
**Interpreting services — Conference
interpreting — Requirements and
recommendations**

*Services d'interprétation — Interprétation de conférence —
Exigences et recommandations*

iTeh STANDARD PREVIEW
(standards.iteh.ai)

ISO 23155:2022

<https://standards.iteh.ai/catalog/standards/sist/d318f2b4-efe9-41aa-b9cf-f3539c0aaaf2/iso-23155-2022>



iTeh STANDARD PREVIEW
(standards.iteh.ai)

ISO 23155:2022

<https://standards.iteh.ai/catalog/standards/sist/d318f2b4-efe9-41aa-b9cf-f3539c0aaaf2/iso-23155-2022>



COPYRIGHT PROTECTED DOCUMENT

© ISO 2022

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
3.1 Concepts related to language	1
3.2 Concepts related to parties involved in conference interpreting and to modes of interpreting	3
3.3 Concepts related to conference interpreting equipment and settings	6
4 General provisions about conference interpreting	9
4.1 General	9
4.2 Modes of interpreting	9
4.3 Team strength and working hours in simultaneous interpreting	9
4.4 Teamwork between conference interpreters	10
4.5 Code of ethics	10
5 Competences and qualifications of conference interpreters	10
5.1 General	10
5.2 Competences	10
5.2.1 Intellectual competences	10
5.2.2 Linguistic competences	10
5.2.3 Interpreting competences	11
5.2.4 Communicative competences	11
5.2.5 Intercultural competences	11
5.2.6 Technical competences	11
5.2.7 Interpersonal competences	11
5.2.8 Competences in research, information acquisition and knowledge management	11
5.2.9 Business competences	11
5.2.10 Competences in the field of information security	12
5.2.11 Stress management competences	12
5.3 Qualifications	12
6 Requirements and recommendations applicable to conference interpreters in connection with conference interpreting assignments	12
6.1 Confidentiality	12
6.2 Requirements and recommendations before the conference interpreting assignment	12
6.2.1 General	12
6.2.2 Travel arrangements	13
6.2.3 Preparation	13
6.3 Requirements and recommendations during the conference interpreting assignment	13
6.4 Requirements and recommendations after the conference interpreting assignment	13
6.4.1 Conference information management	13
6.4.2 Terminology management	13
6.4.3 Ongoing quality assurance measures	13
7 Requirements concerning the conference interpreting service provider (CISP)	14
7.1 General	14
7.2 General requirements	14
7.3 Requirements during the planning phase of a conference	15
7.3.1 Requirements relating to the client	15
7.3.2 Requirements relating to conference interpreters	15
7.3.3 Agreement with conference interpreters	16

7.4	Requirements before the start of the conference.....	16
7.5	Requirements after the conference	16
Annex A (informative) Conference interpreting workflow		17
Annex B (informative) Example of a code of conduct for conference interpreters.....		18
Annex C (informative) Content of assignment agreement.....		20
Annex D (informative) Head of team		21
Annex E (informative) Team strength for simultaneous interpreting		22
Annex F (informative) Customary practice when recruiting conference interpreters.....		25
Bibliography		26
Index		27

iTeh STANDARD PREVIEW
(standards.iteh.ai)

ISO 23155:2022

<https://standards.iteh.ai/catalog/standards/sist/d318f2b4-efe9-41aa-b9cf-f3539c0aaaf2/iso-23155-2022>

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).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of 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 www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 37, *Language and terminology*, Subcommittee SC 5, *Translation, interpreting and related technology*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

This document responds to the need for general requirements for the provision of quality conference interpreting services. It also offers information and guidance to users of conference interpreting services and to parties involved in conference interpreting. These include:

- conference interpreters;
- conference interpreting service providers;
- consultant interpreters;
- language service providers;
- international organizations;
- governments and their departments and agencies;
- conference organizers;
- conference centres;
- providers of conference interpreting equipment;
- educational institutions and research centres.

iTeh STANDARD PREVIEW
(standards.iteh.ai)

ISO 23155:2022

<https://standards.iteh.ai/catalog/standards/sist/d318f2b4-efe9-41aa-b9cf-f3539c0aaaf2/iso-23155-2022>

Interpreting services — Conference interpreting — Requirements and recommendations

1 Scope

This document specifies requirements and recommendations for the provision of conference interpreting services. It is primarily addressed to conference interpreters and conference interpreting service providers. It also serves as reference for users of conference interpreting services.

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 terminology databases for use in standardization at the following addresses:

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

3.1 Concepts related to language

3.1.1 **language**

systematic use of sounds, characters, symbols or signs by which to communicate

[SOURCE: ISO 20539:2019, 3.1.1]

3.1.2

spoken language

language (3.1.1) expressed orally

[SOURCE: ISO 20539:2019, 3.4.4]

3.1.3

signed language

language (3.1.1) which uses a combination of hand shapes, orientation and movement of the hands, arms or body, and facial expressions

[SOURCE: ISO 20539:2019, 3.2.3]

3.1.4

source language

language (3.1.1) from which *content* (3.1.11) is *translated* (3.2.5) or *interpreted* (3.2.4)

[SOURCE: ISO 20539:2019, 3.1.3]

3.1.5

target language

language (3.1.1) into which *content* (3.1.11) is *translated* (3.2.5) or *interpreted* (3.2.4)

[SOURCE: ISO 20539:2019, 3.1.4]

3.1.6

'A' language

primary *language* (3.1.1) or its strict equivalent of which the *interpreter* (3.2.3) has complete command and into which the interpreter *interprets* (3.2.4) from all their other 'A' languages, 'B' languages (3.1.7) or 'C' languages (3.1.8)

[SOURCE: ISO 20539:2019, 3.4.1]

3.1.7

'B' language

language (3.1.1) in which the *interpreter* (3.2.3) is proficient, but which is not their primary language or its strict equivalent

Note 1 to entry: An interpreter *interprets* (3.2.4) into this language from one or more other languages.

[SOURCE: ISO 20539:2019, 3.4.2, modified — In Note 1 to entry, "works" has been changed to "interprets".]

3.1.8

'C' language

language (3.1.1) from which the *interpreter* (3.2.3) *interprets* (3.2.4) into their 'A' languages (3.1.6) or 'B' languages (3.1.7)

Note 1 to entry: An interpreter can have more than one 'A' language, 'B' language or 'C' language.

[SOURCE: ISO 20539:2019, 3.4.3, modified — In Note 1 to entry, "language" has been added after 'A' and after 'B'.]

3.1.9

working language

language (3.1.1) from or into which an *interpreter* (3.2.3) is qualified to *interpret* (3.2.4)

Note 1 to entry: An interpreter's working languages are classified as 'A' languages (3.1.6), 'B' languages (3.1.7) or 'C' languages (3.1.8).

3.1.10

language register

language (3.1.1) variety used for a particular purpose or in an event of language use, depending on the type of situation, especially its degree of formality

Note 1 to entry: Individuals usually have more than one language register in their linguistic repertoire and can vary their use of language register according to their perception of what is appropriate for different purposes or domains (3.1.14).

[SOURCE: ISO 20539:2019, 3.2.1]

3.1.11

content

information in any form

EXAMPLE Text, audio, video, etc.

[SOURCE: ISO 20539:2019, 3.1.2]

3.1.12

competence

ability to apply knowledge, experience and skills to achieve intended results

[SOURCE: ISO 20539:2019, 3.3.24]

3.1.13**qualification**

demonstrated education, training, and work experience, where applicable

[SOURCE: ISO/IEC 17024:2012, 3.7]

3.1.14**domain**

sphere of knowledge or activity

Note 1 to entry: A domain can have its own culture, social context and linguistic characteristics.

[SOURCE: ISO 20539:2019, 3.2.4]

3.1.15**source language content**

content (3.1.11) to be *translated* (3.2.5) or *interpreted* (3.2.4)

[SOURCE: ISO 20539:2019, 3.1.5]

3.1.16**target language content**

content (3.1.11) that has been *translated* (3.2.5) or *interpreted* (3.2.4) from a *source language* (3.1.4)

[SOURCE: ISO 20539:2019, 3.1.6]

3.2 Concepts related to parties involved in conference interpreting and to modes of interpreting

3.2.1**speaker**

person addressing others using *spoken language* (3.1.2)

[SOURCE: ISO 20539:2019, 3.4.9]

3.2.2**signer**

person addressing others using *signed language* (3.1.3)

[SOURCE: ISO 20539:2019, 3.4.10]

3.2.3**interpreter**

person who *interprets* (3.2.4)

[SOURCE: ISO 20539:2019, 3.1.12]

3.2.4**interpret**

render spoken or signed information from a *source language* (3.1.4) to a *target language* (3.1.5) in oral or signed form, conveying both the meaning and *language register* (3.1.10) of the *source language content* (3.1.15)

[SOURCE: ISO 20539:2019, 3.1.9, modified — The order of the wording “both the language register and meaning” has been changed to “both the meaning and language register”.]

3.2.5**translate**

render *source language content* (3.1.15) into *target language content* (3.1.16) in written form or *signed language* (3.1.3)

[SOURCE: ISO 20539:2019, 3.1.7]

3.2.6

interpreting

interpretation

rendering spoken or signed information from a *source language* (3.1.4) to a *target language* (3.1.5) in oral or signed form, conveying both the meaning and *language register* (3.1.10) of the *source language content* (3.1.15)

[SOURCE: ISO 20539:2019, 3.1.10, modified — The order of the wording “both the language register and meaning” has been changed to “both the meaning and language register”.]

3.2.7

spoken language interpreting

interpreting (3.2.6) between two *spoken languages* (3.1.2)

[SOURCE: ISO 20539:2019, 3.4.5]

3.2.8

signed language interpreting

interpreting (3.2.6) between two *signed languages* (3.1.3) or between a signed language and a *spoken language* (3.1.2)

[SOURCE: ISO 20539:2019, 3.4.6]

3.2.9

conference interpreter

interpreter (3.2.3) who is qualified to perform *conference interpreting* (3.2.10)

3.2.10

conference interpreting

interpreting (3.2.6) used for multilingual communication at technical, political, scientific and other formal meetings

[SOURCE: ISO 20539:2019, 3.4.18]

3.2.11

conference interpreting service

series of processes required to deliver the services of *conference interpreters* (3.2.9) to a *client* (3.2.15)

3.2.12

conference interpreting service provider

CISP

person or organization making available *conference interpreting services* (3.2.11)

EXAMPLE Individual *conference interpreter* (3.2.9), *consultant interpreter* (3.2.13), government department, international organization.

3.2.13

consultant interpreter

conference interpreter (3.2.9) who provides consultancy services in addition to working as a conference interpreter

3.2.14

head of team

conference interpreter (3.2.9) acting as liaison between the team of conference interpreters and the *client* (3.2.15), technicians, the *conference interpreting service provider* (3.2.12) and other parties involved in the *conference* (3.3.1)

3.2.15**client**

customer

person, or organization, who enters into a formal agreement for the provision of a service

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

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

[SOURCE: ISO 20539:2019, 3.2.5]

3.2.16**mode**

established method for the delivery of *spoken language interpreting* (3.2.7) and *signed language interpreting* (3.2.8)

[SOURCE: ISO 20539:2019, 3.4.11]

3.2.17**consecutive interpreting**

mode (3.2.16) of *interpreting* (3.2.6) performed after the *speaker* (3.2.1) or *signer* (3.2.2) pauses

Note 1 to entry: *Interpreters* (3.2.3) can use *note-taking* (3.2.21) to help in rendering lengthy passages.

[SOURCE: ISO 20539:2019, 3.4.13]

3.2.18**simultaneous interpreting**

mode (3.2.16) of *interpreting* (3.2.6) performed while a *speaker* (3.2.1) or *signer* (3.2.2) is still speaking or signing

[SOURCE: ISO 20539:2019, 3.4.12]

3.2.19**whispered interpreting**

chuchotage

simultaneous interpreting (3.2.18) where the *interpreter* (3.2.3) *interprets* (3.2.4) very quietly, in close proximity to the listeners without using a microphone

Note 1 to entry: Whispered interpreting is used for *interpreting* (3.2.6) to a very small number of listeners, ideally one or two.

[SOURCE: ISO 20539:2019, 3.4.17, modified — “whispered interpreting” has replaced “chuchotage” as the preferred term, and the definition has been amended.]

3.2.20**sight translation**

sight interpreting

rendering written *source language content* (3.1.15) to the *target language* (3.1.5) in the form of *spoken language* (3.1.2) or *signed language* (3.1.3)

[SOURCE: ISO 20539:2019, 3.4.16, modified — The admitted term “sight interpreting” has been added.]

3.2.21**note-taking**

technique in *consecutive interpreting* (3.2.17) used by *interpreters* (3.2.3) 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.

[SOURCE: ISO 20539:2019, 3.4.29]

3.2.22

availability enquiry

request for information about whether an *interpreter* (3.2.3) is free to accept an assignment from a *client* (3.2.15) on a specific date or dates

3.2.23

option

offer of an assignment to an *interpreter* (3.2.3) subject to confirmation

3.2.24

firm offer

proposal of an assignment which, when accepted, creates a binding commitment between the *interpreter* (3.2.3) and the *client* (3.2.15)

3.2.25

cognitive load

amount of mental effort exerted by an *interpreter* (3.2.3) when *interpreting* (3.2.6) in a given environment

3.3 Concepts related to conference interpreting equipment and settings

3.3.1

conference

structured formal meeting, or set of meetings, following an established agenda, in which issues, ideas and policies are discussed

3.3.2

system

combination of interacting elements organized to achieve a given objective

[SOURCE: ISO 20539:2019, 3.5.2.6]

ISO 23155:2022

3.3.3

conference system

system (3.3.2) that controls technical equipment used to conduct a *communicative event* (3.3.20)

[SOURCE: ISO 20539:2019, 3.5.2.7, modified — “communicative” has been added.]

3.3.4

interpreting system

combination of *interpreting* (3.2.6) equipment and *system* (3.3.2) for language distribution

Note 1 to entry: An interpreting system can require the use of *booths* (3.3.5) compliant with ISO 2603 or ISO 4043, equipped with *hard consoles* (3.3.6) compliant with ISO 20109, or a *portable interpreting system* (3.3.9), compliant with ISO 20109.

[SOURCE: ISO 20539:2019, 3.5.2.12, modified — In Note 1 to entry, “hard consoles” has replaced “interpreter consoles”.]

3.3.5

booth

simultaneous interpreting booth

self-contained unit enclosing the *interpreter's* (3.2.3) workspace

Note 1 to entry: One of the purposes of booths is to provide sound insulation.

[SOURCE: ISO 20539:2019, 3.5.2.1, modified — In Note 1 to entry, the text after “insulation” has been deleted.]