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Professionalisation of Community Interpreters –

How can ISO standards help?

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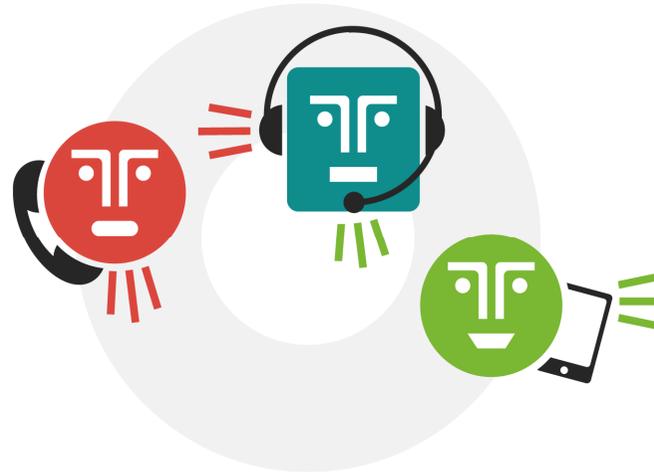
What are ISO standards and what's their relevance for ENPSIT?

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ISO standards for interpreting include:

ISO13611:2014   Interpreting — Guidelines for community interpreting
ISO18841:2016?   Interpreting services - General requirements and recommendations
ISO20228   Legal Interpreting

Medical Interpreting standard proposed on 18 March 2016, no code allocated yet
20109, 2603, 4043 Simultaneous Interpreting - Equipment

ISO – global organisation making standards

ISO is a worldwide federation of national standards bodies (ISO member bodies).
ISO makes standards for every walk of life.
Who is the national standards body in your country?

The work of preparing, discussing, fine-tuning and approving standards is done by
ISO Technical Committees; TC 37 deals with Language.
I'm a member of **ISO/TC37/SC5 - Translation, interpreting and related technology.**
SC 5 was established in 2012, has 28 member bodies and published 3 standards.
Which standards are these?

Each member body has the right to be represented on any technical committee.
International organizations, governmental and non-governmental, in liaison with ISO,
also take part in the work.

What practical relevance do/can ISO standards have?

It depends.

- Recommendation standards such as ISO13611 are weak.
- Requirement standards such as - hopefully – ISO18841 can have a stronger impact.
- ISO20228 provides for both options, status t.b.a.

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Potential impact of 'strong' standards
– how does it work?

- Standards are conventions, agreed specifications to control quality.
- ISO standards are applicable globally – to those who wish to adhere to them.
- **EN**PSI**T** is a network of stake holders in public service interpreting and translation who wish to advise European policy makers, drawing on relevant research and experience on the ground.

- ISO standards can provide a frame of reference vis-à-vis policy makers, educational institutions, businesses and individuals in the field.

- They can be used to improve working conditions, recognition, training & accrediation, awareness.

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Potential impact of 'strong' standards
– how does it work?

- **The legal case** – basis for regulation of service delivery, elimination of poor and unacceptable practice.

- **The ethical/humanitarian case** – reference documents for best practice, for doing it right.

- **The business case** – organisations can be certified against a standard, be best in class, gain customer confidence, use ISO accreditation as a marketing tool.

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Who decides on permissible interpreting practice in your country?

Working conditions

Anything goes?

Minimum qualifications

Quality assurance

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Procurement

Pay

Practice guidelines

Code of Ethics

Repercussions in case of malpractice

Training for service users

Who is ENPSIT?
– members and mission
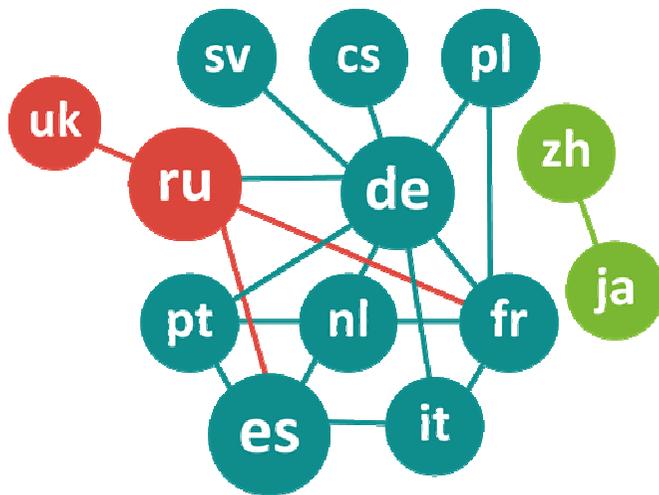
- Mission: Promote equal access to rights and fundamental services for migrants. Inform European policy and obtain funding for public service interpreting and translation
- ENPSIT members are universities + training and test centres; (associations) of interpreters and translators and providers of PSIT – link between research and implementation.
- Members come from Belgium, France, Netherlands, Germany, Sweden, Malta, Italy, Greece, UK, Ireland, Spain, Slovenia, Hungary, Romania, Norway and Switzerland, Algeria, Australia, Canada.

ENPSIT Training & Accreditation Committee –
Schedule of work

5-year plan 2016-2020

- Design pan-European system of qualifications based on ISO13611, ISO18841 and ISO20228
- Identify required competencies and skills
- Develop 2 strands i.e. base level and university level
- Devise online training modules
- Liaise with relevant research projects for evidence of need
- Cooperate with academics and testing bodies to adapt existing test systems for both proficiency levels
- Agree accreditation system with existing acc. bodies
- Develop quality control criteria for countries where no accreditation authorities exist.

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Excerpt from draft standard 20228 –
Legal Interpreting

Possible qualifications/access routes to legal interpreting:

- a recognized degree in legal interpreting; or
- a recognized degree in interpreting; or
- a recognized degree in any other field plus a state examination in interpreting or in languages plus proof of their interpreting qualification; or
- state authorisation/diploma in legal interpreting; or
- where none of the above requirements can be met, at least 2 years of interpreting and continuing professional development.

Excerpt from draft standard ISO18841.2
– skills and competences

Qualifications, skills and competences related to interpreting:

'Qualifications vary by region and by specialization'; see specialized standards

General skills

- master at least two languages.
- render messages accurately and idiomatically

Secondary skills

- understanding of the organizational/institutional systems
- subject-area knowledge
- ability to make quick linguistic decisions

Details about linguistic interpreting skills

Intercultural competence

Interpersonal skills

Technical skills

Research skills

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ISO standards
– and the process of professionalisation

Benefits to ENPSIT and to the PSI community:

List of qualifications, skills and competences are a starting point.
Requirements and recommendations can be used as a blue print.
Changes made to the requirements can filter into standard revisions.
The overall consistency and quality of PSI can be enhanced.

NPIT3, 6 May 2016

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Comments?

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Thank you
for your attention!

Want to join EN**PSI**T?
Interested in using ISO standards?

ENPSIT and ISO

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con[text]

translation interpreting localisation

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