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Storitve tolmačenja - Tolmačenje za potrebe skupnosti - Zahteve in priporočila

Interpreting services — Community interpreting – Requirements and recommendations

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Services d'interprétation — Interprétation en milieu social — Exigences et recommandations

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ICS:

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03.080.99	Druge storitve	Other services

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Interpreting services — Community interpreting – Requirements and recommendations

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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 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*.

This second edition cancels and replaces the first edition (ISO 13611:2014), which has been technically revised.

The main changes are as follows:

— document elevated to a requirements and recommendations standard;

— structure of the text modelled on ISO 18841:2018;

— content streamlined for clarity.

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 was developed in response to a worldwide need to accommodate the growing linguistic, cultural, and ethnic diversity of people who interact via spoken and signed communication. Community interpreting, also called public service interpreting in some countries, is essential to enable people to access community services available to the members of society, and which they would be otherwise unable to access owing to a language barrier.

Such community services can occur in several settings and can include, among others, the following:

— public institutions (schools, universities, community centres, etc.);

— social services (refugee boards, self-help centres, etc.);

— business and industry services (housing, real estate, insurance, financial etc.);

— faith-based organizations (rituals, ceremonies, etc.);

— media organizations (television, internet broadcasters, etc.);

— emergency situations (natural disasters, pandemics, etc.).

Community interpreting may include services provided in legal settings (police stations, courts, prisons, etc.) to facilitate equal access to justice. Legal settings are addressed in ISO 20228:2019. In a number of countries, legal interpreting, a broad field that includes court interpreting, is not considered part of community interpreting. Similarly, healthcare interpreting is addressed in ISO 21998:2020. In a number of countries, healthcare interpreting is not considered part of community interpreting. However, in several countries community interpreting includes services provided in legal and/or healthcare related contexts, with acknowledgement that these settings require additional training.

Community interpreting has become established as a profession. There are various codes and standards for specific settings but there are currently no universally agreed requirements for community interpreters. It is important to stress that interpreting differs from translation as it deals with oral or signed communication occurring in real time, rather than prepared written or video translations.

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Interpreting services — Community interpreting – Requirements and recommendations

1 Scope

This document establishes requirements and recommendations for the provision of community interpreting services. It establishes the foundational principles and practices necessary to ensure quality community interpreting services for all language communities (spoken and/or signed), for end users, as well as for requesters, and community interpreters.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 18841:2018, *Interpreting services — General requirements and recommendations*

ISO 20539:2019, *Translation, interpreting and related technology — Vocabulary*

ISO 24019:2022, *Simultaneous interpreting delivery platforms — Requirements and recommendations*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 20539:2019 and the following apply.

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

— ISO Online browsing platform: available at <u>https://www.iso.org/obp</u>

— IEC Electropedia: available at <u>https://www.electropedia.org/</u>

3.1 Concepts related to interpreting activities

3.1.1
interpret
render spoken or signed information from a *source language* ([3.4.4](#)) to a *target language* ([3.4.5](#)) in oral or signed form, conveying both the *language register* ([3.4.10](#)) and meaning of *the source language content* ([3.4.7](#))

[SOURCE: ISO 20539:2019, 3.1.9]

3.1.2
interpreting
interpretation
rendering spoken or signed information from a *source language* ([3.4.4](#)) to a *target language* ([3.4.5](#)) in oral or signed form, conveying both the meaning and *language register* ([3.4.10](#)) of the *source language content* ([3.4.7](#))

[SOURCE: ISO 20539:2019, 3.1.10, modified – "language register and meaning" inverted to "meaning and language register".]

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3.1.3
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 barrier to communication resulting from the use of different languages

[SOURCE: ISO 20539:2019, 3.4.21, modified – "owing to a language barrier" changed to "owing to a barrier to communication resulting from the use of different languages"; example deleted.]

3.1.4
consecutive interpreting
mode of *interpreting* ([3.1.2](#)) performed after the *speaker* ([3.4.8](#)) or *signer* ([3.4.9](#)) pauses

Note 1 to entry: *Interpreters* ([3.3.2](#)) can use *note-taking* ([3.1.9](#)) to help in rendering lengthy passages.

[SOURCE: ISO 20539:2019, 3.4.13]

3.1.5
simultaneous interpreting
mode of *interpreting* ([3.1.2](#)) performed while a *speaker* ([3.4.8](#)) or *signer* ([3.4.9](#)) is still speaking or signing

[SOURCE: ISO 20539:2019, 3.4.12]

3.1.6
whispered interpreting
chuchotage
simultaneous interpreting ([3.1.5](#)) where the *interpreter* ([3.3.2](#)) speaks very quietly in close proximity to the listeners and uses no interpreting equipment

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

[SOURCE: ISO 20539:2019, 3.4.17, modified – preferred and admitted term exchanged; "speaks very quietly, sits or stands in close proximity to the listeners and uses no interpreting equipment" changed to "speaks very quietly in close proximity to the listeners and uses no interpreting equipment".]

3.1.7
healthcare interpreting
interpreting ([3.1.2](#)) health-related communication between patients, accompanying persons and treatment providers, or administrators, who do not use the same *language* ([3.1.1](#))

[SOURCE: ISO 20539:2019, 3.4.23, modified – admitted term deleted.]

3.1.8
legal interpreting
interpreting ([3.1.2](#)) at *communicative settings* ([3.2.2](#)) related to the law

[SOURCE: ISO 20539:2019, 3.4.19]

3.1.9
note-taking
technique in *consecutive interpreting* ([3.1.4](#)) used by *interpreters* ([3.3.2](#)) 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]

3.1.10
sight translation
sight interpreting
rendering written *source language content* ([3.4.7](#)) to the *target language* ([3.4.5](#)) in the form of spoken language or signed language

[SOURCE: ISO 20539:2019, 3.4.16]

3.1.11
distance interpreting
remote interpreting
interpreting ([3.1.2](#)) of a *speaker* ([3.4.8](#)) or *signer* ([3.4.9](#)) in a different location from that of the *interpreter* ([3.3.2](#)), enabled by information and communications technology

[SOURCE: ISO 20539:2019, 3.4.15]

3.1.12
telephone interpreting
distance interpreting ([3.1.11](#)) using telephone systems

3.1.13
video interpreting
distance interpreting ([3.1.11](#)) using camera, microphone, screens

3.1.14
relay interpreting
interpreting ([3.1.2](#)) in which the *source language content* ([3.4.7](#)) is another *interpreter's* ([3.3.2](#)) rendition

[SOURCE: ISO 20539:2019, 3.4.14, modified – "that occurs when an interpreter's input comes from another interpreter's rendition and not directly from the speaker or signer" changed to "in which the source language content is another interpreter's rendition".]

3.2   Concepts related to interpreted communicative events

3.2.1
communicative event
encounter between two or more parties during which information is transmitted

[SOURCE: ISO 20539:2019, 3.4.8]

3.2.2
communicative setting
environment where an interaction between interlocutors takes place

[SOURCE: ISO 20539:2019, 3.4.7]

3.3   Concepts related to people or organizations involved in interpreting

3.3.1
interpreting service provider
ISP
interpreter ([3.3.2](#)) or organization making *interpreting* ([3.1.2](#)) available to a *client* ([3.3.4](#))

[SOURCE: ISO 20539:2019, 3.4.28]

3.3.2
interpreter
person who *interprets* ([3.1.1](#))

[SOURCE: ISO 20539:2019, 3.1.12]