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Interpreting services -- General requirements and recommendations

Services d'interprétation -- Exigences et recommandations générales

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**Interpreting services — General
requirements and recommendations**

Services d'interprétation — Exigences et recommandations générales

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html. (standards.iteh.ai)

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Introduction

This document responds to the need to provide general service requirements for the provision of quality interpreting services. It provides requirements and recommendations for the delivery of spoken and signed communication across languages and societal contexts and throughout interpreting specializations. This document may be used in conjunction with other interpreting specialization standards.

Interpreters render spoken or signed communication across languages. Interpreting differs from translation, which is the rendering of written content into another written language.

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Interpreting services — General requirements and recommendations

1 Scope

This document specifies basic requirements for the provision of interpreting services. Additionally, it provides recommendations of good practice.

NOTE Interpreting specializations/specialized interpreting services can be covered in other International Standards (e.g. ISO 20228, Legal interpreting).

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

3.1 Terms related to people involved in interpreting and to modes of interpreting

3.1.1 interpret

render spoken or signed information from a *source language* (3.4.4) to a *target language* (3.4.6) in oral or signed form, conveying both the register and meaning of the *source language content* (3.4.5)

3.1.2 interpreting

interpretation

rendering spoken or signed information from a *source language* (3.4.4) to a *target language* (3.4.6) in oral or signed form, conveying both the register and meaning of the *source language content* (3.4.5)

3.1.3 interpreter

person who *interprets* (3.1.1)

3.1.4 interpreting service provider

ISP

interpreter (3.1.3) or organization providing *interpreting* (3.1.2) services

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3.1.5**client**

customer

person, or organization, who enters into a formal agreement for the provision of an *interpreting* (3.1.2) service

Note 1 to entry: The formal agreement can, for example, take the form of a contract or of an interdepartmental service agreement between units of an organization.

Note 2 to entry: The client can be the *end user* (3.1.6), but this does not have to be the case.

3.1.6**end user**

person or group of persons that ultimately uses the *interpreting* (3.1.2) service delivered

3.1.7**speaker**

person addressing others, using either spoken language or *sign language* (3.4.2)

3.1.8**spoken language interpreting**

interpreting (3.1.2) between two spoken languages

3.1.9**sign language interpreting**

signed language interpreting *interpreting* (3.1.2) between two *sign languages* (3.4.2) or between a sign language and a spoken language

3.1.10**distance interpreting**

remote interpreting *interpreting* (3.1.2) of a *speaker* (3.1.7) in a different location from that of the *interpreter* (3.1.3), enabled by information and communications technology

3.1.11**mode**

established method for the delivery of *spoken language interpreting* (3.1.8) or *sign language interpreting* (3.1.9)

3.1.12**consecutive interpreting**

mode (3.1.11) of *interpreting* (3.1.2) performed after the *speaker* (3.1.7) pauses

Note 1 to entry: *Interpreters* (3.1.3) can use special *note-taking* (3.1.15) techniques to help in rendering lengthy passages.

3.1.13**simultaneous interpreting**

mode (3.1.11) of *interpreting* (3.1.2) performed while a *speaker* (3.1.7) is still speaking or signing

3.1.14**sight translation**

rendering written *source language content* (3.4.5) to the *target language content* (3.4.7) in the form of spoken language or *sign language* (3.4.2)

3.1.15**note-taking**

technique in *consecutive interpreting* (3.1.12) used by *interpreters* (3.1.3) for remembering, conceptualizing and summarizing information

Note 1 to entry: Note-taking is highly individual and can involve a mixture of symbols, abbreviations, words and diagrams.

3.1.16**chuchotage**

whispered interpreting

simultaneous interpreting (3.1.13) where the *interpreter* (3.1.3) speaks very quietly, sits or stands in close proximity to the listeners and uses no interpreting equipment

Note 1 to entry: Chuchotage is used for interpreting to a very small number of listeners, ideally one or two.

3.1.17**protocol**

rule, official procedure or common practice that guides the conduct of members of a profession

EXAMPLE Taking an oath in court to perform accurate *interpreting* (3.1.2), using direct speech when interpreting, or adhering to the code of ethics of a professional association.

3.2 Terms related to translation as distinct from interpreting**3.2.1****translate**

render *source language content* (3.4.5) into *target language content* (3.4.7) in written form

3.2.2**translation**

rendering *source language content* (3.4.5) into *target language content* (3.4.7) in written form

3.3 Terms related to interpreting settings and specializations**3.3.1****communicative setting**

environment where an interaction between interlocutors takes place

3.3.2**community interpreting**

public service interpreting

interpreting (3.1.2) that enables people to access services available to society as a whole, and which they would otherwise be unable to access owing to a language barrier

EXAMPLE Social services, tourist services, disaster victim support services.

3.3.3**conference interpreting**

interpreting (3.1.2) used for multilingual communication at technical, political, scientific and other meetings

3.3.4**legal interpreting**

interpreting (3.1.2) at *communicative settings* (3.3.1) related to the law