*TERMNET
AT 25!*

ANNIVERSARY EDITION

TermNet
Annual
Report

2012 - 2013

TERMNET ANNUAL REPORT 2012-2013

TermNet at 25 – A moment to reflect the past, the present and the future

When TermNet was founded 25 years ago - on 12 December 1988 to be exact - it was done so with one purpose in mind: to help create and develop a market for terminology products and services. With this decision, our "mother organization" Infoterm, under the lead of Director Christian Galinski, who also became the first TermNet Director, must be considered a daring pioneer.

Terminology in the 1980s was still very much limited to standardization, research and the public sector. The important role that terminology plays for industry and economy had just about emerged, but a market for products hardly existed.

However, back in those early years, Infoterm was already involved in many activities that indicated a much greater need for terminology services and products than generally visible.

And TermNet was to become the organizational frame to tackle this uncharted area. In its early years it was thus already involved in many projects and activities that lead to some of the most recognized brands in the terminology market as it exists today.

It is scarcely known, for example, that we were involved in the development of the earliest versions of Trados Multiterm. Back then it was still an EU funded project.

SDL, who owns Multiterm now, is still a TermNet Member. But just think of how times have changed since then!

I have joined TermNet in 1999, when TermNet was already 11 years old. Even from then to now, the terminology market changed constantly, not in the least triggered by the dramatic changes in the economic context.

I brought along with me TermNet's slogan: There is no knowledge without Terminology. And at least for this one it is safe to claim: it is as valid today as it was then.

Today we can look upon a flourishing and growing terminology market. And we are proud to say that TermNet with never-ending commitment has contributed to its existence quite considerably!

As an Association in our 25th year we again have to adapt and find new fields of activities - new uncharted areas to explore. And new forms of existence.

We are happy that today, we have more and more active members, partners and multiplicators from the various "knowledge-affine" industries in our network.

And we witness a return to the roots as well, with the growing need for standards, certification and the qualification of professionals. And again we find ourselves at the leading front here, with the founding of LICS in 2006 and the involvement with ECQA since 2009 in particular. Quality is what is called for today! And here we are to help provide it.

Our challenges and opportunities for the future are first and foremost economically ones, with our new financial independence.

We are committed to serve the market in the future as we did in the past. We will do so independently, impartially and with a global mindset.

Dr. Gabriele Sauberer

Director, TermNet

TERMNET ANNUAL REPORT 2012-2013

TermNet Member TermCOORD of the European Parliament in Luxemburg has asked our president Frieda Steurs the question

Why is terminology your passion?

The full interview can be found on TermCOORD's Website
http://termcoord.wordpress.com/did-you-know/why-is-terminology-your-passion/interview-with-frieda-steurs/

Prof. Frieda Steurs is the dean of the Subfaculty of Language and Communication at Lessius/ KU Leuven. She is a full professor in terminology and language technology and a member of the research group 'Quantitative Lexicology and Variation Linguistics' (KU Leuven). Her research includes projects with industrial partners and public institutions. Prof. Frieda Steurs is the founder and former president of NL-TERM, the Dutch terminology association for both the Netherlands and Flanders. Since 2005, she has been the president of TermNet, the International Network for Terminology. Prof. Frieda Steurs is the head of the ISO TC/37 standardisation committee for Flanders and the Netherlands and a member of Coterm, the Commission for Terminology in the Dutch Language Union. She is also a guest professor at 'L'Université Catholique de l'Ouest' (UCO), France, and a research fellow at the University of the Freestate, Bloemfontein, South Africa.
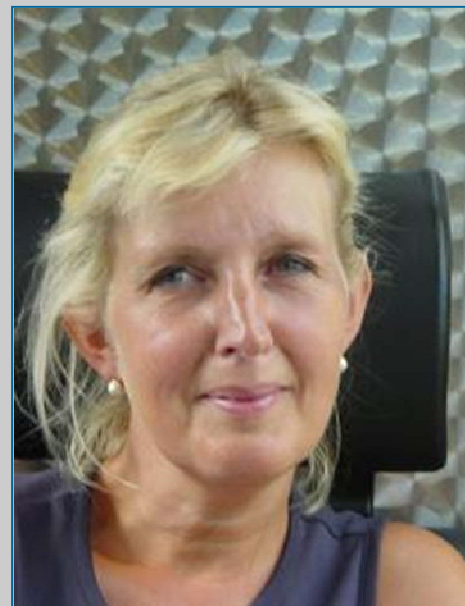
Maria Gancheva: 'Terminology in Everyday Life', a collection of papers on the impact of terminology, co-edited by you and Marcel Thelen, has come out recently. Why is terminology so important?

Prof. Frieda Steurs: Terminology is essential in all aspects of communication. It was long considered as being on a side-track of the language and linguistics spectrum, and pertaining to purely technical issues (highly specialised and very technical material), but it is now considered to be crucial in almost every form of communication. The collection of terms used in a language is a subset of the overall vocabulary of that language, but it penetrates every subdomain relevant in our modern society. We use a lot of terms relating to telecommunication, banking, medical and legal topics etc., even in non-specialist communication, but apart from this, terminology is very important for companies and domain specialists. As we are confronted here with the transmission of knowledge, there is a definitely a need for clear terminology in order to facilitate specialised communication. This applies both in a monolingual setting in order to define and delineate concepts, but also in a multilingual setting where translation and localisation are involved.

> ### *As we are confronted here with the transmission of knowledge, there is a definitely a need for clear terminology in order to facilitate specialised communication.*

Together with my colleague Dr Hendrik Kockaert, I am preparing a new book 'Terminology and Terminology Management: Challenges in the Information Society', that will be published by the end of 2013. higher quality in authoring of the source text, fewer queries, improved quality, positive effects on translation, easier classification and better workflow in documentation procedures (retrievability and reusability). Both source language and target language terminology management prove to be beneficial to overall communication in a professional context.

Terminology management involves not only the good management of both source and target languages, but also a lot of knowledge about workflow management, software tools, etc. A cost-benefit analysis and a clear calculation of the ROI of good terminology work can convince companies and services to invest in this type of work.

Prof. Frieda Steurs: I think the IATE project and the cooperation with universities is a great idea. We are involved in this project, and we are very much looking forward to the possibility for our best masters students in translation and language technology to work with IATE. This is a very good example of how we can train our students by first providing them with the academic background, and then offering them a privileged 'hands-on' training.

More EU institutions could try this type of cooperation, through shared expertise for masters students, or by offering internships, or by promoting joint research for this type of project. Looking at the importance of IATE, and the creation of multilingual resources, I would strongly promote the creation of budgets for the 'new' EU languages, as this would facilitate the expansion of language resources. A recent research report, presented by MetaNet, also warned of the problems that will arise from the lack of language resources for the smaller languages.
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TermNet President Prof. Dr. Frieda Steurs

Interview with our President Prof. Dr Frieda Steurs

Maria Gancheva: You are also actively working on terminology management. Could you tell us more about it? What are the current trends, the best practices, the challenges?

Prof. Frieda Steurs: Terminology management is more and more considered to be knowledge management relating to the most crucial workflows in a company. Research into the attitude of companies and professional partners involved in terminology work reveals a lot of positive effects for terminology management. I refer just a couple: fewer errors in communication, cost reductions and time savings, better communication (availability of reference points, fewer debates and misunderstandings, better definitions), higher quality in authoring of the source text, fewer queries, improved quality, positive effects on translation, easier classification and better workflow in documentation procedures (retrievability and reusability). Both source language and target language terminology management prove to be beneficial to overall communication in a professional context.

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Maria Gancheva: How can academia, industry and government interact (and cooperate) on terminology? Should the European Union institutions also be a factor in this interaction?

Prof. Frieda Steurs: The trend in research projects is that more and more projects tend to be interdisciplinary, including several types of expertise, and that funding can be found in consortia where academia, industry and government interact.

For us, the applied nature of the research we are working on is crucial. We like to work with the professional field, and try to find solutions to the problems companies and public services are confronted with. In my faculty, the domains of expertise are not only translation and interpreting, but there is also considerable expertise in discourse studies.
From a methodological point of view, we have experts in corpus linguistics and try to combine useful new insights in linguistics and translation studies in specific applications. I believe the research funding for this type of project can still be improved, and the EU definitely has an important role to play. Stimulating networking between experts from industry, public services and academia is definitely a task for the EU institutions. We can use the example of the EMT network, where the Commission DGT took the initiative of creating a network of top-level translator institutes and, alongside discussions and improvements in the curricula of these masters courses, stimuli are also given to joint research projects.

Maria Gancheva: Neologisms come into existence constantly. What, in your opinion, is the best standardisation policy to be applied to them?

Prof. Frieda Steurs: I think standardisation is very difficult in this respect; neologisms are typically terms and words that come into existence because of the pure dynamic nature of society and language.

New concepts are created or come into existence, and linguistic designations are needed. ISO 704 establishes the basic principles and methods for preparing and compiling terminologies, and Annex B of this document is devoted to term formation methods. It also notes the importance of language diversity: obviously the methods for term creation obey different mechanisms and differ from one language to the other.

Creative principles already widely used in semantics are expansion (extending the meaning of a term by giving it a new meaning), metaphor (giving a new meaning by analogy to that of an established term), metonymy (taking the part for the whole or the whole for the part), eponymy (widening the use of a proper name as a common noun), conversion (shift in the grammatical category) and borrowing from another subject field.

Maria Gancheva: What advice would you give to young people who would like to pursue a career in terminology? What qualifications and skills do they need in order to be successful?

Prof. Frieda Steurs: Different tracks can be used to pursue a career in terminology. From a multilingual point of view, starting with a Master's in translation and specialising in translation technology and advanced human language technology is definitely a good choice. However, terminology can be approached from different angles (it is definitely interdisciplinary), and academics with a background in other sciences can definitely also work in terminology research. In any case, anyone working with terminology and trying to build terminology collections needs good language skills, and especially a keen interest in new trends in society, with an open mind on new workflow procedures.

> **"Terminology management involves not only the good management of both source and target languages, but also a lot of knowledge about workflow management, software tools, etc. A cost-benefit analysis and a clear calculation of the ROI of good terminology work can convince companies and services to invest in this type of work."**

TermNet - Meet the Team!

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Prof. Dr. Frieda Steurs

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Mission Statement

TermNet, the International Network for Terminology, provides an international co-operation forum for Organisations who want to benefit from the knowledge and expertise of a global network.

Rosa Colomer i Artegas

Member of the Executive Committee

Director of TERMCAT

Further Board Members:

* Gerhard Budin
* Christian Galinski
* Janet Luxton
* Judit Múrath
* Bodil Nistrup-Madsen
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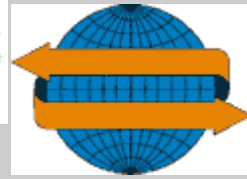
Aliyou Mana Hamadou

Projects

Debora Russi

Social Media and Networking

TermNet Members

TermNet Members

- American Translators Association (ATA)
- Association for Terminology and Knowledge Transfer (GTW)
- Austrian Association of Materials Management, Purchasing and Logistics (BMÖ)
- Austrian Commission for UNESCO
- Austrian Computer Society (OCG)
- Austrian Society for Documentation and Information (ÖGDI)
- Basque Centre for Terminology and Lexicography (UZEI)
- CB Multilingual
- Centre de Terminología (TERMCAT)
- Centre for Terminological Information and Research (CICT) - Politehnica University of Timişoara
- China National Institute of Standardization (CNIS)
- Cologne University of Applied Sciences
- Copenhagen Business School (CBS)
- Danish Centre for Terminology (DANTERM)
- dbterm terminologieservice - Diana Brändle
- Dewan Bahasa Dan Pustaka (DBP)
- eCl@ss e.V.
- European Academy Bozen/Bolzano (EURAC)
- European Academy for Standardization (EURAS)
- European Association for Terminology (EAFT)
- European Central Bank (ECB)
- European Multimedia Forum (EMF)
- German Qualifications Federation (Q-Federation)
- Hacettepe University, Department of Translation and Interpretation
- Indian Translators Association (ITAINDIA)
- Innovation Network Austria (INNA/VTÖ)
- Institute for Museum Research (IfM)
- International Federation of Language Teacher Associations (FIPLV)
- International Information Centre for Terminology (INFOTERM)
- International Institute for Terminology Research (IITF)
- Iranian Information and Documentation Centre (IRANDOC)
- Kaleidoscope GmbH
- Korea Terminology Research Center for Language and Knowledge Engineering (KORTERM)
- Language Industry Association (AILIA)
- Matej Bel University (UMB)
- Multi-Languages Corporation
- MultiLingual Computing Inc.

- National Language Service (NLS)
- New Zealand Society of Translators and Interpreters (NZSTI)
- Public Works and Government Services Canada (PWGSC)
- SDL
- TermCoord - Terminology Coordination Unit of the European Parliament
- Terminology Association of Hong Kong (TAHK)
- TERMplus ApS
- Translators Association of China (TAC)
- University of Leipzig
- University of Leuven
- University of Pécs, Faculty of Business and Economics
- University of Southern Denmark
- University of Vienna
- Yasar University - Department of Translation and Interpreting
- Zurich University of Applied Sciences (ZHAW)

TermNet Partners

Besides our Members, TermNet maintains particularly intense working relations with a number of partners. Some of them are Members who cooperate in special functions together with TermNet, e.g. in the ECQA Certified Terminology Manager Job Role Committee.

Or they work in professional areas that are not traditionally close to terminology management, but related. Together with these partners, TermNet explores new fields of cooperation, develops and carries out new – and sometimes – unorthodox project ideas.

In this section the major partners in 2012 and 2013 are introduced:

dbterm Diana Brändle

Diana is another champion of the ECQA Certified Terminology Manager and part of the team from the early days. She has been instrumental in developing hundreds of exam questions and training material. Today she is a respected ECQA trainer and member of the ECQA Job Role Committee for the development of the Certified Terminology Manager Advanced. She also initiated the TERM-TERM database initiative, for which TermNet provides the institutional, legal and administrative frame.

Diana is the owner of dbterm, a terminology solutions consultancy and training service provider.

http://www.dbterm.de

plenum is a consultancy, qualification and research association for questions related to developing a sustainable future. Part of their mission is to trigger, foster and support sustainability-related thinking, planning and doing in persons and organizations. They achieve their goal through a combination of consultancy services, research and capacity building.

Together with plenum, TermNet initiated the ECQA job role of Applied Sustainability and CSR Manager, which will be launched in the coming months. The two organizations also cooperated in developing a glossary on the 30 most important terms in Sustainability/Sustainable Development for the TermNet Publisher series "Was heisst hier…" ("…what is that supposed to mean?"). The glossary has an educational purpose and wants to bring some of the terms that are often used inflationary in the media, by corporate marketing strategists and in political debates closer to the people. Expected date for publishing is in late 2013, the year of the 300th anniversary of the first use of the term *sustainable - nachhaltig* in the German language forestry sector of that region.

http://www.plenum.at

FEDM stands for **Forum European Diversity Management.** This International NGO was co-founded by TermNet in 2006 upon recognizing that Diversity Management as an Human Resource Management tool has gained increasing importance - not only for large companies, but also for SMEs and non-profit organizations. However, the haphazard and indiscriminate use of the term Diversity Management lead to confusion and frustration with many. Diversity Management is much more than gender equality or anti-racism. It is the recognition and acceptance of diversity as a factor in society. And as such also an economic factor that can either be problematic or it can be used profitably towards organizational success. Thus it is also regarded as an important tool to achieve sustainable business solutions. Diversity Management includes the key areas of gender, age, culture, ability, religious and sexual orientation. There are already a large number of methods, tools and standards available, ready to be used and disseminated. All of them designed to assist Diversity Managers in their work - and to help make organizations accountable to their actions.

FEDM's vision therefore is to educate, raise awareness about diversity, and to develop and foster quality standards for Diversity Management in Europe and beyond. It was a logical step to team up with TermNet to achieve this goal. In 2012/2013 the two organizations together with other partners planned the 2nd International Diversity Management Summer School that was intended to take place in Vienna in late July 2013. However, by taking into account difficult economic times and also the current Diversity Management crisis it had to be postponed to a future date.

Another joint project, which has been in the pipeline for some time now and is due to be taken a step further in mid 2013 is the development of an ECQA Certified Diversity Manager training and exam.

http://www.forum-european-diversity-management.eu

terminology.asia (Silvia Cerrella Bauer)

Silvia is a partner of the first hour in the development of the Certified Terminology Manager and it's transfer into French and Spanish. Since completion she has become a regular and trustworthy trainer in our numerous courses. And she has taken up the challenge and opportunity to expand the brand to Asia together with TermNet. She has founded terminology.asia as a joint venture for this and other projects. They are the first terminology training organization accredited by the European Certification and Qualification Association (ECQA) in Asia.

http://www.terminology.asia

TermNet—25 years of serving the language and terminology community

The International Network for Terminology, TermNet celebrates its 25th Anniversary in 2013. Preparations started in late 2012 and will culminate on the actual day of inauguration, a quarter of a century ago - on 12 December 2013.

Over the decades TermNet has evolved from the commercial branch of Infoterm to a fully independent organization of its own. By doing so it constantly had to change, innovate itself and develop in order to adapt to the changing requirements of the times. Terminology has become an ever more recognized resource in organization and the awareness of the need to manage it properly is today greater than ever before in history. Despite the economically difficult period organizations continue to invest in their terminology. And they do so with a long-term perspective in mind, or how else can one explain the undiminished interest in capacity building and certification of qualified staff.

The good as well as the hard times over the past 25 years have made TermNet stronger as an association, more resourceful, and more focused on the real needs of our target audience.

We will continue to provide independent services to our community.

The year 2013 marks the end of our four-year *ExcellenceTerm*

project, funded by the Austrian National Foundation for Research, Technology and Development.

Establishing an International Centre of Excellence for Terminology: Research, Technologies and Services.

In the course of this project TermNet developed a number of new terminology services for the industry, in particular industry clusters, e.g. mechatronics, the automotive industry and Information & Communication Technology (ICT).

It has been TermNet's aim from the beginning to design these services in a sustainable fashion instead of one-off projects. Thus they were conceptualized and implemented as pilot projects, coming along with the obligatory business model and an infrastructure to be used for future benefits and their further development.

The services developed during the ExcellenceTerm project are described in the following chapters.

TermNet's main motto in 2012-2013 continued to be *Promoting quality for the terminology market*.

Quality, in our view, can be achieved in many different ways. The most important being

- *Capacity building and qualification*
- *Standards and certification*
- *Cooperation and partnerships*
- *Independence*
- *Innovation*

Therefore these points also describe TermNet's main categories of activities.

Capacity Building & Qualification

The International Terminology Summer School 2012 (TSS 2012) was organized by TermNet with cooperation of the University of Vienna's Centre for Translation Studies from 9-13 July. The annual get-together of terminology professionals from all over the world and from various working backgrounds for a week of learning, fun and making new friends has become a nice tradition that is enjoyed by approximately 60 participants every year.

For a few years now, **TSS** is a preparation course for the ECQA Certified Terminology Managers and the programme has been harmonized to suit the requirements for this recognized professional certificate.

Typically the exam is taken a few weeks after the course from the quiet environment of the participants' home or workplace.
TSS trainers in July 2012 were Klaus-Dirk Schmitz, Frieda Steurs, Gerhard Budin, Silvia Cerrella Bauer, Petra Drewer and Elizabeth Lowe.

As every year the programme included a social event on Monday evening – this year traditionally Viennese in a beer garden with more typically Viennese food than could be eaten, lots of laughter and balmy warm weather. Another regular part of the raining were the terminology breakfasts, informal Q&A sessions to discuss whatever is on the terminologist heart.

For the first time Facebook was used as a communication medium with an own group for the TSS participants. And of course we twittered from the sessions.

http://www.termnet.org/english/events/tss_2012/index.php

ECQA Certified Terminology Manager—Basic

In the globalised knowledge and information societies, specialised language has become a prerequisite of any kind of efficient and effective communication, management and interoperability of technical systems and methodologies.

Terminology and terminology management build an integral, high quality and quality-assuring part of the end products, services and tools in the fields of

- **INFORMATION & COMMUNICATION**

- **CLASSIFICATION & CATEGORIZATION**

- **TRANSLATION & LOCALISATION**

The job profile **Certified Terminology Manager - Basic** combines and bundles the various competences of professionals active in these areas.

ECQA Certified Terminology Manager - Basic

is especially suited for professionals who work as

INFORMATION & COMMUNICATION PROFESSIONALS: ICT experts, information and knowledge managers, etc.

EXPERTS IN CLASSIFICATION & CATEGORIZATION: e-Business, Semantic Web, libraries and archives, etc.

LANGUAGE INDUSTRY PROFESSIONALS: Translators, interpreters, localisers, technical writers, etc.

ECQA Certified Terminology Manager Advanced

ECQA certification can be regarded as specialized professional qualification.

ECQA provides a world-wide unified certification schema for numerous professions.

ECQA brings together experts from the market and supports the definition and development of the knowledge (Skills Sets) required for professions.

Between May 2010 and June 2013 over 300 registrations were made on the ECQA platform, and 140 certificates were issued to participants in more than 30 countries. Moreover, 9 ECQA certified trainers for the CTM job role were accredited and 7 European Universities are registered as ECQA training institutions.

ECQA defines and verifies quality criteria for training organisations and trainers to assure the same level of training all over the world.
ECQA promotes all certified professionals.

The ECQA is the result of a number of EU supported initiatives in the last ten years where in the European Union Life Long Learning Program different educational developments decided to follow a joint process for the certification of persons in the industry.

Through the ECQA it becomes possible to attend courses for a specific profession in one country and perform a Europe-wide agreed examination at the end of the course. The certificate will be recognized by European training organizations and institutions in 18 member countries.

The ECQA is a non-profit association, joining institutions and thousands of professionals from all over Europe and abroad.

Since 2012 work is underway to prepare the Certified Terminology Manager Advanced. A Job Role Committee worked out the skill card for this new job profile. On the basis of this skill card the exam questions and training material will be developed by the Job Role Committee members.

Structurally rather similarly to the CTM Basic certification, the CTM Advanced certification will require students to demonstrate a deeper and more detailed knowledge of the topic.

The aim is also to allow students to take the CTM Advanced exam without necessarily having to pass the CTM Basic exam first. This will be suited for the more experienced or those who have enjoyed a more in-depth terminology management training.

The CTM Advance will be launched in July 2013 during the TSS 2013 and the first exams will take place in September 2013. It is anticipated that CTM Advanced will be equally well received as CTM Basic, with numerous information requests and announcements of interest coming in since 2011.

More information about ECQA at: www.ecqa.org

Standards & Certification

LICS – The Language Industry Certification System

Since 2008, LICS® is run by the certifier AS+Certification, a subsidiary of the Austrian Standards Institute together with TermNet as its international partner.

The aim of LICS® is to offer to the language industry globally uniform and thus recognizable certificates about the standards conformity of their services, based on existing and future European and International Standards. As the first certification body in Europe, LICS® has introduced a certification scheme for the European Standard EN 15038:2006 "Translation services - Service requirements" and is successfully certifying Translation Service Providers in Europe and all over the world.

So far, more than 150 Translation Service Providers have been certified worldwide against the European Standard: http://www.lics-certification.org/tsp/en_15038/provider.php.

LICS is a virtual organization which serves to implement this standard as a certification agency.

Through its international contacts, TermNet has provided for the creation of a network of certifiers.

Any organization accredited as a certifying body has the right to become a LICS certification partner.

According to the Austrian Standards Institute, there is a great need for certification in this sector, yet there often are not enough trained auditors to conduct the necessary audits. Here too, TermNet has assumed an important role in training auditors.

The certification scheme and the training is based on ISO 19011:2002, but limited and specially targeted to the EN 15038 standard and to the translation business.

LICS certification partnerships currently exist in Austria, Belgium, the Netherlands, Bulgaria, Canada, Germany, India and South East Asia, Israel, the Middle East, Poland, Scandinavia, Slovakia and the Russian Federation.

Through TermNet, LICS monitors and promotes the development of standards in ISO/TC 37 in view of their applicability and adequacy for quality certification.

www.lics-certification.org

Standards & Certification

Quality Evaluation of translated user manuals for German car manufacturer Volkswagen

Since 2008 TermNet organises the evaluation of technical documentation in foreign languages for the German automobile manufacturer Volkswagen. For organizational reasons, in 2012 this task has been handed over to the TermNet Business Ltd.

Like other manufacturers in the automotive industry, Volkswagen undergoes strict quality assurance measures to increase safety and to reduce incidents that may be caused by faulty technical documentation.

Due to an increase in liability since 2008 VW uses the US American standard SAE-J 2450 to evaluate the text of their so-called *Bordbuch*, or user manual.

The *Bordbuch* is a several hundred pages strong booklet, which exists for every model, is translated into 35 languages and revised two times per year.

Every year, a sample of about 10 pages on safety- relevant issues (e.g. air bags, safety belts, etc.) is checked by two native language translators who receive a special training in the methodology. Translators with certification against EN 15038 are preferred.

Photos http://www.netcarshow.com

Standards & Certification

European Certification and Qualification Association

TermNet's intense partnership with the ECQA has been described before when we talked about the Certified Terminology Manager Job Role, our unique TermNet contribution to the scheme.

The ECQA is a non-for-profit association, joining institutions and several thousands of professionals from all over Europe and abroad.

The ECQA provides a world-wide unified certification schema for numerous professions. The same exam pool, exam rules and the same electronic exam system are used for certification exams in any participating country. ECQA certified trainers fulfil defined criteria (see guidelines). Trainers have achieved an ECQA job role certificate and have attended a training of trainer course successfully. They need to complete a trainer application form. Trainers pay an annual certification fee, which depends on the specific certifier and job role. ECQA certified trainers are listed on the ECQA website.

Exam bodies are committed to use the ECQA testing and exam systems and portals and certification procedures. In the ECQA guidelines are criteria and agreements for exam bodies defined. Exam bodies certify persons attending the job role training and performing the tests. The test questions (aligned to the skills sets) are provided by the JRCs within the ECQA association (JRC agreements).

The ECQA joins experts from the market and supports the definition and development of the knowledge (skill cards) required for job roles. Experts, joined in "Job Role Committees", are frequently initiating new professions and updating the existing professions as demand on the market requires.

The ECQA defines and verifies quality criteria for Training organizations and Trainers to assure the same level of trainings all over the world. The certification procedure offers modularity of certification. Therefore, modularity of training all over the world is assured.

Only verified and approved organizations and individuals may become ECQA certified service providers. Training organisations/providers fulfil defined criteria and have ECQA certified trainers as staff members (see guidelines).

Training organisations are listed on our website and sign a training organisation agreement clearly outlining the ECQA and the training organisation duties. Only ECQA certified training providers are allowed to offer courses for ECQA certified job roles. Wrong usage of the ECQA name by others (non certified training organisations) will be sued by law, the court of Vienna applies (to protect the existing certified training bodies).

Standards & Certification

Transcert: Trans-European Voluntary Certification for Translators

TransCert stands for **Trans-European Voluntary Certification for Translators.** The project addresses the urgent need for continuing professional development and European-wide certification for translators. The main goal of TransCert is to develop a complete voluntary certification for the job profile Translator.

TermNet is participating as a subcontracting organization with its expertise and network regarding person certification in terminology and related disciplines.

The anticipated results of the project are a certification framework, the development of a skill-card for the job profile *Translator* as well as corresponding e-learning based training and examination schemes.

TransCert aims to design the certification jointly, i.e. with the involvement of all stakeholders in the translation sector. The consortium consists of the following partners:

Uni Wien	University of Vienna (Coordinator)
ISIT	Institut de management et de communication interculturels
LESSIUS	Lessius University College (KU Leuven) Antwerpen
ISCN	International Software Consulting Network
Intertext	Intertext Fremdsprachendienst
EUATC	European Union of Associations of Translation Companies
GALA	Globalization and Localization Association

Deputy Project Coordinator

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The Advisory Board is the international steering body of the project providing scientific and strategic advice to the consortium. The Advisory Board consists of professional associations, research and teaching institutes, user communities and industry representatives from all over the world.

The certification will be at first available for translators in English, French and German

Cooperation & Partnerships

Building Bridges

With all the interesting projects and services it is sometimes easy to overlook that TermNet is first and foremost an International Association.

We are an independent, neutral and not-for-profit organization that is made up and governed by our members. Therefore, all our endeavours and activities should be – and in fact are – for the benefit of these our members.

We believe in the Association for one major reason: because we believe in the value of cooperation and partnerships.

We believe that great things can be achieved when great minds and skills come together, join forces and work towards a common goal. When everybody involved shares the vision and believes in the aim of the endeavour.

TermNet members have each and every one great expertise and skills in a variety of fields related to terminology. Each member offers great products and services to their clients and customers and students.

As an Association we hope to bring our members together to explore new horizons, to venture where they have not been before – as partners who have a vision that goes beyond the everyday business. To inspire one another, and to assist one another. And eventually to benefit from this cooperation.

TermNet does not offer individual membership. Our members are Universities, governmental departments, International Organizations, large multinationals and one-person enterprises.

And we also enter into working partnerships with like-minded entrepreneurs and organizations from other professional sectors with which we have established synergies.

In the section about innovation here in this Annual Report we introduce some of our visionary new explorations of 2012 and 2013.
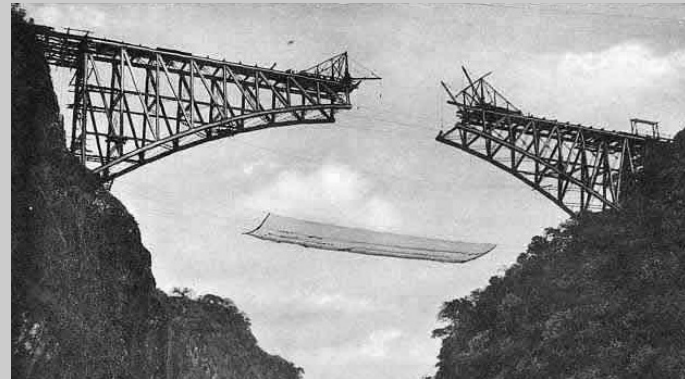
Sound Strategy Herwig Kusatz http://sound-strategy.com/sounds-good/

Plenum Gesellschaft für ganzheitliche nachhaltige Entwicklung GmbH (Society for Holistic Sustainable Development) http://www.plenum.at/

Forum European Diversity Management (FEDM) http://www.forum-european-diversity-management.eu/

TermNet is also member of other organizations On the one hand we have a number of exchange memberships with other associations. But we are also cooperating with some high profile national and international professional bodies.

ISO/TC 37 and Subcommittees
http://www.iso.org/tc37

German Institute for Standardization (DIN Nat A)
http://www.din.de/en

Austrian Standards +
https://www.austrian-standards.at

Rat für Deutschsprachige Terminologie (Council for German language terminology, RaDT)
http://www.radt.org

European Certification and Qualification Association (ECQA) http://www.ecqa.org

Con-férence Inter-na-tionale per-ma-nente d'Instituts Universitaires de Traducteurs et Inter-prètes (CIUTI) http://www.ciuti.org

The Permanent International Commitee/Comité International Permanent des Linguistes (CIPL) http://www.ciplnet.com

Independence,
Sustainable Thinking &

ECQA and TermNet join forces for global expansion

TermNet is a founding member of ECQA. In 2012 the cooperation has entered a new level with the election of TermNet Director Gabriele Sauberer as ECQA Vice President – Processes in the General Assembly on 12 October 2012 in Krems, Austria. She will be responsible mainly for business development and who would be better suited in this position than Gabriele. A firm believer in partnerships and promoting global expansion, among her first activities were the formation of two new partnerships.

1.) China

The first Chinese Institution and University are about to apply for ECQA Membership and to become ECQA Accredited Training Organisation. TermNet's time honoured partnership with Chinese institutions, such as the China National Institute of Standardization or the China National Committee for Terms in Sciences and Technologies (CNCTST) lead to this new synergy.

In October 2012, Gabriele Sauberer and CNCTST representatives visited together the University of Harbin in the North-East of China in order to sign an agreement between the three parties regarding application for ECQA Membership and ECQA Training Organisation Accreditation.

Within the next two years, the Chinese partners will attend ECQA face-to-face trainings in Europe for ECQA Certified Terminology Manager exams. The aim is to prepare corresponding trainings in China with training material in Chinese. The Chinese partners will support TermNet to organize the translation and localization of the ECQA Website, i.e. the adaptation of content and user interface to Chinese language and culture. TermNet and its members will guide and monitor the process of establishing ECQA in China.

2.) Slovakia

TermNet has started a 3-years project with our member in Slovakia, the Matej Bel University in Banská Bystrica, to qualify and certify trainers and students for the ECQA job roles ECQA Certified Terminology Manager and ECQA Certified EU Project Manager. Gabriele Sauberer has been invited as external international expert to sustainably implement ECQA at the University Matej Bel in Banská Bystrica, Slovakia. The project will start in 2013 and will end in 2015. One of the main aims is to foster German Language at the Economic Faculty of Matej Bel University. Banská Bystrica is a University City in the heart of Slovakia, where German and Austrian industry is the most active job motor in the region.

Not only in terms of global expansion, but also thematically, the cooperation between TermNet and ECQA has entered new levels. TermNet is currently supporting partner organisation Forum European Diversity Management (FEDM) in preparing two new job roles:

ECQA Certified Diversity Manager
ECQA Certified Applied Sustainability and CSR Manager (AS+CSR Manager)

Both these job roles are prepared in close cooperation with partner organizations like Plenum and CSR Company and will be ready and online by 2014.

Furthermore still in the pipeline to be finalized and ready for launch in the near future are the Certified Terminology Manager specializations for **health sector terminology** and **automotive industry.** Additional specializations are envisaged. TermNet is at all times actively searching for dedicated partner organizations and funding from various sources.

Independence, Sustainable Thinking & Innovation

Terminology for non-experts

The

„Was heisst hier…"

Independence, Sustainable Thinking & Innovation

"...what is that supposed to mean?" is a series of handy little brochures and booklets initiated by TermNet in 2010 as part of the UNESCO project Go4Diversity.

The first edition "Migrant...what is that supposed to mean?" had one major aim: to foster understanding on commonly – and often wrongly - used terminology of migration, refugees, diverse societies. Its aim was to educate in an entertaining and easily understandable way by explaining a selection of 30 of the most common terms in easy, everyday language. It was to be distributed free of charge to schools and organizations.

The brochure's success exceeded everyone's expectations.

Since then TermNet has produced another brochure for the Austrian Workers Compensation Fund on the topic of occupational health and safety in 2012 (see Annual Report 2010-2012).

And we have started the work on a brochure about the topic of sustainability. Sustainability is another one of these buzz words that are often misused to the point of deception which makes a farce of the ideal behind it and disguises public perception. With this latter publication we hope to help clarify the meaning of terms that are often heard of in media, marketing advertisement and political debates. With the aim of thus supporting organizations working in the field and strengthening awareness and perhaps civil society activism – the civic muscle. A project that is very close to our heart!

The brochure will be published in 2013 by chance also the 300th Anniversary of the term *Sustainability*.

> *   *"...What's that supposed to mean?" is a series of handy little brochures and booklets initiated by TermNet in 2010 as part of a UNESCO project*

Various publications are planned for the coming years for a variety of subject fields
For example Information and Documentation, and Diversity Management.

TermNet here crossed the border between terminology and the field of civil education and communication for social change, and demonstrated that applied terminology work is all about supporting communication and mutual understanding – catered to the respective target audience – and in this case this means from expert to layperson.
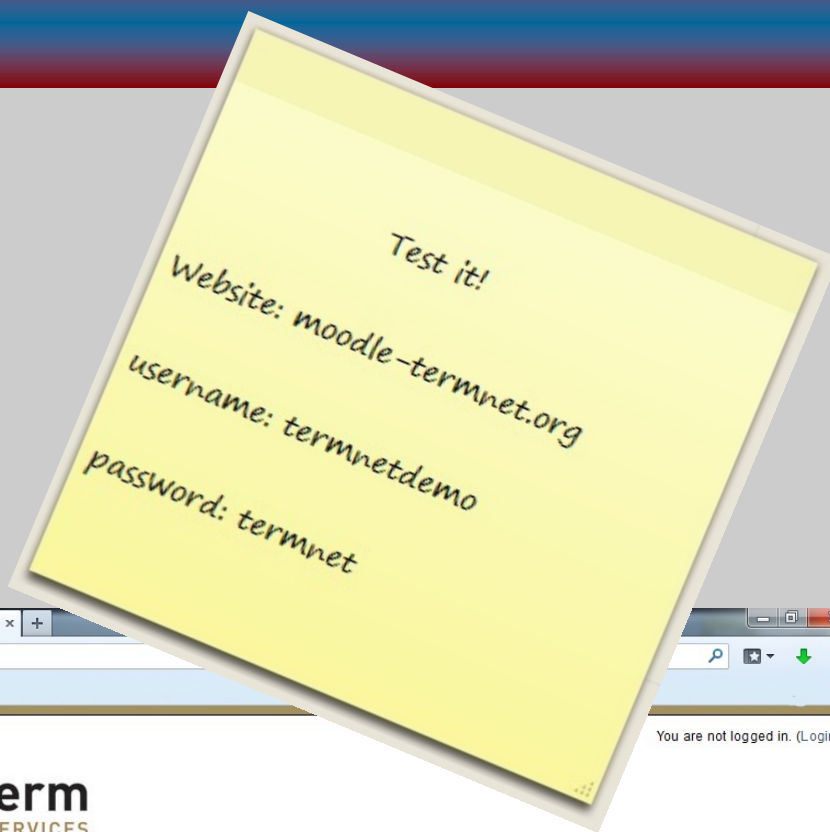
Independence, Sustainable Thinking & Innovation

Webinars and the development of a learning platform for terminology and language professionals

In 2013 planning and preparation began for the further development of our Learning Platform. Various options and tools were looked at and evaluated.

The existing *ExcellenceTerm* Moodle Platform will be extended and diversified into a series of Webinars on various topics
related to terminology.

Test it!

Website: moodle-termnet.org

username: termnetdemo

password: termnet

Where we were in 2012/13

9-13 July International Terminology Summer School (TSS 2012) Vienna

2-7 September Dagstuhl Seminar Multilingual Web

Position statement Gabriele Sauberer, TermNet

1) Most important challenges/barriers/problems and pressing needs with respect to the multilingual access to the Semantic Web:

The main problem of the Semantic Web and the Multilingual Semantic Web (MSW) alike is the imbalance of its players and drivers, i.e. the lack of diversity: they are mainly male, white, academic, IT-focussed and aged between 20 and 45.

It´s not only a matter of dominance of "English language and Western culture" as correctly stated in the Synopsis of the Dagstuhl Seminar, it is much more a matter of a global digital divide: a divide between men and women, between age groups, social classes, between disciplines, subject fields, traditions, cultures, information and knowledge rich and information and knowledge poor, between literates and illiterates, experts and non-experts, etc.

Thus, one of the pressing needs with respect to the MSW is to address the lack of diversity and to overcome the global digital divide.

2) Why does the problem matter in practice? Which industry sectors or domains are concerned with the problem?

Lack of diversity in working together to build a Semantic Web that matter for all citizens is, to my mind, one of the main reasons why MSW got stuck – technically, economically and socially.

The word-wide acceptance of the Semantic Web is a key issue of its development and survival. People all over the world understood the benefit and practical advantages of mobile phones in their lives very fast.

What´s in it for all of us when using semantic web technologies and smart phones is the core message to be brought home by the drivers of the MSW.

There are many industries which can help in overcoming language and national barriers: the language industries, education and training industries, Information and Communication Industries, etc. "Facilitating semantic access to information originally produced for a different culture and language" as mentioned in the synopsis is to be avoided, to my mind, not fostered. Why? Because goal and vision of MSW should be to empower people to contribute to the MSW by their own in their own languages, not being restricted to adept and localize foreign content.

Terminological methods, tools, trainings and consultancy services are, to my mind, key technologies and basic knowledge prerequisites to contribute to problem solutions.

3) Which figures are suited to quantify the magnitude or severity of the problem?

The industrial relevance of MSW and its barriers is high-lighted at page 3 of the synopsis, e.g.:

Especially in knowledge-intensive domains, such as finance, biotechnology, government and administration etc., the ability to interface with Semantic Web or Linked Data based knowledge repositories in multiple languages will become of increasing importance. In finance, knowledge repositories will be build up of company-related information, i.e. in terms of finance, markets, products, staff, all of which will be curated and accessed in multiple languages.

No doubt, we are talking here about a hundreds of Billions Dollar, Euro, RMB etc. business / losses.

4) Why do current solutions fail short?

Because the current solutions are no sustainable, future-oriented and no global solutions: They lack of creativity and innovation, caused by lack of diversity. It´s just more of the same, provided by the same players (see question 1).

5) What insights do we need in order to reach a principled solution? What could a principled solution look like?

What we need is, to my mind, exchange of insights at all levels, representing the diversity of current and future users of MSW (all genders, all age and social groups, all regions, cultures, disciplines, literates, illiterates, etc.).

To seize opportunities for new insights is crucial and simple, but not easy: We mainly need to overcome the barriers and restrictions in our minds, in our ethno-centric attitudes and behaviour.

A principled solution could be to make diversity a main principle of the Semantic Web and the MSW: With this new and lived principle, diverse teams and diverse expert and working groups, guided by communication and terminology experts could make the vision of a real multilingual and multicultural Semantic Web come true.

6) How can standardization (e.g. by the W3C) contribute?

Standardization organizations and their Technical Committees as well as the W3C can contribute to the principled solution by developing, issuing and promoting respective standards and guidelines to organize and support diversity as main principle of the Semantic Web and the MSW

Where we were in 2012/13

2012

6-7 September DIN Standardization Meeting, Berlin

TermNet is member of the DIN Nat AA Committee and involved in the development of German Standards. The committee meets 2x per year. At the meeting from 6-7 September at the DIN offices in Berlin TermNet contributed to the finalization of the German Standard ??? Sprachenzeichen…(Language Codes, German Representation) and the German version of ISO 29383 Terminology Policies.

10-14 September ECQA CTM Basic Training Timisoara, Romania

September also marked the happening of the first ECQA training with our partner and Member, the Politehnica University of Timisoara, Romania. The training must be regarded a full success. The organizer, Georgeta Ciobanu has gathered a motivated group of participants from the industries sector (e.g. telecommunications) who successfully finished both training, which was conducted by TermNet trainers and host, and the subsequent exam.

17 September VW SAE-J 2450 Training Seminar Hanover, Germany

TermNet conducted the training for the group of selected correctors working on the set of languages for the 2012 sample of manuals for German car manufacturer Volkswagen. After conducting interviews and preselecting candidates for the respective language pairs, TermNet is also part of the intensive training that the correctors receive from Volkswagen. All interviewed candidates become part of the TermNet expert pool for Quality Evaluation for Translated Texts. See also article in this Annual Report on Page 11
About Quality Control at VW an article in German: http://www.termnet-gmbh.at/referenzen/

28.- 30. September   BDÜ Conference Interpreting the future "*Translators and Interpreters: Experts for International Communication in Specialised Fields*"

TermNet's Deputy Director Blanca Nájera presented about new developments in terminology-related training and certification at this well-visited conference. It was the 2nd of its kind, held at the Henry-Ford-Building of the Free University Berlin. More than 1,350 people from all over the world attended. TermNet also shared an exhibition booth with the Language Industry Certification System and Loctimize.
http://www.interpreting-the-future.com/

7- 20 October   Project Meeting in China – renewed cooperation

During the visit the foundation was laid for the new bilateral project "Methods, tools and skills for the identification and extraction of new terms in Chinese text corpora", within the framework of the Scientific-Technical Cooperation Agreement between Austria and China (WTZ). Project partners of this bilateral project are TermNet, on the side of Austria and the China National Committee for Terms in Sciences and Technologies (CNCTST).

23- 25 October tcworld Wiesbaden, Germany (organized by tekom)

TermNet presented the ECQA Certified Terminology Manager certification scheme during tcworld 2012 in Wiesbaden, also known as the tekom autumn meeting.

9-10 October   Meeting of the Council for German Language Terminology (RaDT) Brüssel

TermNet was represented at the autumn meeting of RaDT in Brussels in which we reported about our activities of the second half of 2012. The new RaDT Brochure "Basiswissen Terminologie" (Terminology – basic knowledge) was largely finalized-

12 November -17 December Business Development Canada

During a 5-week-long business trip to Canada, Director Gabriele Sauberer brought forward the ExcellenceTerm project, contacting potential new cooperation partners in the industry. Further, the development of TermNet's Branch Office "TermNet Americas" in Ottawa was advanced and brought to a more stable legal form. As one of the first independent projects of TermNet Americas a Teaser Webinar was held in English and French for a Canadian IT Association CIDIF. The next planned project is the localization of the ECQA CTM for North and Latin America.

11-13 December VIII Symposium on Translation, Terminology and Interpretation (VIII Simposio sobre la traducción, la interpretación y la terminología), Cuba

An important part of the Canada trip was the attendance of the annual translation conference in Cuba. The conference is organized as a Cuban-Canadian Cooperation. TermNet presented about its ExcellenceTerm project as well as ECQA CTM, with the aim of establishing cooperation with Associations, Universities or other prospective partners on the American continent. (http://www.cttic.org/cuba.asp)

Where we were in 2012/13

2013

7-8 January Vienna Diversity Management Lead Auditor Training Course

TermNet and Austrian Standards Plus organized this training course for future lead auditors for certification of organizations according to Austrian Standard ÖNORM S 2501.

11 -14 January ECQA Programme Meeting in London

This meeting at Middlesex University had the initiation of cooperation between ECQA and that University, in particular its IT Department, on its agenda. Further, new ECQA projects were discussed. The meeting was held in view of the ExcellenceTerm project, with Information Technology (IT) being one of the project's target groups.

16-19 January CIUTI Forum Geneva "Facing the World's New Challenges - The role of T&I in providing integrated, efficient and sustainable solutions"

TermNet was attending the annual open Forum of CIUTI (Conférence Internationale permanente d'Instituts Universitaires de Traducteurs et Interprètes) at the United Nations in Geneva. The conference marked its 10th Anniversary and was well attended by CUITI Members and others from all over the world. TermNet's participation was the first as a new Associated Member of CIUTI. http://www.ciuti.org/events/detail/ciuti-forum -2013

4-5 February TransCert Project Kick-off Vienna

TermNet is subcontracting organization in TransCert (Trans-European Voluntary Certification for Translators), a European project (financed through the Life Long Learning Programme) which addresses the urgent need for continuing professional development and European-wide certification for translators.

The main goal of TransCert is to address these needs jointly, i.e. with the involvement of all stakeholders in the translation sector and develop a complete certification for the job profile "Translator".

Results will be a certification framework, a "skill-card" for translator job profiles and ICT-based training and examination schemes. Coordinator is the University of Vienna and project partners ISIT / Institut de management et de communication interculturels, KU Leuven/ LESSIUS University College Antwerpen, ISCN / International Software Consulting Network, Intertext Fremdsprachendienst, EUATC / European Union of Associations of Translation Companies, GALA / Globalization and Localization Association.

6-10 February Kick-off of the new ECQA project (2013-15) with Matej Bel University in Banská Bystrica, Slovakia

TermNet started a new 3-year project with Slovak Member Matej Bel University in Banská Bystrica- The project aims at the qualification and certification of future trainers and students for the ECQA Certified Terminology Manager and ECQA Certified EU Project Manager.

Furthermore, TermNet Director Gabriele Sauberer has been invited as external international expert to sustainably implement ECQA at the University Matej Bel in Banská Bystrica, Slovakia. One of the main aims of the project is to foster German Language in higher education at the Economic Faculty of Matej Bel University.

16 May ECQA ISO 17024 Krems

20-25 May CIUTI GA Madrid (Frieda)

27.-31.Mai Terminology Training Stellenbosch

17.-19.Juni TransCert Projektmeeting Paris

24.-28.Juni EuroSPI Irland

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http://www.termnet.org/english/
about_us/annual-reports.php

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