
Storitve tolmačenja - Konferenčno tolmačenje - Zahteve in priporočila

Interpreting services -- Conference interpreting -- Requirements and recommendations

Services d'Interprétation -- Interprétation de conférence -- Exigences et recommandations

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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 Basic facts about conference interpreting	8
4.1 General	8
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	11
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	12
6.2.3 Preparation	12
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)	13
7.1 General	13
7.2 General requirements	14
7.3 Requirements during the planning phase of a conference	15
7.3.1 Requirements relating to the client requesting the conference interpreting service	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

ISO/DIS 23155:2021(E)

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	22
Annex F	(informative) Customary conference interpreters' recruitment practices	23
Bibliography	24
Index	25

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Foreword

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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 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.

ISO/DIS 23155:2021(E)

Introduction

This document responds to the need to provide general service 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;
- consultant interpreters;
- language service providers;
- international organizations;
- governments and their departments and agencies;
- conference organizers;
- conference centres;
- providers of conference interpreting equipment;
- teaching and research centres.

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Interpreting services — Conference interpreting — Requirements and recommendations

1 Scope

This document sets requirements and recommendations for the provision of conference interpreting services. It is primarily addressed to conference interpreters and conference interpreting service providers. It also offers guidance and assistance to 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 terminological databases for use in standardization at the following addresses:

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

ISO/DIS 23155:2021(E)

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, 3.2.4, modified – The word “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 'B' and “languages” has been changed to the singular after 'C'.]

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**interpreter**

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]

ISO/DIS 23155:2021(E)

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 (3.2.5) between two *spoken languages* (3.1.2)

[SOURCE: ISO 20539:2019, 3.4.5]

3.2.8

signed language interpreting

interpreting (3.2.5) 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] <https://standards.iteh.ai/catalog/standards/sist/d3a7ca56-e836-45fe-86ff-aa8d58025426/osist-iso-dis-23155-2021>

3.2.11

conference interpreting service

implementation of processes required to deliver *conference interpreting* (3.2.10) to a *client* (3.2.15)

3.2.12

conference interpreting service provider

CISP

person or organization making a *conference interpreting service* (3.2.11) available to a *client* (3.2.15)

EXAMPLE Individual *conference interpreters* (3.2.9), *consultant interpreters* (3.2.13), government departments, international organizations.

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)