



ATIA Administrative Assistant and Examination Coordinator Report

ATIA AGM November 1, 2025

It's a privilege to handle the administrative work that supports ATIA's board, council, and membership. I am continually inspired by the dedication and professionalism of our president, council, and team, who generously devote their time to strengthen and sustain ATIA.

General Role Overview

This is a fully remote role that provides flexibility and convenience while demanding strong organizational and communication skills. The position encompasses a broad range of responsibilities across multiple platforms

- **Email Management:** Responding promptly to a high volume of email correspondence, including cases that require consultation with the council before resolution. Announce exam and event registrations and share full details with general and ATIA members through Mailchimp.
- **Exam Administration:** Schedule, coordinate all aspects of the associate-level prerequisite and translation examinations, and manage on-dossier applications for associate and certification. Administer candidate and member registrations and payments for exams, applications, and events, including all website configuration and maintenance required to support these processes. Distribute exam results to candidates and current members, providing guidance on steps in the certification process.
- **Member Support:** Provide membership support by addressing process-related inquiries, facilitating stamp purchases, managing dues, and assisting with website profile updates and other member needs
- **Webinars Support:** Organizing and facilitating webinars via Zoom, including providing technical and administrative support to the host.
- **Website Management:** Manage the entry of all member information, events, examination processes, and fees into the ATIA website. Oversee both front-end and back-end functionality, coordinating with IT support as needed to ensure smooth operation.
- **Phone Communication:** Managing 5–15 phone inquiries per day from prospective translators, interpreters, and organizations such as law offices, police departments, and educational institutions.

This role requires excellent multitasking, attention to detail, and the ability to balance client-facing communication with administrative responsibilities in a virtual environment.

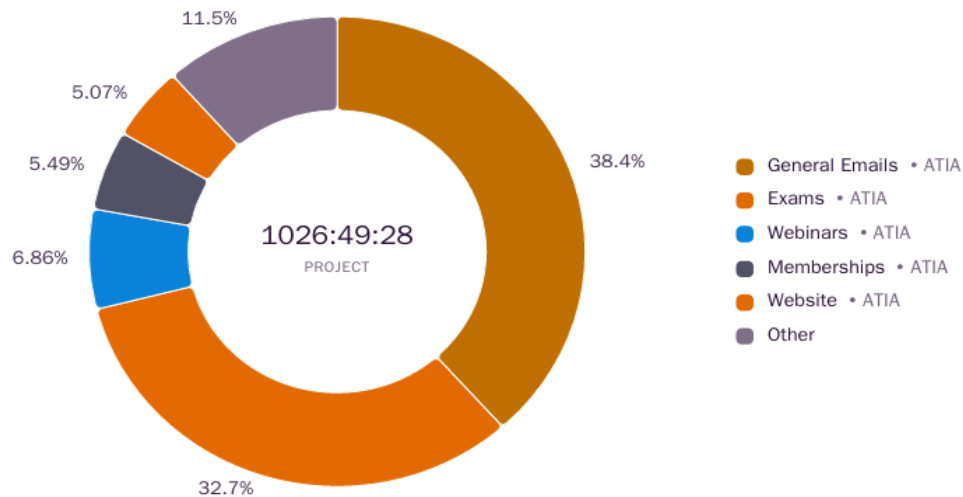
Hours: On average are 100 hours per month

Emails: On average I receive 25 - 50 emails a day



This chart highlights how the 2025 workload—spanning 1,026 hours—is distributed across projects, with a closer look at key areas coming next:

Project distribution



- **AGM** – 0.86%
- **Board Meeting** – 1.61%
- **Board Reports** – 1.24%
- **CTTIC meeting** – 0.21%
- **Exams** – 32.67%
- **Finance** – 0.61%
- **General Emails** – 38.39%
- **Int Associate Application** – 1.41%
- **Mailbox Check - Drive** – 0.39%
- **Memberships** – 5.49%
- **Mettl** – 0.17%
- **On-Dossier applications** – 3.69%
- **Stamps** – 0.16%
- **Webinars** – 6.86%
- **Website & related** – 5.99%
- **Zoom meeting** – 0.27%

TOTAL: 100%



EXAMS:

ATIA Fall 2024 – Associate Level Prerequisite Exams

Exam	Date	Registered	Pass	Fail	F2024 Pass Rate	S2024 Pass Rate
Code of Ethics	Oct 26	40	28	19	70%	66%
Editing – English Proficiency	Oct 26	18	7	11	39%	59%
Reading Comprehension – English Proficiency	Oct 26	22	15	7	68%	75%
Reading Comprehension for Interpreters	Oct 26	10	8	2	80%	25%

ATIA Fall 2024 – Associate Level Translation Exam

Exam	Date	Registered	Pass	Fail	F2024 Pass Rate	S2024 Pass Rate
Translation Exam	Nov 30	20	8	12	40%	65.2%

ATIA Spring 2025 – Associate Level Prerequisite Exams

Exam	Date	Registered	Pass	Fail	S2025 Pass Rate	F2024 Pass Rate
Code of Ethics	Feb 8	15	11	4	73%	66%
Editing – English Proficiency	Feb 8	5	1	4	20%	59%
Reading Comprehension – English Proficiency	Feb 8	9	7	2	78%	75%
Reading Comprehension for Interpreters	Feb 8	6	4	2	67%	25%



ATIA Spring 2025 – Associate Level Translation Exams

Exam	Date	Registered	Pass	Fail	S2025 Pass Rate	F2024 Pass Rate
Translation Exam	April 5	13	4	9	31%	40%

ATIA Fall 2025 – Associate Level Prerequisite Exams

Exam	Date	Registered	Pass	Fail	F2025 Pass Rate	S2024 Pass Rate
Code of Ethics	Oct 4	34	22	12	65%	66%
Editing – English Proficiency	Oct 4	21	9	12	43%	59%
Reading Comprehension – English Proficiency	Oct 4	20	10	10	50%	75%
Reading Comprehension for Interpreters	Oct 4	9	5	4	55%	25%

Exam Performance Overview and observations:

- Code of Ethics pass rates remained stable.
- Editing · English Proficiency showed fluctuations.
- Reading Comprehension · English Proficiency dropped in Fall 2025.
- Reading Comprehension for Interpreters declined after Fall 2024.



- Translation Exam pass rate decreased from Fall 2024 to Spring 2025

ATIA Exam Pass Rate Trends (Fall 2024 - Fall 2025)



CTTIC Certification Exam SPRING 2025

Date	Registered	Pass	Fail	Pass Rate	F2024 Pass Rate	Language Combinations
May 25	9 Translator	4	5	44% RU-EN, FR-EN, FA-EN, EN-FR	56%	ZH-EN RU-EN x2, FR-EN x2, FA-EN, EN-PT, EN-FR, EN-ES
May 25	1 Interpreter	TBA				ZH/EN



ATIA Translator Certification BY ON-DOSSIER FALL 2024 - SPRING 2025

Date	Submitted	Pass	Fail	F2024 Pass Rate	Language Combinations for pass results
2024	2	0	2	0%	
2025 –	4	3 (1 in process)	0	100%	FR-EN, EN-RU, ES-EN

ATIA Spring 2025 – Associate Level Translation Exams – November 22

CTTIC Certification Exam SPRING 2025 – November 29

2026 EXAMS

The dates for the associate-level prerequisite and translation exams will be announced on the website shortly. We plan to conduct both exam sessions at least twice a year, in the spring and fall, and may increase the frequency throughout the year thanks to a more efficient online process.

Webinars:

This past year we provided or hosted the following 'free' webinars:

Date	Event Name	Location
Jan 24, 2025	Lunar New Year Member Mingle	Edmonton
Jan 24, 2025	Lunar New Year Member Mingle	Calgary
Feb 26, 2025	Introduction to CAT Tools – For Translators	Online
Mar 8, 2025	ATIA Member Spring Mingle	Calgary
Mar 8, 2025	ATIA Member Spring Mingle	Edmonton
Mar 20, 2025	Working with Language Service Providers (LSPS)	Online
Apr 18, 2025	Webinar: Translation of Legal Documents	Online
Jun 27, 2025	Taigr Plug-In Webinar by Joachim (Joe) Lapine – Free	Online
Jul 3, 2025	Taigr Plug-In Webinar by Joachim (Joe) Lapine – Free	Online



Sep 4, 2025	Code of Ethics Exam Preparation	Online
Sep 4, 2025	Reading Comprehension Exam Preparation – Two Part Webinar	Online
Sep 4, 2025	Editing Exam Preparation – Four Part Webinar Series	Online
Nov 4, 2025	Introduction to Translation Four Part Webinar Series – Open	Online
Nov 8, 2025	ATIA Fall Social Mingle	Calgary

Memberships:

Total number of members as of Oct 31, 2025 = 286 (149 Certified)

285 Members	2024
269 Members	2023
262 Members	2022

Pending are: Certified affiliate members.

All membership cards are now issued electronically to reduce costs and improve efficiency. Cards have been emailed to all members in good standing.

Certificates will be presented at the Annual General Meeting (AGM) to those in attendance.

Certificates not distributed in person will be mailed afterward.

Website:

We did explore a few potential IT alternatives; however, given the significant cost and time required to build a new system from scratch, especially with our limited capacity, we have decided to continue working with Digitize.

To clarify the current issue with our website: the core problem lies in the built-in functionality, which no longer syncs properly with updates across various structural components. Digitize has presented a very reasonable proposal, which Council has approved.



In summary, Digitize will develop the new website separately, allowing for thorough testing and full acceptance before it goes live. The entire process is expected to be completed within three months of signing the contract, which is currently undergoing final review by one of our members with a legal background.

Yesterday, Digitize and I reviewed a promising all-in-one plugin solution during a demo. It fits within our budget and supports a key feature I've long wanted for ATiA: site-wide email obfuscation and contact-form redirection. This means no individual email addresses will be visible, enhancing privacy, reducing spam, and streamlining communications.

Email platform:

Our email platform remains stable and fully operational following the successful migration in 2024. Our agreement with BrunNet ensures full protection and continued assistance for any inquiries. We'd love for all council members to make the most of the platform 🙄

Working on:

Upcoming translation exam preparation webinars
Website proposal finalization.
Create and upload spring associate exams to the website.
Work on the current applications for associate level interpreters.
Work on the interpreter badges.
On-dossier applications for Certified Translators – continue assisting the translator certification committee to work through the next five applications on the roster.
Word counts for qualifying to take upcoming fall 2025 CTTIC certification exam.
Interpreter certification by on-dossier application for all three categories following the recent Oct 27 meeting means I can draft the applications for final review by the interpreter certification committee.

*Respectfully submitted by
Allison Downer*