	The University of Queensland	Australia
Wattne	Maria		Oslo Metropolitan University	Norway
Webb	Stacey		Heriot-Watt University	UK
Worley	Ronald		Oslo Metropolitan University	Norway
Xu	Han		University of New South Wales	Australia
Yamamoto	Ayumi		JAIS	Japan
Yokono	Narumi		Kanazawa Seiryo University Women's Junior College	Japan
Yoshida	Rika		Rikkyo University	Japan
Yu	Lei		Guangdong University of Foreign Studies	China
Zanen	Diederick		ICC	Netherland
Zimanyi	Krisztina		University of Guanajuato	Mexico

Interpretation over the phone/tablet 24 hours a day throughout the year. Possible to combine AI supported machine interpretation system.

We translate website, Email, document and leaflets for non-Japanese customers into foreign languages.

INTERPRETATION CENTER

(TELEPHONE/ VIDEO-PHONE)

CUSTOMER SUPPORT **AI** TRANSLATION

Human

AI

FAQ

We support your customers by email and over the phone, handling frontline customer inquiries or relaying cases to the relevant people in charge.

Connecting People, One **Heort** at a Time



- BRICKs Call Center operates 24 Hours/ 365 days, provides over the phone interpretation service in maximum 13 language.
- Machine Interpretation and Translation system supported by AI. If AI cannot solve the problem, our human interpreters can assist you by a single switching process.
- BRICKs holds an extensive track record and experience in working with public transport and government organizations.

We help set up your Q and A pages. With this, customers can solve their problems by themselves and you can solve your call-center operation costs and improve customer experiences.

Our Clients

BRICKs supports National and Local Goverments, Hospitals and corporations that includes:

- Government : Japan Immigration Bureau/ Japan National Tourism Organization
- · Local government : Emergency Call (119/110)
- Hospitals : St Luke's International Hospital
- · Corporations: JTB Group, Japan Railways Group

We are successfully supporting numerous municipalities with our quality and high reliability.

Mie Prefectural Child Guidance Center: Improved efficiency of work and reduced processing time to one twentieth by using over-the-phone interpretation service.

(Morning edition of Mainichi Shimbun, p.25, May 15th, 2019) etc.

「三重児相、電話通訳で業務効率化、手続き時間20分の1に」 (2019年5月15日、毎日新聞朝刊25面掲載)

Contact Us website: https://www.bricks-corp.com/en/ Email: bricks._inquiry@bricks-corp.com

We, the Council for Interpreter's Quality and Competence, support multicultural symbiosis of the Japanese society through the development of quality in community interpretation.

Who we are:

The Council for Interpreter's Quality and Competence was established by interpreters, educators and enterprises in 2017. We aim to form the basis of the community interpretation work currently needed in the infrastructure of Japan's communication services.

Our Mission:

While undertaking the globalization of Japan, we strive to contribute to the development of the interpretation industry and stimulate the Japanese economy as well as elevate the status of the interpreter by improving and standardizing quality of interpretation.

What we do:

- · Evaluate the quality of interpreters
- Elevate the status of the interpreter
- Conduct the Test of Universal Interpreting
- Research, improve and standardize quality of interpretation
- Correspond to ISO's international standardization



Council for interpreter's quality and competence

Contact Us

Web: https://interpreter-qc.org/ Mail: info@interpreter-qc.org

Office: 4th Floor Forecast Shinjuku South

4-3-17 Shinjuku, Shinjuku-ku, Tokyo 160-0022 Japan