REVALIDATION SURVEY DATA ANALYSIS REPORT

December 2016

CONTENTS

INTRODUCTION

In December 2015 and February 2016, NAATI published its Knowledge, Skill and Attribute (KSA) report for translator and interpreter certification under the new NAATI Certification scheme. These reports outline that the certification scheme will consist of the following three components to assess identified KSAs:

- prerequisites as eligibility for testing;
- certification testing; and
- recertification requirements.

Prerequisites will include screening for language, intercultural and ethical competency. Candidates must show they are competent in these three areas before they are eligible to sit a certification test. The certification test will assess candidates' transfer skills in either translation or interpreting. To maintain a certification, the individual must meet recertification requirements providing evidence of this at regular intervals.

NAATI intends to base the recertification system on the current revalidation system. This system was introduced in 2007 when credentials were first issued with an expiry date. Practitioners who want to maintain their credential must revalidate it, i.e. provide evidence of ongoing work practice and professional development prior to the expiry date. To inform the design of the new recertification system, NAATI sought information and feedback from translating and interpreting practitioners who are currently participating in NAATI's revalidation system. NAATI's objectives in conducting the survey were to:

- provide practitioners with an opportunity to provide feedback on the current revalidation system;
- obtain information about:
    - demographics and credentials of practitioners who participate in revalidation;
    - practitioners' experiences with revalidation;
    - practitioners' perceptions about revalidation and its requirements;
    - practitioners' concerns and the reasons for these concerns in relation to revalidation;
    - the types of activities practitioners do to meet Professional Development (PD) requirements;
    - the kind of support practitioners wish NAATI to provide in relation to revalidation;
    - levels of support amongst credentialed practitioners for an online submission and record keeping system for revalidation.

Practitioners were asked to provide this information through an online survey available from 1 September to 2 October 2016. Survey participants were also invited to provide suggestions for how the revalidation system could be improved.

RESEARCH METHODOLOGY & DATA ANALYSIS

As the purpose of the survey was to gather data from practitioners involved in the revalidation system an email invitation was sent to 13,575 individuals who hold or have held a NAATI credential and for whom NAATI held a valid email address. NAATI was unable to extend the invitation to practitioners with no valid email address. People who are not currently part of the revalidation system were able to provide responses to some survey questions but were only asked to provide demographic information.

NAATI received responses from 2,883 individuals, representing a response rate of 21.25%. Of these 2,130 individuals are part of the current revalidation system. 753 respondents indicated their

credentials are not part of revalidation or they were unsure. Their responses are not included in the analysis of data in this report. All findings presented here refer exclusively to the respondents of the survey who stated that at least one of their current or past NAATI credential(s) were part of revalidation. Of the 2,130 respondents who indicated that they had NAATI credential(s) which were part of the revalidation system, 92 did not answer any questions after question 11 and were therefore excluded. The final sample size in all analysis presented therefore is 2,038.

As with any online survey there was respondent drop-off as people exited the survey without completing all questions. For example, 10 per cent of the 2,038 respondents considered only answered up to question 21. In all analysis presented only valid, non-missing responses are considered.

Data was analysed by an independent research consultant Ms Anna Reimondos using Stata 12.1. As the data is primarily categorical in nature, Chi-square tests of independence are used to assess statistical significance. Cramer's V is used to determine the strength of the association between two variables.

DEMOGRAPHIC OVERVIEW OF SURVEY PARTICIPANTS

NAATI published a demographic summary of survey respondents in October 2016. To view the demographic summary click here. Note this summary was based on 2,883 responses. A brief demographic analysis of the 2,038 participants considered in this report revealed that 33 per cent reside in NSW and 32 per cent in Victoria, 13 per cent in Queensland, 8 per cent overseas, 6 per cent in Western Australia and South Australia with the remaining respondents residing in the Australian Capital Territory, the Northern Territory or Tasmania. Of those who live in Australia, the majority, 67 per cent live in a capital city, 18 per cent in another major city and 7 per cent in regional Australia.

In terms of age: 35 per cent are aged 30-39, 22 per cent 40-49, 21 per cent 20-29 and 21 per cent aged 50 or over. Looking at education: 5 per cent have PhDs, 44 per cent have a Masters level qualification, 26 per cent have Bachelor degrees, 21 per cent have graduate certificates, diplomas or advanced diplomas. Respondents hold credentials across a wide range of different languages (over 80). Eighty-four per cent of translators hold professional credentials, 59 per cent of interpreters hold paraprofessional accreditation and 34 per cent hold professional credentials. Five per cent of translators and interpreters hold recognition credentials and 3 per cent of translators and 2 per cent of interpreters hold advanced credentials.

REVALIDATION EXPERIENCE

The clear majority of respondents, 77 per cent, had their credentials become part of the revalidation process automatically as they first gained their credentials in 2007 onwards.

Table 1: How did credential(s) become part of revalidation system (question 13)

	N	%
Gained creds <2007 and opted-in	94	5
Gained creds 2007+ and automatically part of Revalidation	1,563	77
Some creds opt-in, some automatic	74	4
I am unsure	307	15
Total	2,038	100

Of the 168 respondents who indicated they had completely or partially opted in (94+74), 45 of them indicated they got their first credential less than 5 years ago, and a further 30 indicated that they gained their first credential 5 to 10 years ago. It appears therefore that there is some misunderstanding among these respondents that their credentials are automatically part of revalidation.

Those who apparently opted-in are more likely to have slightly lower levels of education, and more likely to have Recognition or Paraprofessional credentials compared to those who did not opt-in. For example, of those who have a translator credential, 35 per cent of respondents who opted in have Recognition or Paraprofessional credentials compared to 12 per cent of those who did not opt-in.

A further 15 per cent were unsure how their credential(s) became part of the process. To further examine the 307 respondents who said they were unsure how they became part of the revalidation system (Q.13) was cross-tabulated against when people gained their first NAATI credential and the number of times revalidated. As expected it was those respondents who gained their credential less than 5 years ago that were most likely to say they were unsure how their credentials had become part of the revalidation process. Respondents who had not yet revalidated were also the most likely to say they were unsure how their credentials had become part of the system.

Table 2: How credentials became part of revalidation system, by when first credential accredited and number of times revalidated (row percentages)

	Gained creds <2007 and opted-in	Gained creds 2007+, automatically part	Some creds opt-in, some automatic	I am unsure	Total %	Total N
When gained first NAATI credential						
Less than 5 years ago	1	75	3	21	100	1,124
5 to 10 years ago	3	88	2	8	100	699
10 to 15 years ago	23	57	12	8	100	86
15 to 20 years ago	30	52	13	5	100	61
20+ years ago	43	37	12	9	100	68

$X^2(12) = 550.11$ Pr <0.001
Cramér's V = 0.30

	Gained creds <2007 and opted-in	Gained creds 2007+, automatically part	Some creds opt-in, some automatic	I am unsure	Total %	Total N
Number of times revalidated						
0	1	75	3	22	100	780
1	3	77	4	16	100	678
2+	12	79	4	4	100	580

$X^2(6) = 167.97$ $Pr<0.001$
Cramér's V =   0.203

ADMINISTRATIVE PROCESS: LOGBOOK & REVALIDATION APPLICATION

The amount of time spent on record keeping for revalidation (Q. 17) was generally not very long. The clear majority of those who answered this question spent less than 3 hours a month on record keeping. A small percentage (7 %) spent 8 or more hours a month. One in ten had not started doing any record keeping.

Figure 1: Average number of hours spent on recordkeeping for revalidation (per month)
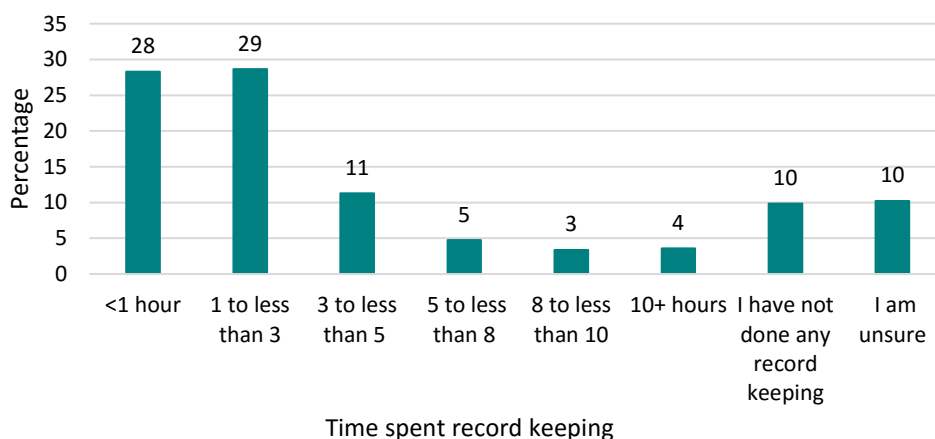
The amount of time spent on record keeping was directly related to the translating and interpreting (T & I) workload of the respondent, as seen in Table 3 below.

Table 3: Number of hours spent record keeping by time spent working & number of times revalidated (row percentages)

	<1 hour	1 to < 3 hrs	3 to < 5 hours	5 + hours *	No record keeping	I am unsure	Total %	Total N
Days per month on average spent translating/interpreting over past 3 years								
<3	52	23	6	4	10	4	100	164
3 to 5	38	30	9	7	11	5	100	179
6 to 10	26	36	11	11	7	9	100	230
11 to 15	29	26	12	13	11	9	100	206
16 to 20	32	33	13	8	8	6	100	306
20+	20	28	13	17	10	12	100	653

$X^2(25) = 124.83$ Pr< 0.001
Cramér's V = 0.1199

	<1 hour	1 to < 3 hrs	3 to < 5 hours	5 + hours *	No record keeping	I am unsure	Total %	Total N
Number of times revalidated								
0	27	23	9	9	21	10	100	613
1	28	30	12	13	6	11	100	657
2+	30	33	13	13	2	9	100	567

$X^2(10) = 147.92$ Pr < 0.001
Cramér's V = 0.2007

* Due to the low number of respondents who did 5-8, 8-10, and 10+ hours a month, these have been combined to a single category of 5+ hours a month.

Of those who did translating/interpreting 20+ days per month, 17 per cent said they did on average 5 hours or more of record keeping per month. This can be compared to just 4 per cent of those who only translated/interpreted less than 3 days a week. This is an expected finding given that more translating and interpreting work also equals more jobs to record and keep track of.

Turning to the relationship between number of times revalidated and number of hours spent on record keeping there is a clear pattern. Those who have never revalidated are significantly more likely to have not done any record keeping (21%). However, if we were to exclude those who have not had done any record keeping we find no difference in time spent depending on the number of times revalidated. In other words, those who have not yet revalidated are much more likely to have not done any record keeping, but among those who have started record keeping, their level of time investment is the same as those who have revalidated once or two or more times before.

Amount of time spent record keeping was not significantly related to other variables such as membership of organisations relevant to T & I.

Overall, there was a high level of agreement in question 18, that the amount of administrative work required in terms of record keeping and the revalidation process was manageable.

- 54 % agreed or strongly agreed that the amount of administrative work required is manageable
- 57 % agreed or strongly agreed that the Professional Development (PD)Logbook helps them to keep records of activities

- 53 % agreed or strongly agreed that the Work Practice (WP) Logbook helps them to keep records of work completed
- 62 % agreed or strongly agreed that their employer (including agencies) assist them in providing documentation as evidence of their work practice

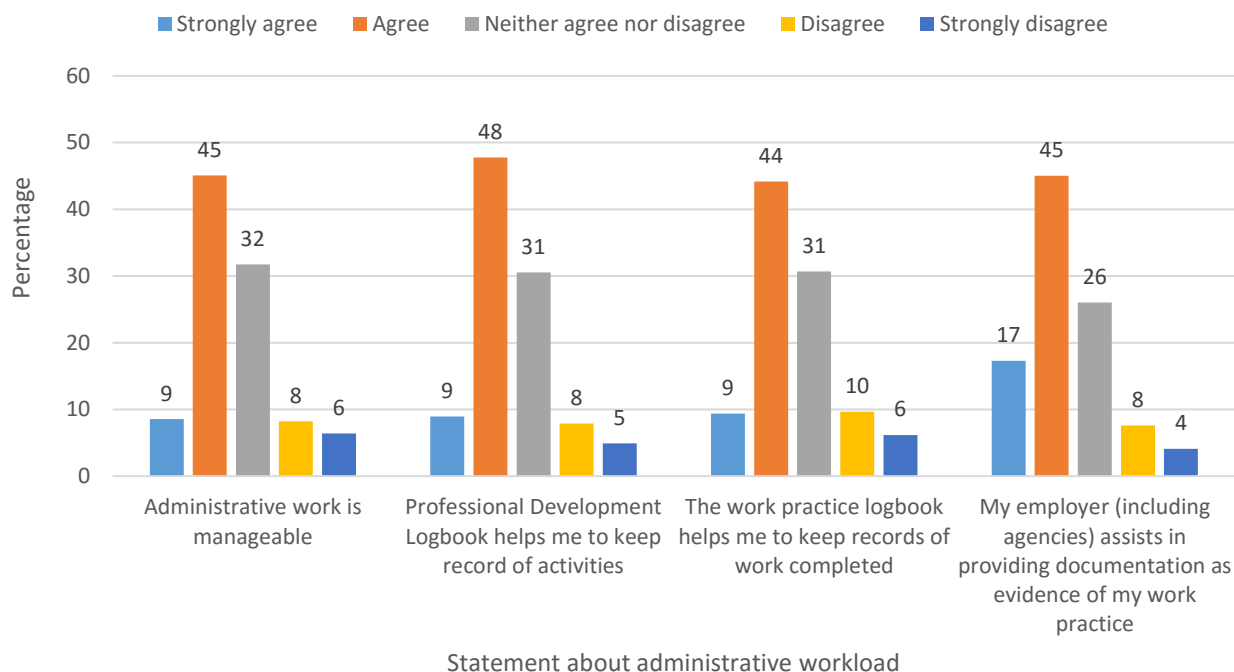Figure 2: Agreement to statements regarding administrative workload and logbooks

Table 4 below shows how agreement to the statement "*Administrative work is manageable*" varies according to the following key variables:

1. Number of days a month spent working on translating/interpreting on average
2. Number of times the respondent has revalidated
3. Number of hours they spent on record keeping.

Not surprisingly, respondents who spent more than 20 days per month on average translating or interpreting were the most likely to disagree or strongly disagree (18 per cent) that the amount of administrative work is manageable. For these respondents with a heavy workload the additional administrative work may be considered less manageable. In contrast among those who only did 1 to 2 days of translating/interpreting a month, only 9 per cent disagreed or strongly disagreed that the administrative work was manageable. While statistically significant, overall the relationship between these two variables was weak.

Those who had already had experience of revalidation were slightly more likely to disagree that work was manageable compared to those who had not (yet) revalidated. Those with no experience of lodging a revalidation were more likely to answer 'neither agree nor disagree'. Again, the overall relationship was statistically significant, albeit weak.

It would be expected that answers to this question would be related to actual time spent on record keeping as answered in question 17. Indeed, those who spent less than 1 hour a month record keeping

for revalidation were less likely to say that they disagreed or strongly disagreed that the administrative work was manageable (9%) compared to those spending 5 or more hours on record keeping (20%). However, those who felt most strongly of everyone that the administrative work was not manageable were those who **had not yet started record keeping** (31% disagreed or strongly disagreed).

Table 4: Amount of administrative work is manageable (row percentages)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total %	Total N
Days per month spent working translating/interpreting in last 3 years on average							
1 to 2 days	13	47	31	5	4	100	151
3 to 5 days	8	42	36	8	6	100	173
6 to 10 days	11	54	24	6	4	100	228
11 to 15 days	8	43	33	9	6	100	203
16 to 20 days	8	48	30	9	5	100	302
20+ days	7	42	32	9	9	100	628

$X^2(20) = 32.84$ Pr = 0.035
Cramér's V = 0.069

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total %	Total N
Number of times revalidated							
Never	8	40	38	7	6	100	575
Once	9	47	28	9	7	100	637
Twice	9	48	29	9	6	100	563

$X^2(8) = 19.45$ Pr = 0.013
Cramér's V = 0.074

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total %	Total N
Number of hours per month spent on record keeping							
<1 hour	12	48	30	5	4	100	513
1 to less than 3 hrs	7	54	30	6	3	100	522
3 to less than 5 hours	5	44	32	12	7	100	207
5 + hours	13	46	21	11	9	100	213
No record keeping	3	22	43	12	19	100	145
I am unsure	6	30	43	13	9	100	175

$X^2(20) = 152.79$ Pr =< 0.001
Cramér's V = 0.147

As seen in Figure 2 above, in general there was a high level of agreement that employers assisted with providing documentation of evidence of work. However, one concern that was mentioned in the open text section by overseas respondents was that overseas agencies were not necessarily familiar with NAATI or the revalidation process, which perhaps made it more difficult to get this supporting paper work. To further examine this issue, agreement towards ease of getting documentation from employers was cross-tabulated against number of days spent working, the number of times revalidated and also on whether the respondent lived overseas or not, see Table 5 below.

Of those who lived overseas and who answered the question on assistance from employers, 22 per cent disagreed or strongly disagreed that their employer assisted them in providing work practice documentation, compared to 11 percent of respondents living in Australia. While time spent working per month and number of times revalidated were statistically significantly related to perceived ease of getting documentation from employers, country of residence had a much stronger impact.

Table 5: Agreement with statement that employer assists in providing work practice documentation

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total %	Total N
Days per month working translating/interpreting in last 3 years on average							
1 to 2 days	14	41	32	7	6	100	128
3 to 5 days	11	36	36	13	3	100	148
6 to 10 days	12	45	29	11	3	100	194
11 to 15 days	15	44	28	8	6	100	186
16 to 20 days	18	47	26	6	3	100	282
20+ days	22	48	20	6	4	100	595

$X^2(20) = 52.23$ Pr<0.001
Cramér's V = 0.092

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total %	Total N
Number of times revalidated							
0	16	44	32	5	3	100	528
1	21	45	21	8	5	100	599
2+	15	46	25	9	5	100	483

$X^2(8) = 28.56$ Pr < 0.001
Cramér's V = 0.094

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total %	Total N
Country of residence							
Australia	18	47	25	7	4	100	1,475
Overseas	10	30	38	16	6	100	125

$X^2(4) = 34.09$ Pr < 0.001
Cramér's V = 0.146

For each of the statements respondents were also free to add comments. For the question on how manageable administrative work was, those who disagreed or strongly disagreed it was manageable primarily mentioned that they found it time consuming, confusing or unnecessary.

For the question on the PD logbook and WP logbook being useful for personal record keeping purposes, most respondents that disagreed stated that they already had their own record keeping systems (e.g. in Excel) and therefore the PD and WP logbooks were not useful and just created extra work as they continued using their own systems and then had to transpose the data to the NAATI logbooks.

For the question on how helpful their employer was in terms of providing documentation as evidence of work practice some of the interesting points mentioned by respondents, particularly freelancers, was that they were embarrassed to ask clients for evidence of work and a general feeling that they did not want to burden their employers and/or clients by asking for extra paperwork. Others mentioned a reluctance from employers to provide evidence due to confidentiality/privacy concerns

or as mentioned above, problems with overseas employers not understanding the revalidation application process.

WORK PRACTICE REQUIREMENT

In question 19, respondents were asked to indicate their level of confidence in achieving the work practice requirements. Most respondents felt a high degree of confidence that they would be able to meet the work practice requirement of translating 30,000 words over the course of 3 years or completing 120 interpreting assignments.

There was however one quarter, 25 per cent, who were not very confident or not confident at all that they could complete the work practice requirement for translating, and 17 per cent who not very confident/not confident at all they could interpret 120 assignments[1].

Figure 3: Level of confidence of meeting the work practice requirements for the 3-year period
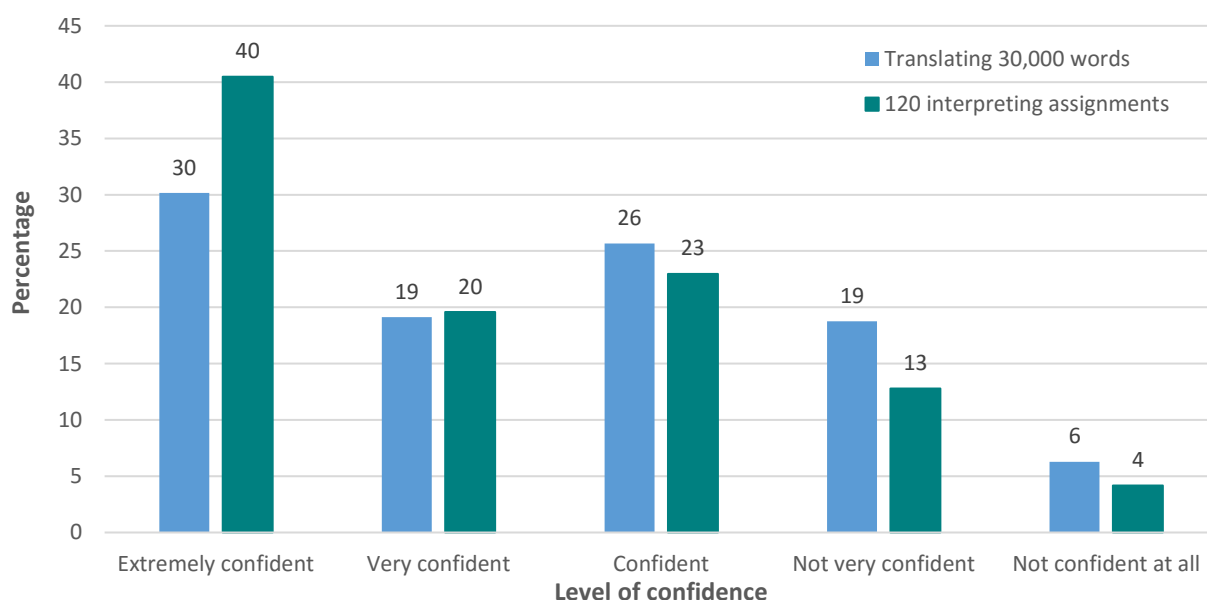

Table 6 below shows how confidence in translating 30,000 words was related to four key variables:

1. Membership of organisation relevant to the industry (question 6)
2. Number of days per month spent translating/interpreting (question 17)
3. Number of times have revalidated (question 14)
4. Type of translating credential (question 8)

---

[1] It should be noted that some of the people who said they were not very confident or not confident at all for translating, 7 percent (or 19 people) were ones who indicated they were interpreters. Similarly, of those not very confident in meeting the interpreting work practice requirement 14 per cent (or 30 people) had indicated that they were translators. It is possible that a small percentage of people therefore either mistakenly answered the question, or genuinely thought that they had to also complete interpreting assignments even if they were only translators or vice versa.

Table 6: Confidence in meeting work practice (30,000 words of translation) requirement (row percentages)

	Extremely confident	Very confident	Confident	Not very confident	Not confident at all	Total %	Total N
Member of any organisation relevant to translating or interpreting?							
Yes	36	18	24	16	6	100	478
No	25	20	27	21	6	100	620

$X^2(4) = 16.32$ Pr=0.003
Cramér's V =0.122

	Extremely confident	Very confident	Confident	Not very confident	Not confident at all	Total %	Total N
Days per month on average spent translating over past 3 years							
<3 days	9	13	28	38	12	100	112
3 to 5 days	16	17	24	30	13	100	125
6 to 10 days	16	28	37	16	4	100	156
11 to 15 days	27	16	33	19	5	100	124
16 to 20 days	37	24	23	12	5	100	169
20+ days	50	19	17	10	4	100	348

$X^2(20) = 389.93$ Pr = <0.001
Cramér's V = 0.282

	Extremely confident	Very confident	Confident	Not very confident	Not confident at all	Total %	Total N
Number of times have revalidated							
Never	30	15	27	19	8	100	314
Once	30	25	25	15	5	100	359
Twice or more	34	19	23	19	5	100	361

$X^2(8) = 16.89$ Pr = 0.031
Cramér's V = 0.090

	Extremely confident	Very confident	Confident	Not very confident	Not confident at all	Total %	Total N
Type of translating credential							
Recognition	11	19	36	19	14	100	36
Paraprofessional	26	13	37	15	9	100	46
Professional	31	20	24	19	6	100	898
Advanced/Conference	14	21	38	24	3	100	28

$X^2(12) = 19.61$ Pr = 0.075
Cramér's V = 0.081

Respondents who were members of an organisation relevant to translating (or interpreting) were more likely to be extremely confident or very confident of meeting the WP requirement for translation compared to those who were not members (54% vs 45%). This difference was statistically significant.

Not surprisingly, of much greater importance was the number of days spent working on average. For example, among those who worked 20+ days per month translating or interpreting 50 per cent were extremely confident of meeting the requirement compared to just 9 per cent of those working on average less than 3 days per month. The relationship between amount of time spent working and confidence was statistically significant and strong.

Those with a recognition credential in translation were slightly less confident than those who had a professional credential, however these results should be interpreted with caution due to very small number of respondents with recognition credentials.

The equivalent table for interpreters is shown below, with the only difference being that the type of credential in interpreting rather than translation is shown. The results for interpreting are very much the same, although in the case of meeting the WP requirement for interpreting it appears that membership of an organisation is not of significance. The main factor relating to confidence is how much work the respondent did on average per month.

Table 7: Confidence in meeting work practice (120 interpreting assignments) requirement (row percentages)

	Extremely confident	Very confident	Confident	Not very confident	Not confident at all	Total %	Total N
Member of any organisation relevant to translating or interpreting?							
Yes	43	19	20	14	5	100	552
No	39	20	25	12	4	100	745

$X^2(4) = 6.89$ $Pr = 0.142$
Cramér's V = 0.073

	Extremely confident	Very confident	Confident	Not very confident	Not confident at all	Total %	Total N
Days per month on average spent interpreting over past 3 years							
<3 days	7	13	20	40	21	100	96
3 to 5 days	11	20	35	25	9	100	97
6 to 10 days	19	17	41	20	3	100	147
11 to 15 days	31	21	34	12	2	100	154
16 to 20 days	49	22	23	4	2	100	232
20+ days	61	20	12	5	1	100	504

$X^2(20) = 414.1$ $Pr =< 0.001$
Cramér's V = 0.283

	Extremely confident	Very confident	Confident	Not very confident	Not confident at all	Total %	Total N
Number of times have revalidated							
Never	40	19	21	14	6	100	411
Once	41	24	22	11	2	100	458
Twice or more	45	15	25	11	4	100	361

$X^2(8) = 20.58$ $Pr = 0.008$
Cramér's V = 0.092

	Extremely confident	Very confident	Confident	Not very confident	Not confident at all	Total %	Total N
Type of interpreting credential							
Recognition	34	21	23	17	4	100	47
Paraprofessional	40	19	24	12	4	100	700
Professional	48	20	18	12	3	100	431
Advanced/Conference	36	14	32	9	9	100	22

$X^2(12) = 14.73$ $Pr = 0.256$
Cramér's V = 0.064

In terms of the reasons for the lack of confidence in meeting the work practice requirement, of the 428 respondents who said they were either not very confident or not confident at all (for either translating or interpreting), a range of factors were mentioned.

Both demand and supply side factors were important. Over half of the respondents with low confidence said that they either had other employment and therefore would not be able to meet the requirement as they only work occasionally as a translator/interpreter (supply), or there was not enough work in terms of demand for services in their language. Of those who mentioned insufficient demand for their languages the two most common languages the person was accredited for was Chinese/Mandarin and Persian, indicating that there is a highly competitive market for getting work in these languages.

Figure 4: Reasons for low confidence in meeting work practice requirement(s)
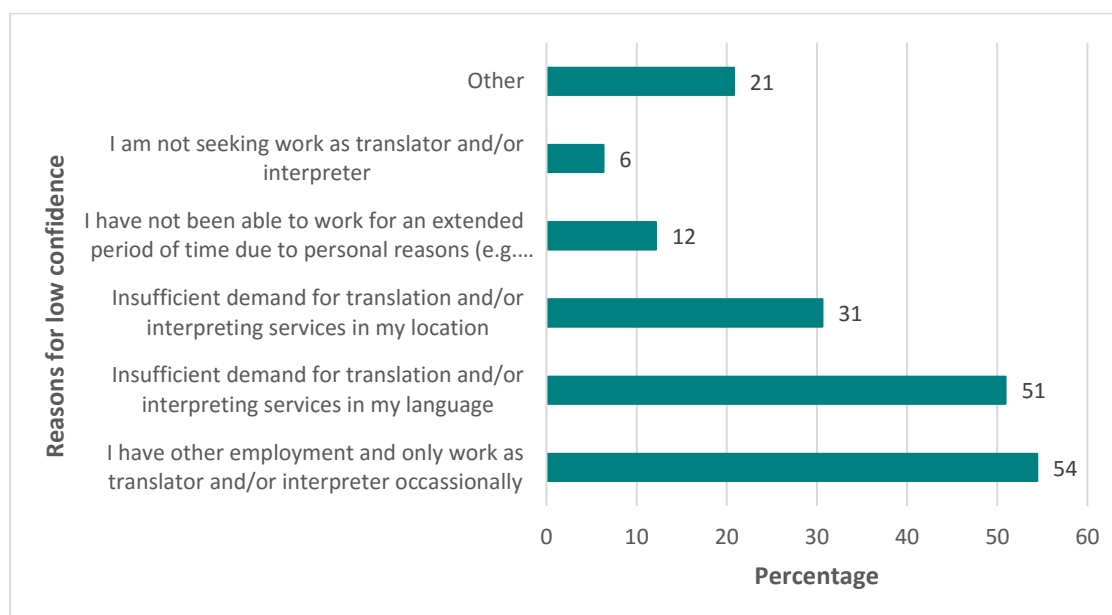
Just over 20 percent of respondents also took the opportunity to complete the open text section providing more information about reasons for their low confidence. Some of the reasons repeatedly mentioned were:

- Being on maternity leave or pregnancy
- For those accredited as both interpreters and translators, frequently they worked primarily as just one of those roles and therefore were confident in meeting the requirement of for example translating, but no interpreting (or vice versa).

    I work as a full time interpreter; it limits my time to seek translation jobs.

    I work as a full-time translator and do not have time to work as an interpreter.

- Some translators mentioned they primarily worked on documents such as birth certificates or driver's licences which had low word counts.

    The work I do is mostly immigration related: birth certificates; police checks; driver's licences etc: these do not generate big word counts.

Although I do many assignments, they are mainly short documents such as birth certificates which have low word counts. I am not seeking longer assignments as I work full time in another job but the short ones do not add up to enough words.

- Lack of confidence translating/interpreting in one direction

It's easier to get work from Spanish to English but for me a lot harder from English to Spanish.

Usually translation work is available into English and rarely into LOTE.

The work practice requirement is the same for every language direction and does not take onto account whether there is a demand for certain language direction in Australia."

PROFESSIONAL DEVELOPMENT REQUIREMENT

For the professional development (PD) requirement of the 1,782 respondents that answered the question, most had done at least one activity from each of the three sub-areas: ethics, maintenance of language and T & I skills development. The number of activities undertaken for ethics of the profession tended to be lower however compared to maintenance of language and T&I skills development.

Table 8: Number of activities undertaken on average per revalidation period (column percentage)

	Ethics of the profession	Maintenance of Language	Translating & Interpreting Skills Development
0	10	6	7
1 to 3	65	45	48
4 to 6	16	25	25
7 to 10	4	10	10
More than 10	4	14	10
Total %	**100**	**100**	**100**

To further examine how the number of activities undertaken was related to other factors, for each sub-area three categories were created: (1) 0 activities, (2) 1-3 activities, (3) 4+ activities. These were cross tabulated against membership of organisations, number of times revalidated and number of days worked, see Tables 9, 10 and 11 below.

Members of organisations related to the T&I industry were significantly more likely to undertake more activities in all three areas (ethics, maintenance of language, and T & I skills development). Those who had not yet revalidated, were not surprisingly less likely to have undertaken any activities yet, with the strongest difference seen for ethics, were 22 per cent of those with no revalidation experience had not undertaken any activities.

More time on average spent working as a translator or interpreter (per month) was associated with a higher number of activities being undertaken in all areas.

Table 9: Average number of ethics activities completed per revalidation period (row percentages)

	Number of activities				
	0	1 to 3	4+	Total %	Total N
Member of organisation					
Yes	7	66	27	100	788
No	12	64	24	100	999

$X^2(2) = 12.38$ Pr = 0.002
Cramér's V = 0.083

	Number of activities				
Number of times revalidated					
0	22	55	23	100	586
1	5	66	29	100	637
2+	4	73	23	100	558

$X2(4) = 133.43$ Pr<0.000
Cramér's V = 0.194

	Number of activities				
Days per month spent working translating/interpreting in last 3 years on average					
1 to 2 days	18	65	18	100	160
3 to 5 days	15	69	17	100	169
6 to 10 days	8	69	23	100	223
11 to 15 days	14	61	25	100	203
16 to 20 days	6	71	24	100	297
20+ days	7	63	30	100	637

$X^2(10) = 49.40$ Pr < 0.001
Cramér's V = 0.121

Table 10: Average number of maintenance of language activities completed per revalidation period (row percentages)

	Number of activities				
	0	1 to 3	4+	Total %	Total N
Member of organisation					
Yes	4	43	53	100	782
No	8	46	46	100	999

$X^2(2) = 17.94$ Pr< 0.001
Cramér's V = 0.1004

	Number of activities				
Number of times revalidated					
0	12	49	40	100	586
1	3	44	53	100	637
2+	2	44	54	100	558

$X^2(4) = 73.029$ Pr< 0.001
Cramér's V = 0.147

	Number of activities				
Days per month spent working translating/interpreting in last 3 years on average					
1 to 2 days	11	49	40	100	160
3 to 5 days	8	54	38	100	169
6 to 10 days	1	46	53	100	223
11 to 15 days	8	45	47	100	203
16 to 20 days	3	44	53	100	297
20+ days	5	43	52	100	637

$X^2(10) = 35.81$ Pr < 0.001
Cramér's V = 0.1029

Table 11: Average number of T&I skills development activities completed per revalidation period (row percentages)

	Number of activities				
	0	1 to 3	4+	Total %	Total N
Member of organisation					
Yes	4	44	52	100	782
No	9	52	39	100	999
$X^2(2) = 39.73$ $Pr < 0.001$					
Cramér's V = 0.153					
Number of times revalidated					
0	15	47	38	100	586
1	4	48	48	100	637
2+	2	50	48	100	558
$X^2(4) = 81.08$ $Pr < 0.001$					
Cramér's V = 0.155					
Days per month spent working translating/interpreting in last 3 years on average					
1 to 2 days	13	55	32	100	160
3 to 5 days	12	59	28	100	169
6 to 10 days	2	57	41	100	223
11 to 15 days	11	46	43	100	203
16 to 20 days	5	43	52	100	297
20+ days	5	44	51	100	637
$X^2(10) = 75.06$ $Pr < 0.001$					
Cramér's V = 0.149					

Respondents were asked about the type of activities they do as well as the type of activities they would prefer to do. Face-to-face training was the most common PD activity undertaken, followed by spending time in LOTE country. However, the most preferred activity was online training (e.g. online courses, workshops, webinars), see Figure 5 below.

In terms of the organisations where PD activities were undertaken the two most common were AUSIT and NAATI, see Figure 6 below.

Figure 5: Actual versus preferred PD activities

Figure 5: Actual versus preferred PD activities

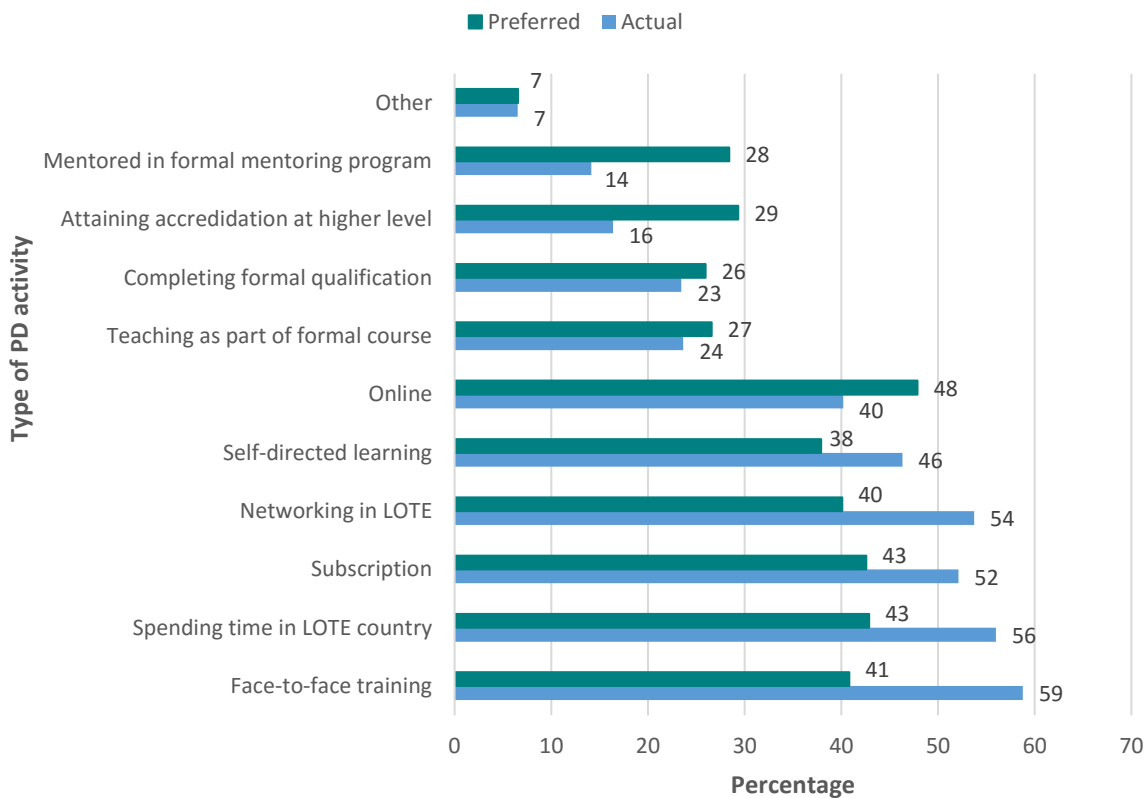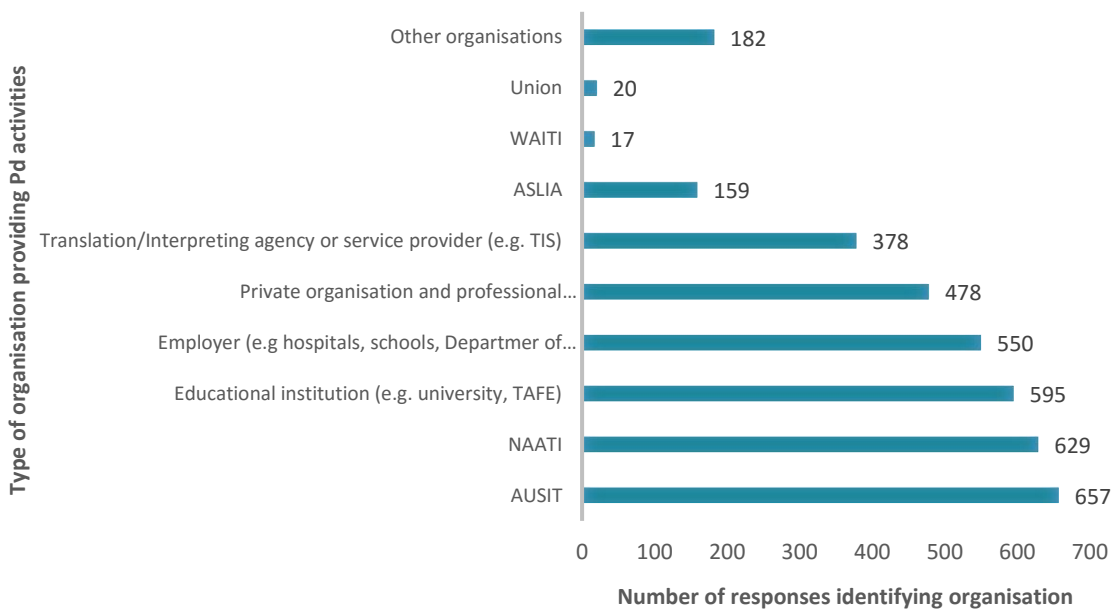## Figure 6: Organisation/Institution providing PD activities

Figure 6: Organisation/Institution providing PD activities

Note: If Proz or Language Experts was mentioned in the other section, this was back coded to 'private organisations and professional translation/interpreting communities providing workshops (including online).'

Respondents were asked to provide an indication of how much money and time they spend on PD activities. A clear result from this question (Q.25) was that a large percentage of respondents (31%) disagreed or strongly disagreed that the amount of money spent on PD activities was affordable. In

contrast respondents were much more positive about the time spent on PD activities being appropriate and the catalogue helping them to choose activities.

Figure 7: Attitudes towards aspects of PD activities
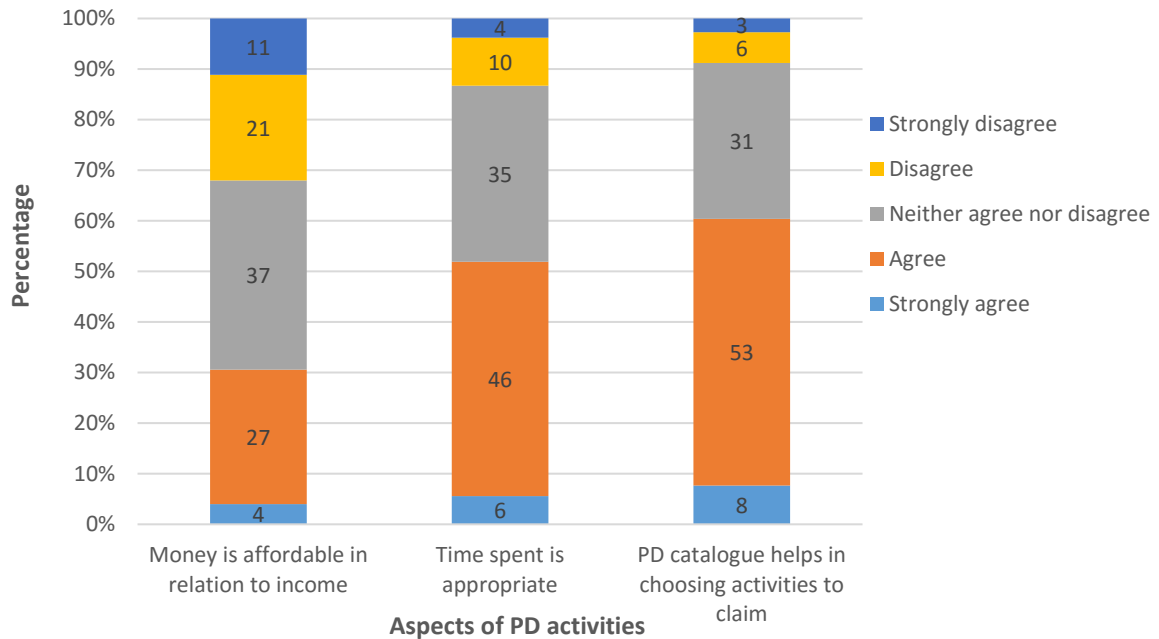
Of those that provided a valid answer to the question on the amount of money spent on PD activities, a range of financial outlay was clear. Around 21 per cent claimed to have spent over $1,000 or more on average per revalidation period.

Figure 8: Money spent on average on PD activities per revalidation period
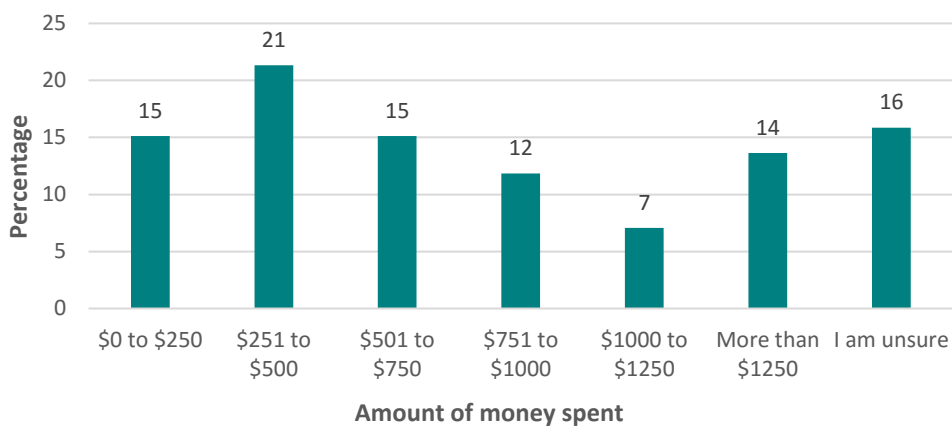
The amount of money spent on PD activities was somewhat related to the number of times revalidated, in the sense that those who had not yet completed a revalidation were significantly more likely to state they were less able to estimate the amount spent on PD activities and were therefore more likely to be unsure. Those who had revalidated 2 or more times were slightly more likely to spend more on average than those who had revalidated just once.

The relationship between number of days spent working on T & I and money spent on revalidation was statistically significant but weak. Respondents who worked less than 3 days per month on

translating and interpreting were more likely to spend less. Those who worked 20+ days were more likely to spend $1250 or more. However apart from these two extremes there were no very large differences in spending patterns by amount worked.

Table 12: Amount of money spent on PD activities per revalidation period

	$0 to $250	$251 to $500	$501 to $750	$751 to $1000	$1000 to $1250	> $1250	I am unsure	Total %	Total N
Number of times revalidated									
0	18	20	10	8	6	11	27	100	562
1	16	20	14	15	8	15	12	100	626
2+	11	25	21	12	7	15	10	100	551

X2(12) = 116.08 Pr<0.0001
Cramér's V = 0.183

	$0 to $250	$251 to $500	$501 to $750	$751 to $1000	$1000 to $1250	> $1250	I am unsure	Total %	Total N
Number of days per month spent working translating/interpreting in last 3 years on average									
1 to 2 days	27	21	13	11	4	14	11	100	152
3 to 5 days	20	24	14	14	7	5	15	100	166
6 to 10 days	11	22	19	10	8	14	16	100	219
11 to 15 days	14	21	15	9	9	12	20	100	196
16 to 20 days	10	23	19	13	10	14	12	100	294
20+ days	15	20	14	13	6	17	15	100	628

X2(30) = 64.45 Pr <0.0001
Cramér's V = 0.088

	$0 to $250	$251 to $500	$501 to $750	$751 to $1000	$1000 to $1250	> $1250	I am unsure	Total %	Total N
Number of Ethics activities undertaken									
0	31	8	5	5	2	8	42	100	173
1 to 3	15	24	16	12	7	13	13	100	1132
4 to 6	8	22	18	14	9	15	13	100	283
7 to 10	12	20	18	20	8	13	9	100	76
More than 10	11	8	19	13	9	24	16	100	75

X^2(24) = 196.09 Pr< 0.001
Cramér's V = 0.17

	$0 to $250	$251 to $500	$501 to $750	$751 to $1000	$1000 to $1250	> $1250	I am unsure	Total %	Total N
Number of Maintenance of language activities									
0	42	11	3	2	1	4	37	100	98
1 to 3	18	24	13	11	6	12	15	100	786
4 to 6	8	23	19	16	8	13	12	100	445
7 to 10	13	17	17	10	11	15	16	100	172
More than 10	10	15	16	13	8	21	17	100	238

X^2(24) = 175.81 Pr< 0.001
Cramér's V = 0.16

	$0 to $250	$251 to $500	$501 to $750	$751 to $1000	$1000 to $1250	> $1250	I am unsure	Total %	Total N
Number of skills development activities									
0	33	9	3	3	3	7	42	100	118
1 to 3	18	25	14	11	6	12	15	100	846
4 to 6	9	21	18	15	9	15	12	100	438
7 to 10	9	18	19	15	10	15	14	100	163
More than 10	12	15	17	12	8	24	12	100	174

X^2(24) = 181.92 Pr<0.001
Cramér's V = 0.16

	$0 to $250	$251 to $500	$501 to $750	$751 to $1000	$1000 to $1250	> $1250	I am unsure	Total %	Total N
Member of organisation									
Yes	10	22	18	13	8	18	11	100	717
No	18	21	13	11	6	11	19	100	1022

X^2(6) = 64.1 Pr < 0.001
Cramér's V = 0.19

The strongest relationship was between number of activities undertaken and cost. The more activities people had undertaken in each of the three areas of PD the more likely they were to have spent a larger amount of money. Respondents who were members of organisations were also significantly more likely to have spent more money on undertaking activities.

If we examine the relationship between feelings regarding the affordability of PD activities and actual money spent an interesting pattern is evident. As expected those who spent more than $1,000 on PD activities were the most likely to 'strongly disagree' that PD activities were affordable in relation to their income. However more than a quarter also agreed or strongly agreed it was affordable- a similar proportion to those that spent less than $250. Those who spent $0- $250 or who were unsure how much they had spent were the most likely to be ambivalent and neither agree nor disagree.

Table 13: Money spent on PD activities by attitudes towards affordability (column percentages)

| | Amount spent over 3 year revalidation period | | | | | | |
Affordable	$0 to $250	$251 to $500	$501 to $750	$751 to $1000	$1000 to $1250	> $1250	I am unsure
Strongly agree	3	5	3	3	6	5	3
Agree	23	31	35	27	23	23	18
Neither agree nor disagree	46	39	32	34	33	28	44
Disagree	19	19	20	26	20	25	21
Strongly disagree	9	6	9	9	18	19	14
Total %	100	100	100	100	100	100	100

X2(24) = 82.14   Pr< 0.001
Cramér's V =   0.11

To further examine the relationship between how affordable (or not) respondents felt PD activities were a logistic regression was run.

The outcome variable of interest was if respondents disagreed or strongly disagree (coded 1) that money spent on PD activities was affordable, and the independent variables which were thought to influence this outcome was money spent on activities, time spent doing T&I work, type of credential and location.

Figure 9 below shows the marginal probability of saying PD activities are not affordable, by amount spent, controlling for time spent doing T&I work, type of credential and location.

Figure 9 Marginal probability of disagreeing or strongly disagreeing that PD activities are affordable (with 95% confidence intervals)

It was expected that location might emerge as a significant factor in whether PD activities were considered affordable, however, one possible reason why location did not emerge as a significant factor is that even between capital cities there can be large variation in the availability of PD activities. A respondent in Adelaide or Perth (both capital cities) may have to travel to Sydney to undertake face-to-face training for example.

A range of issues were mentioned in the open text section as to why respondents disagreed or strongly disagreed that the amount spent on PD activities was affordable in relation to their income. The majority simply stated that courses were too expensive, but also of importance was the opportunity cost of lost income due to having to turn down jobs to attend conferences or events. For others, a concern was the cost of flights and accommodation to travel to other cities to attend activities as well.

Travel, and the associated time commitment, was also mentioned more frequently by those living in regional areas. Some of the responses of people who spend on average over $1,000 per revalidation period indicated that they spent more on revalidation than their actual income.

Just to get 10 point I have to spent 160 which I am a casual interpreter. [Paraprofessional interpreter, revalidated once, spending on average 1000 to 1250, working 20+ days per month]

PD activities are quite expensive, taking into account time, travel costs (esp interstate), accommodation (interstate), and flights (interstate). Some PD events are not so helpful or practical. [Professional interpreter & translator living in Capital City, spends on average $1250 or more per revalidation period, works 6 to 10 days per month]

PD activities are almost exclusively in Sydney or even further afield. As I live in regional Australia, I always have to include a hotel stay in a capital city as well. This makes it very expensive for a day's training. [Professional translator/paraprofessional interpreter, lives in other major city, revalidated twice, spending $1000 to $1250 per revalidation period, working 6 to 10 days per month]

I spent about 20% of my income in the last financial year on courses or activities to claim for revalidation. [Paraprofessional interpreter, revalidated twice, spends more than $1250 per revalidation period, works 11 to 15 days per week]

It is essentially a tithe paid to third-party vocational education providers as a condition for operation in the profession. [Professional interpreter, revalidated once, spending more than $1250 per revalidation, working 20+ days per month]

Conferences are up to $600 not to mention the regular $100 professional development sessions. It adds up especially if you're only a casual/part time interpreter. [Paraprofessional interpreter, never revalidated, spending more than $1250 per revalidation]

Overall confidence in meeting the revalidation PD requirement was high. For all aspects of PD, including the overall 120-points requirement as well as the specific sub-areas, more than half of the respondents felt they were at least 'confident' in gaining the required points.

About one quarter did not feel very confident or not confident at all of meeting the 120-points requirement and this was primarily because of low confidence in meeting the Ethics points.

Of the 1,767 respondents who answered this set of four questions:

- 57% answered that they were confident, very confident, or extremely confident for all four questions.
- 14 % were not very confident for just one area (in two out of three cases this was in Ethics)
- 9 % were not very confident or not confident at all for two areas
- 8% were not very confident or not confident at all for three areas
- 11% were not very confident or not confident at all for all four questions.

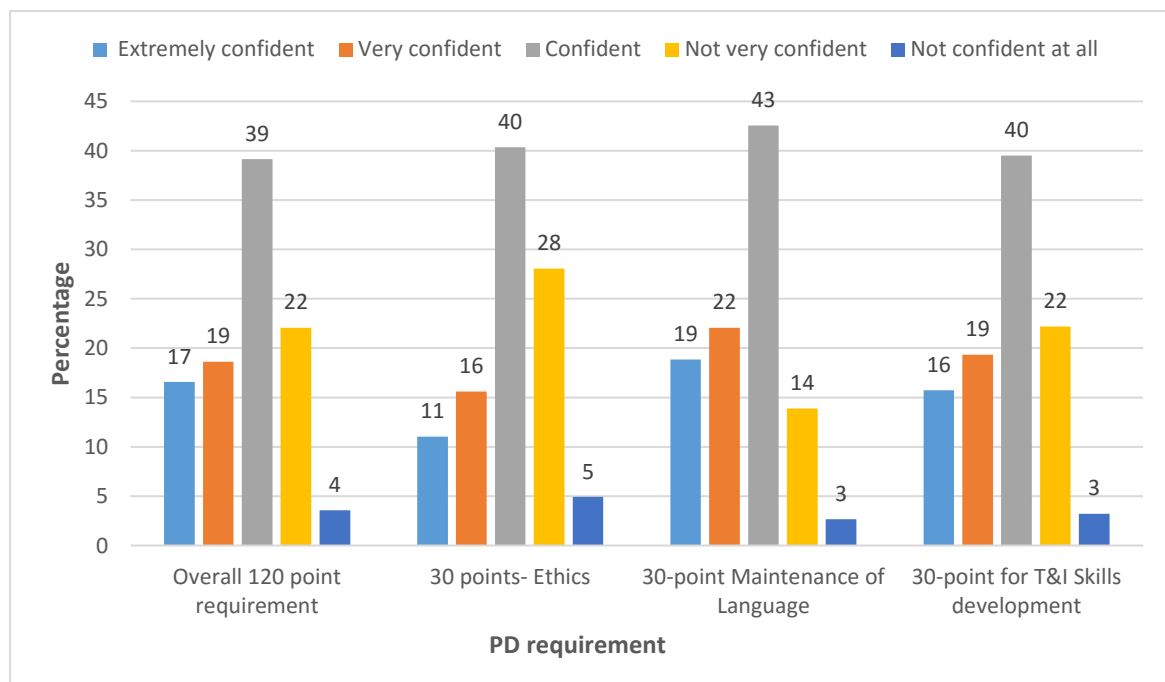Figure 10: Confidence in meeting PD requirements

Table 14 below shows how confidence in meeting the overall requirement of 120-points was related to being a member of an organisation, to average time spent on translating/interpreting and to number of times revalidated. All three variables were statistically significantly related to confidence.

In terms of membership of organisations relevant to translating or interpreting, there was a clear difference in confidence of meeting the 120-points requirement between members and non-members. For example, 21 per cent of respondents who were members were extremely confident compared to just 13 per cent of non-members.

Time spent working on translation/interpreting was also a very important influence on confidence. In general, the more days per month spent translating/interpreting the higher the level of confidence in meeting the 120-points requirement.

Confidence also came from having been through the revalidation process before. Those who had never previously revalidated were significantly more apprehensive about their ability to meet the 120 points. This could be either because of a selection effect whereby only those who have confidence chose to revalidate, or simply because people tend to be more nervous about something they have not experienced or are not familiar with.

Table 14: PD Confidence- overall requirement of 120-points

	Extremely confident	Very confident	Confidence	Not very confident	Not confident at all	Total %	Total N
Member of organisation relevant to translating or interpreting?							
Yes	21	19	38	18	4	100	727
No	13	19	40	25	3	100	1040
$X^2(4) = 27.44$ Pr < 0.001 Cramér's V = 0.125							
Days per month on average spent translating/interpreting over past 3 years							
<3	7	15	32	37	9	100	156
3 to 5	7	13	41	34	5	100	167
6 to 10	8	15	52	24	0	100	221
11 to 15	10	20	42	22	5	100	201
16 to 20	20	22	37	20	1	100	296
20+	27	21	35	14	3	100	634
$X^2(20) = 171.34$ Pr<= 0.001 Cramér's V = 0.159							
Number of times revalidated							
Never	12	16	37	28	6	100	582
Once	18	20	42	18	3	100	631
Twice or more	20	20	38	20	2	100	554
$X^2(8) = 46.81$ Pr < 0.001 Cramér's V = 0.115							

For confidence in reaching the 30-point Ethics requirement, all three variables were once again statistically significant. However, the overall level of confidence was much lower. For example, even among those who had previously revalidated at least two times, around one third of them were not very confident or not confident at all of meeting the 30-points ethics requirement.

Table 15: PD Confidence- 30 points ethics

	Extremely confident	Very confident	Confident	Not very confident	Not confident at all	Total %	Total N
Member organisation relevant to translating or interpreting?							
Yes	14	15	40	27	5	100	727
No	9	16	41	29	5	100	1040
$X^2(4) = 11.66$ Pr = 0.02							
Cramér's V = 0.081							
Days per month on average spent translating/interpreting over past 3 years							
<3 days	4	13	40	35	7	100	156
3 to 5 days	6	13	39	35	7	100	167
6 to 10 days	7	12	48	30	4	100	221
11 to 15 days	7	16	41	29	6	100	201
16 to 20 days	11	19	38	28	4	100	296
20+ days	18	18	38	23	4	100	634
$X^2(20) = 69.4$ Pr< 0.001							
Cramér's V = 0.101							
Number of times revalidated							
Never	9	15	38	31	7	100	582
Once	12	16	44	24	4	100	631
Twice or more	12	15	40	29	4	100	554
$X^2(8) = 16.36$ Pr = 0.038							
Cramér's V = 0.068							

Table 16: PD Confidence- 30 points maintenance of language

	Extremely confident	Very confident	Confident	Not very confident	Not confident at all	Total %	Total N
Member of any organisation relevant to translating or interpreting?							
Yes	23	21	40	13	3	100	727
No	16	23	44	14	3	100	1040
$X^2(4) = 11.21$ Pr = 0.024							
Cramér's V = 0.0796							
Days per month on average spent translating/interpreting over past 3 years							
<3 days	8	24	42	19	6	100	156
3 to 5 days	12	20	44	20	4	100	167
6 to 10 days	14	19	52	13	0	100	221
11 to 15 days	15	24	44	14	3	100	201
16 to 20 days	17	28	43	10	1	100	296
20+ days	28	22	36	12	2	100	634
$X^2(20) = 90.82$ Pr< 0.001							
Cramér's V = 0.12							
Number of times have revalidated							
Never	14	20	42	20	4	100	582
Once	20	22	45	11	2	100	631
Twice or more	23	23	41	11	2	100	554
$X^2(8) = 47.25$ Pr <0.001							
Cramér's V = 0.116							

Table 17: PD Confidence- 30 points T&I Skills Development

	Extremely confident	Very confident	Confident	Not very confident	Not confident at all	Total %	Total N
Member of any organisation relevant to translating or interpreting?							
Yes	20	20	39	18	3	100	727
No	13	19	40	25	3	100	1,040
$X^2(4) = 24.26$ Pr<0.001							
Cramér's V = 0.117							
Days per month on average spent translating/interpreting over past 3 years							
<3 days	4	19	38	31	8	100	156
3 to 5 days	9	12	39	34	6	100	167
6 to 10 days	9	13	48	29	1	100	221
11 to 15 days	12	20	43	20	4	100	201
16 to 20 days	16	24	40	19	2	100	296
20+ days	25	22	35	15	2	100	634
$X^2(20) = 142.9$ Pr< 0.001							
Cramér's V = 0.15							
Number of times have revalidated							
Never	14	17	39	25	4	100	582
Once	16	20	42	19	3	100	631
Twice or more	17	21	37	23	3	100	554
$X^2(8) = 16.20$ Pr =0.040							
Cramér's V = 0.068							

Respondents who indicated that they were not confident or not very confident in one or more of the PD requirements, or in reaching the overall 120 points, were asked in question 28, to identify some of the reasons for their lack of confidence.

The five most popular reasons given by the 754 respondents who were not confident were that costs were too high, that activities were offered at inconvenient times, that they were not available in their area, that they were too time consuming, and that the distance to travel is too far.

Table 18: Reasons for low confidence in meeting PD requirement

	N	%
Costs are too high	497	66
Offered at inconvenient times	368	49
Not available in my area	345	46
Too time-consuming	309	41
Distance to travel is too far	261	35
Personal reasons (e.g. medical reasons)	98	13
Activities are not sufficiently demanding for my skill level	81	11
Activities are too demanding for my skill level	22	3
Do not intend to revalidated	11	1
Other	140	19

As expected, concerns about lack of courses in the area or distance to travel were strongly associated with the respondent's location. As seen in Figure 11, of those living in capital cities who indicated that they had low confidence in meeting PD requirements, only 34 per cent indicated it was due to lack of

availability of activities in their area. In contrast this was a concern for 70 and 77 per cent, respectively, of their peers living in remote areas or overseas. The relationship between a respondent's location and their probability of mentioning location as a problem was statistically significant ($X^{2(3)}$ = 72.02 Pr<0.001, Cramér's V = 0.30).

Figure 11: Percentage who said lack of availability in location was reason for low confidence in reaching PD requirement
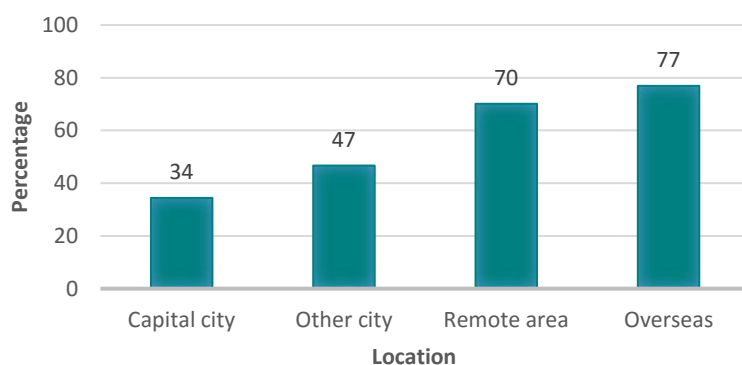
Of those who answered the open text option of question 28, one quarter of answers were regarding various aspects of ethics and translators in particular expressed concerns about this.

Not enough courses/activities for ethics

> *For every revalidation I have done, I have always found very difficult to do PD in ethics as there are very few opportunities (not enough workshops or other options available).* [Professional translator, working 20+ days a month, revalidated twice]

> *I am confident that I am capable of redoing the NAATI Ethics course for a second time purely to gain revalidation I just question whether it is a particularly productive use of my time!* [Professional translator, working 20+ days a month, revalidated twice]

> *Once the NAATI Ethics course has been completed, there are not many options given to meet the 30-point requirement, especially if you do not live in Australia or in a city.* [Professional translator, working 20+ days a month, revalidated twice, lives overseas]

> *I find it hard to find activities that fall under the ethics category.* [Professional translator, working 20+ days a month, revalidated once]

> *The ethics webinar provided by NAATI is very informative but a bit expensive and other than that webinar, I can't find many easy-to-access materials, like webinars, on ethics. It would be great if we can get to more of affordable ethics-related.* [Professional translator, working 16-20 days a month, revalidated once]

> *Not many options targeting Ethics in the profession available. In addition, the ones available tend to be very repetitive, therefore not really justifying a great "value for the money".* [Professional level translator, days per month worked not given, revalidated twice]

In regards of Ethics of the Profession, to gain my points, I will have to repeat similar seminars as there is not much available. [Professional level translator, working 6-10 days a month, revalidated twice]

"I am unsure how to gain points towards ethics without repeating the same activities (Ethics PD organised by NAATI). What else is offered? Further, most ethical issues concern interpreting work…[Professional level translator, working 11-15 days a month, revalidated once]

Frustration at having to do PD in Ethics and the sense that this is not something that you forget

Ethics of the Profession is something you learn once and for all. You shouldn't be required to demonstrate you develop it endlessly! [Professional interpreter, working 16-20 days a month, not yet revalidated]

How often can one repeat e.g. the ethics training - once or twice should be enough as one does not 'forget' those issues…. [Professional level translator, working 11-15 days a month, revalidated 3+ times]

Especially for Ethics, courses offered are repetitive, un-useful and unbeneficial to practitioner. Cost are very high and in fact no point for practitioner to repeat the same course in every revalidation. [Professional level interpreter, working 6-10 days a month, revalidated once]

The quality of some courses available was a point of concern for some respondents and from some there was a general feeling of resentment at having to spend money and time attending courses or events purely for getting points and not because they felt they would get some intrinsic benefit or professional development from it.

Quality and value for money, and lack of benefits

There are quite a few issues but mainly, practitioners of high levels should not be even asked if they are doing enough PD activities. People like me are doing more than enough. [Professional translator & advanced/conference interpreter, working 20+ days a month, revalidated twice]

The Seminars on Ethics being done by various Organisations are an utter waste and not beneficial to us as it is being done with only Profit in mind [Paraprofessional interpreter, working 16-20 days a month, never revalidated]

The quality of PD sessions is not adequate while the costs are overpriced [Professional translator & interpreter, working 11-15 days a month, revalidated twice]

Courses offered to not provide any personal gain. I would only complete them for the revalidation, not because I would personally have any other benefit. [Professional translator, working 1-2 days a month, revalidated once]

These activities can no longer add value to my profession as I already possess those skills. [Professional interpreter & professional translator, working 20+ days a month, revalidated twice]

The lack of ethics courses for Translators (versus Interpreters) was also an issue for some. The frequency and timing of courses as well as the overall expense were also repeatedly mentioned as concerns.

IMPACTS OF REVALIDATION ON SKILLS & KNOWLEDGE

Respondents were presented with four positive statements about potential impacts of revalidation and were asked for their level of agreement towards these statements. The distribution of answers is shown in Figure 12 below.

Figure 12: Level of agreement to statements regarding impact of Revalidation
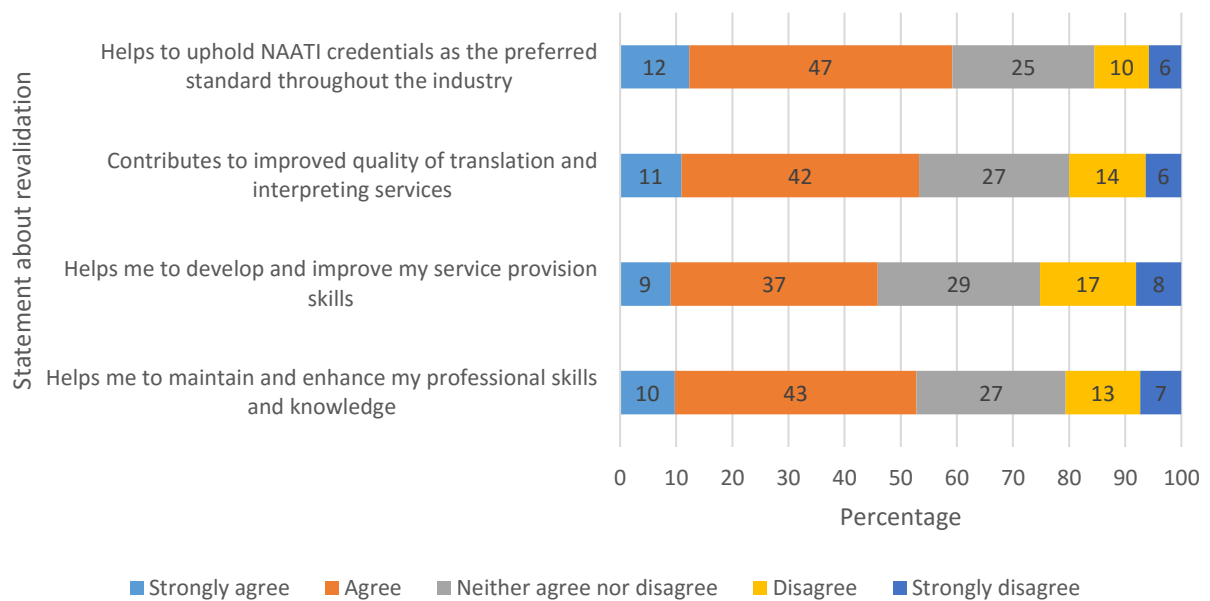
Respondents overall felt positive, or had mixed feelings, about the impact of Revalidation on their skills and experience. The statement people were most likely to disagree with was that 'Revalidation helps me to develop and improve my service provision skills'. The statement people were more likely to agree or strongly agree with was that revalidation helps to uphold NAATI credentials as the preferred standard throughout the industry.

A further examination of how respondents answered this question revealed that:

- 33 % said they agreed or strongly agreed with all statements. These respondents can be considered to have the most positive feelings towards the impacts of revalidation.
- 12 % answered 'neither agree nor disagree' to all statements. This group of people can be considered ambivalent towards the impacts of revalidation.
- 10% indicated they disagreed or strongly disagreed with all statements. These individuals feel the most negative towards the impact of revalidation.
- 45% gave mixed responses, agreeing with some statements and disagreeing with others.

Respondents who had never completed a revalidation were slightly more likely to feel overwhelmingly positive about the impacts of revalidation compared to those who have revalidated one or more times. Although the relationship between number of times revalidated and answers to the statements was significant it was only on weak in nature.

Table 19: Answer pattern for question 29, by number of times revalidated (row percentages)

	Agree/strongly agree	Neither agree nor disagree	Disagree/Strongly disagree	Variable responses	Total %
Number of times revalidated					
0	36	14	7	43	100
1	32	12	12	45	100
2+	30	11	10	49	100

$X^2(6) = 13.88$ Pr = 0.031
Cramér's V = 0.064

SUPPORT AND IMPROVEMENT

Respondents were asked to provide suggestions for what NAATI could do to better support candidates through the revalidation process. Responses are detailed in Table 20 below.

Table 20: What steps could NAATI take to provide additional support

	N	%
Organise professional development activities for discounted fees	1,353	66
Offer more PD activities that attract points	1,281	63
Provide more information about PD activities offered by other orgs/institutions	1,168	57
Promote practitioners who are part of revalidation on the Online Directory	748	37
Streamline administrative process for revalidation	898	44
Other	298	15

The most popular step people identified that NAATI could take to provide additional support was to offer more PD activities for discounted fees, and also to offer more PD activities in general.

Just under 300 people also took the opportunity to provide feedback in the open text section. Here some common suggestions emerged.

- Provide more online courses- especially for those in regional/remote areas or overseas
- Removal of grandfather clause and a requirement for all NAATI certified translators & interpreters to have to undergo revalidation regardless of when credentials were accredited.
- Reduce/lower the NAATI revalidation fee
- Abolish revalidation all together
- Extend revalidation period, for example to 5 year or 6 years.
- Provide more courses in regional areas
- Provide exemption from revalidation for those working full-time in the industry

- Concerns about having to explain expiry date stamp to clients as clients think translation expires after that date?

As part of this review of the current revalidation system, respondents were asked to indicate their interest in online completion of the revalidation application. Approval for an online system to lodge the revalidation application and log book was very high. When asked if they would lodge their application and logbooks for revalidation online, if such an online system was available:

- 79 per cent said 'Yes'
- 3 per cent said 'No'
- 18 per cent said 'Maybe'

Approval for online lodgement was unrelated to number of times previously revalidated, time spent working as T&I, or location. It was however related to the respondent's age. Younger people were generally more supportive of an online lodgement system whereas those in the older age groups were slightly more apprehensive.

Table 21: Use of online lodgement system if it were available, by age

Age	Yes	No	Maybe	Total %	Total N
20 to 29*	83	1	16	100	315
30 to 39	85	2	14	100	613
40 to 49	75	4	21	100	395
50 to 59	70	6	24	100	243
60+	72	5	23	100	151
Prefer not to say	83	0	17	100	6

$X^2(10) = 41.47$ Pr < 0.001
Cramér's V = 0.11

* Includes one respondent aged under 20

Approval for the online system was also slightly higher among translators compared to interpreters. Of those with only translating credentials, 84 per cent said they would use an online system if it was available compared to 76 per cent of those who were only interpreters, and 78 per cent of those who were both translators and interpreters. The difference was weak (Cramer's V 0.06) but statistically significant at p=0.01

Of those who answered 'maybe' or 'no' and provided extra feedback in the open text section the main themes or concerns that emerged were:

Concern that it would be more time consuming/onerous than the paper version

> *It depends on how well the system was set up. If it was too difficult to use it could be easier to just send in the paperwork, I would choose whichever is the quickest option.* [Aged 20 to 20, never revalidated]

> *It will definitely increase the time of lodgement, like scanning all those documents, uploading, sending (sometimes too much information is not being sent at once), internet security of the system.* [Aged 40-49, revalidated once]

Lack of confidence in using computers/internet/ technology in general

> *I am from the older generation who does not like to stick to the computer all the time. I get headache if I use the computer for long periods.* [Aged 50-59, revalidated once]

Some respondents also expressed concerns about security, privacy and confidentiality.

Table 22 Would you make use of online system for WP and/or PD activity record keeping

	N	%
Yes, for both WP and PD	1,142	66
Yes, but for WP only	101	6
Yes, but for PD only	251	14
No, I would not keep records online	249	14
Total	1,743	100

As with the online lodgement system in the previous question, age was an important factor in whether respondents felt positively about an online record keeping system.

Only 6 per cent of those aged 20-29 said they would not keep records online compared to 18 per cent of those aged 50-59 and also those aged 60 and over. The relationship between age and preference for online record keeping was statistically significant ($X^2(15) = 33.79$, p=0.004).

CONCLUSION

This survey has provided NAATI with a wealth of information to inform the recertification system of under the new certification scheme. NAATI would like to sincerely thank all of the T & I practitioners who took the time to complete the survey. Further information about the recertification system will be made available in 2017.