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Interpreting services — Conference interpreting — Requirements and recommendations

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

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Contents

Foreword

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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.

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]

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.]

3.3.6
hard console
interpreter console
interpreter interface (3.3.8) containing physical controls for listening and speaking

[SOURCE: ISO 20539:2019, 3.5.2.21, modified — "hard console" has been added as the preferred term; the definition has been amended.]

3.3.7
soft console
interpreter interface (3.3.8) which runs on a computer or portable IT device and has onscreen controls

[SOURCE: ISO 24019:—[1], 3.3.5, modified — "type of" has been deleted.]

3.3.8
interpreter interface
equipment containing controls used by the *interpreter* (3.2.3) to facilitate *simultaneous interpreting* (3.2.18)

EXAMPLE   Controls for listening, viewing, speaking, signing.

[SOURCE: ISO 24019:—, 3.3.3, modified — "for listening, speaking or signing" has been deleted from the definition and moved to an added example; "and viewing" has been added in the example.]

3.3.9
portable interpreting system
simultaneous interpreting (3.2.18) equipment, with battery-operated components, which is lightweight and enables the *interpreter* (3.2.3) and the participants to move around

[SOURCE: ISO 20539:2019, 3.5.2.14]

3.3.10
webcasting
web streaming
transmitting video and audio data across a network to an audience

[SOURCE: ISO 20539:2019, 3.5.2.30]

3.3.11
incoming channel
electric circuit serving as a path for an audio or video signal to an *interpreter interface* (3.3.8)

[SOURCE: ISO 24019:—, 3.3.9]

3.3.12
outgoing channel
electric circuit serving as a path for an audio or video signal from an *interpreter's* (3.2.3) microphone or camera which, when activated by the interpreter, transmits the interpreter's *interpreting* (3.2.6)

Note 1 to entry: Each *language* (3.1.1) in which interpreting is provided at a *conference* (3.3.1) is allocated an outgoing channel.

[SOURCE: ISO 24019:—, 3.3.8]

3.3.13
relay interpreting
interpreting (3.2.6) of another *interpreter's* (3.2.3) rendition

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[1]   Under preparation. Stage at the time of publication: ISO/DIS 24019:2021. (Revision of ISO/PAS 24019:2020.)

3.3.14
double relay interpreting
interpreting ([3.2.6](#)) in which the *source language content* ([3.1.15](#)) is *relay interpreting* ([3.3.13](#))

3.3.15
relay status
indication of the source of an *interpreter interface's* ([3.3.8](#)) *incoming channel* ([3.3.11](#))

Note 1 to entry: This source can be the *floor* ([3.3.18](#)), *interpreting* ([3.2.6](#)) of the floor, or *relay interpreting* ([3.3.13](#)).

[SOURCE: ISO 20539:2019, 3.5.2.33, modified — "console" has been replaced by "interface"; Note 1 to entry has been amended.]

3.3.16
retour
retour interpreting
interpreting ([3.2.6](#)) from an *'A' language* ([3.1.6](#)) into another 'A' language or *'B' language* ([3.1.7](#))

3.3.17
pivot
conference interpreter ([3.2.9](#)) whose rendition other conference interpreters *interpret* ([3.2.4](#))

Note 1 to entry: Conference interpreters who do not have a *language* ([3.1.1](#)) spoken at a meeting among their *working languages* ([3.1.9](#)) can use a pivot to provide *relay interpreting* ([3.3.13](#)).

3.3.18
floor
floor channel
electric circuit serving as a path for information spoken, signed or otherwise presented in the course of the proceedings of a *conference* ([3.3.1](#)) by participants other than *conference interpreters* ([3.2.9](#))

3.3.19
communicative setting
environment where an interaction between interlocutors takes place

[SOURCE: ISO 20539:2019, 3.4.7]

3.3.20
communicative event
encounter between two or more parties during which information is transmitted

[SOURCE: ISO 20539:2019, 3.4.8]

3.3.21
distance interpreting
remote interpreting
interpreting ([3.2.6](#)) of a *speaker* ([3.2.1](#)) or *signer* ([3.2.2](#)) in a different location from that of the *interpreter* ([3.2.3](#)), enabled by information and communications technology

[SOURCE: ISO 20539:2019, 3.4.15]

3.3.22
bidirectional booth
team of *interpreters* ([3.2.3](#)) sitting in the same *booth* ([3.3.5](#)) who *interpret* ([3.2.4](#)) alternately into two *target languages* ([3.1.5](#)), transmitting into the corresponding *outgoing channels* ([3.3.12](#))

4   General provisions about conference interpreting

4.1   General

Conference interpreting is provided at bilingual and multilingual conferences to facilitate communication between participants using different spoken or signed languages.

Conference interpreters shall have two or more working languages, classified as 'A' languages, 'B' languages, or 'C' languages, according to their level of proficiency.

Conference interpreters interpret from all their working languages into their 'A' languages and from their 'A' languages into their 'B' languages.

Conference interpreters can either be staff interpreters, who are employed on an open-ended or fixed-term contract, or self–employed interpreters who carry out conference interpreting assignments on the basis of individual contracts.

Conference interpreting is an intellectually demanding activity and assignments can be particularly strenuous owing to specific characteristics, such as the level of technical detail. Coping with stress is inherent to conference interpreting.

Distance interpreting can entail increased cognitive load, which requires additional intellectual effort and increases stress.

4.2   Modes of interpreting

Conference interpreters interpret in simultaneous or consecutive interpreting mode, depending on the needs of the conference and the infrastructure and technical options available.

In consecutive interpreting no equipment is generally required, while simultaneous interpreting is provided from booths, using equipment including interpreter interfaces, screens, headphones and microphones. Exceptionally, simultaneous interpreting can also be provided using portable interpreting systems, for example during itinerant events or site inspections.

In simultaneous interpreting, conference interpreters select an incoming channel to listen to a source language and their rendition is transmitted on an outgoing channel. Conference interpreters interpreting into the same language, using the same outgoing channel, should sit in the same booth; however, such outgoing channel can be temporarily used by interpreters working at the same conference sitting in other booths for the purposes of retour. See 4.4 for additional provisions.

In whispered interpreting, conference interpreters interpret in the simultaneous mode without using interpreting equipment but can use headphones to listen to the speaker or an outgoing channel.

Signed language interpreters interpret in the meeting room, facing the audience, or in a booth or other dedicated space.

4.3   Team strength and working hours in simultaneous interpreting

The composition and organization of interpreting teams, as well as the working hours of conference interpreters, including breaks, have an impact on the quality of conference interpreting.

Conference interpreters shall work in teams of at least two interpreters per booth. In exceptional cases, a conference interpreter may work alone for a maximum of 45 min. This can be reduced if warranted by the language combination or the degree of difficulty of the assignment.

The number of conference interpreters in a team of conference interpreters primarily depends on the number of languages used at the conference, as well as on its duration and difficulty. Good results have been achieved with the team strengths recommended in Annex E.

Given health and quality considerations, an interpreter's working day should not exceed two sessions of 3,5 h each, separated by a break of 90 min.

Working hours and breaks are among the basic elements of agreements that govern conference interpreting assignments (see Annex C). Staff and self-employed conference interpreters working for government departments or international organizations can be subject to a legal act or collective agreement governing contractual relations, including working hours and work organization.

Distance interpreting can entail additional cognitive load and stress for conference interpreters, accelerating the onset of fatigue. In planning assignments involving distance interpreting, the client and the CISP should take mitigating measures, including shorter sessions, more frequent or longer breaks or increasing team strength.

4.4 Teamwork between conference interpreters

Continuous communication and coordination are necessary between conference interpreters interpreting at a conference.

In simultaneous interpreting, conference interpreters interpreting into the same outgoing channel shall be able to communicate with each other visually and orally to:

— support each other when numbers, acronyms, technical terms or proper names are read out at speed;

— monitor each other's outgoing channel, especially in the case of a bidirectional booth;

— monitor each other's incoming channel (to avoid unnecessary relay);

— coordinate with each other in case of technical problems;

— take over from one another as necessary.

In distance interpreting, increased cognitive load and stress are compounding factors which heighten the need for effective communication between interpreters.

4.5 Code of ethics

Conference interpreters shall adhere to a code of professional ethics governing the practice of conference interpreting.

NOTE   See Annex B for an example of code of ethics.

5 Competences and qualifications of conference interpreters

5.1 General

Conference interpreters shall be able to provide evidence of their competences with the qualifications described in 5.3.

5.2 Competences

5.2.1 Intellectual competences

Conference interpreters shall be able to analyse complex spoken-language content or signed-language content and interpret it by applying situation-specific techniques.

5.2.2 Linguistic competences

Conference interpreters shall have comprehensive knowledge of their working languages.

Conference interpreters shall be able to comprehend regional accents and dialectical differences, recognize different language registers, and understand subject-specific vocabulary, colloquialisms, idioms and slang.

Conference interpreters shall be able to make quick decisions regarding lexical or terminological choices and the appropriate level of formality.

5.2.3 Interpreting competences

Conference interpreters shall master the various modes of interpreting as well as support techniques, including memory skills and note-taking.

Conference interpreters shall know how to maintain paralinguistic features of the source message when necessary, such as hesitations, false starts and repetitions.

5.2.4 Communicative competences

Conference interpreters shall be able to render the full content of general and specialized messages from a source language into a target language, in a manner that is factually correct and appropriate for the situation and target audience. Their communicative competences shall include the ability to convey tone and emotions using intonation and other means of expression.

5.2.5 Intercultural competences

Conference interpreters shall be aware of, and familiar with, cultural differences. They shall be able to assess the meaning of the demeanour, tone and gestures of the participants at a communicative event, as well as linguistic differences and similarities. Conference interpreters should be self-aware to reduce the possible impact of cultural bias.

NOTE   Where necessary and appropriate, intercultural competences can be used to resolve cultural misunderstandings which might impede communication.

5.2.6 Technical competences

Conference interpreters shall be able to use conference interpreting equipment effectively.

NOTE   This includes interpreter interfaces, microphones, portable interpreting systems, and audio and video conferencing equipment.

5.2.7 Interpersonal competences

Conference interpreters shall be able to show respect, courtesy, tact and good judgement when interacting with different people, such as other conference interpreters, conference technicians and conference participants.

5.2.8 Competences in research, information acquisition and knowledge management

Conference interpreters should be able to carry out appropriate research prior to an interpreting assignment. They should be able to retrieve information from a range of sources and media at short notice, as well as assess the quality of the information retrieved.

5.2.9 Business competences

Self-employed conference interpreters should be familiar with the practical, financial, legal and tax issues related to planning, setting up and running their own business.

5.2.10 Competences in the field of information security

Conference interpreters should be able to assess risks and take appropriate security measures in relation to information to which they have access prior to or during a conference interpreting assignment.

NOTE   Such measures can include keeping documents under supervision or storing them at a secure place, returning them as soon as possible to their rightful owner, arranging for their final disposal, using antivirus and internet security software and creating appropriate backups when handling documents electronically.

5.2.11 Stress management competences

Conference interpreters should be able to use strategies to prevent and control stress related to conference interpreting.

NOTE   Stress in conference interpreters is compounded by public speaking, the work environment (booth size, ventilation, lighting) and the difficulty in achieving a good work-life balance due to travelling and unpredictable schedules.

5.3   Qualifications

Conference interpreters shall be able to present documented evidence of meeting at least one of the following criteria:

a)   a degree from a recognized postgraduate study programme in conference interpreting;

b)   a degree from a recognized higher-education undergraduate study programme of at least three years in conference interpreting, that is equivalent to a postgraduate programme in terms of scope, content, and core competences taught;

c)   a degree from a recognized higher-education study programme (Bachelor level or higher) in a subject other than conference interpreting, and proof of 150 days of experience working as a conference interpreter in accordance with Clause 4, 5.2 and Clause 6;

d)   a positive result in an accreditation test for conference interpreters held by an international organization or a national government agency or department.

6   Requirements and recommendations applicable to conference interpreters in connection with conference interpreting assignments

6.1   Confidentiality

Conference interpreters shall not disclose confidential information to which they have access in the context of performing their duties.

NOTE   This can involve not disclosing the fact that a particular meeting ever took place or not disclosing the location and time of a meeting, or the identity of its participants.

6.2   Requirements and recommendations before the conference interpreting assignment

6.2.1   General

Conference interpreters should only accept assignments for which they are qualified, upon consideration of the nature, duration and intensity of the assignment, as well as its language requirements.

For additional information, see Annex A.

6.2.2 Travel arrangements

Conference interpreters should not accept travel arrangements that could jeopardize their ability to perform in accordance with this document.

6.2.3 Preparation

Conference interpreters shall prepare for each assignment, study conference-related material and carry out their own research, as necessary.

6.3 Requirements and recommendations during the conference interpreting assignment

During the assignment, conference interpreters shall:

— maintain uninterrupted situational awareness;

— follow the proceedings attentively at all times;

— study last-minute presentations or other material while they are not interpreting;

— assist other interpreters with vocabulary, acronyms, proper names and documents.

During the assignment, conference interpreters should:

— monitor channel settings on their own interpreter interface and, if feasible, other interpreter interfaces in the same booth, and alert booth partners or technicians to problems, if necessary;

— observe appropriate microphone etiquette;

— not allow unauthorized persons to be present in the booth.

6.4 Requirements and recommendations after the conference interpreting assignment

6.4.1 Conference information management

Conference interpreters shall manage conference-related material as agreed with the owners of the material.

6.4.2 Terminology management

Conference interpreters should compile and maintain glossaries and terminology lists.

6.4.3 Ongoing quality assurance measures

Conference interpreters should:

— provide feedback about the conference to the client or the CISP;

— seek feedback on their interpreting performance to the extent possible;

— continue their professional development in light of technological advances and other developments affecting conference interpreting;

— maintain their skills and add to their qualifications; this can include further specialization;

— continually expand their knowledge of the subject areas with which they work.

7 Requirements concerning the conference interpreting service provider (CISP)

7.1 General

The role of a conference interpreting service provider (CISP) is to supply a quality conference interpreting service in accordance with this document.

The CISP shall have thorough knowledge of conference interpreting and the roles of all parties involved in or affecting the delivery of the conference interpreting service.

The CISP provides conference interpreting services that vary in size and complexity ranging from assignments involving one conference interpreter to large projects involving hundreds of conference interpreters at multiple meetings over several days.

The role of the CISP can be taken on by various entities, including:

— individual conference interpreters;

— consultant interpreters;

— interpreting service providers;

— government departments;

— international organizations.

The tasks carried out by the CISP include assessing clients' needs, analysing and mitigating risks, budgeting, setting up teams of and recruiting conference interpreters, arranging financial matters, travel and other support for conference interpreters, and procuring the necessary technical equipment. For more information on customary practice when recruiting conference interpreters, see Annex F.

The CISP shall be able to provide evidence of expert knowledge and experience of the tasks relevant to the supply of the conference interpreting service in accordance with the requirements of Clause 7. The CISP shall likewise be able to provide evidence of such expert knowledge and experience on behalf of their subcontractors.

The conference interpreter fulfilling the role of the CISP for a given conference can also interpret at that same conference, provided the total workload does not compromise their performance in either role.

For additional information, see Annex A.

7.2 General requirements

The CISP shall ensure that the conference interpreters they recruit meet the requirements in Clause 5.

The CISP shall assist the conference interpreters they recruit to meet the requirements in Clause 6.

The CISP shall require the conference interpreters they recruit to adhere to a relevant code of professional ethics and standards of practice, and to comply with the confidentiality requirements in 6.1.

In forming teams of conference interpreters, the CISP shall make every effort to ensure that:

— conference interpreters only interpret into their 'A' and 'B' languages;

— the use of relay interpreting is kept to a minimum;

— at least two pivots are available to interpret from each source language;

— the input used by conference interpreters who perform relay interpreting is not itself the product of relay interpreting (double relay interpreting).

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composition, name of the head of team, as well as travel and accommodation arrangements, as this information becomes available;

— ensure adequate travel arrangements, also providing for rest time as appropriate, and that travel and rest time are included in the time needed to carry out an assignment, especially where multiple time zones have to be crossed to reach the location of the assignment;

— ensure documentation and conference-related material necessary for preparation is sent to conference interpreters;

— in cooperation with the head of team, provide instructions to conference interpreters concerning the handling of confidential information made available to them for the conference.

7.3.3   Agreement with conference interpreters

In advance of the interpreting assignment, the CISP should enter into an agreement with the conference interpreters. For more information about the content of such an agreement, see Annex C.

NOTE   The agreement can take a different form if this is warranted, for example if the assignment is often repeated.

7.4   Requirements before the start of the conference

The CISP shall:

— ensure that updated agendas and last-minute documents are distributed to all conference interpreters working at the conference;

— identify a contact person working with the conference organizer to deliver documents and supporting material during the conference to the head of team or directly to the conference interpreters;

— liaise with the technical equipment provider and request a sound test;

— inform conference interpreters of internet access, emergency exits and sanitary facilities;

— ensure that drinking water is made available to conference interpreters.

Where the CISP is not present on site, the tasks above can be delegated to the head of team. See Annex D for more information about the role of the head of team.

7.5   Requirements after the conference

Following the provision of the conference interpreting service, the CISP shall be responsible for:

— returning conference-related material to its owners, in cooperation with the head of team and the conference interpreters;

— providing feedback to the client and reporting any incidents;

— evaluating the conference interpreting service with the conference interpreters.

Annex A
(informative)

Conference interpreting workflow

Figure A.1 describes the conference interpreting workflow.

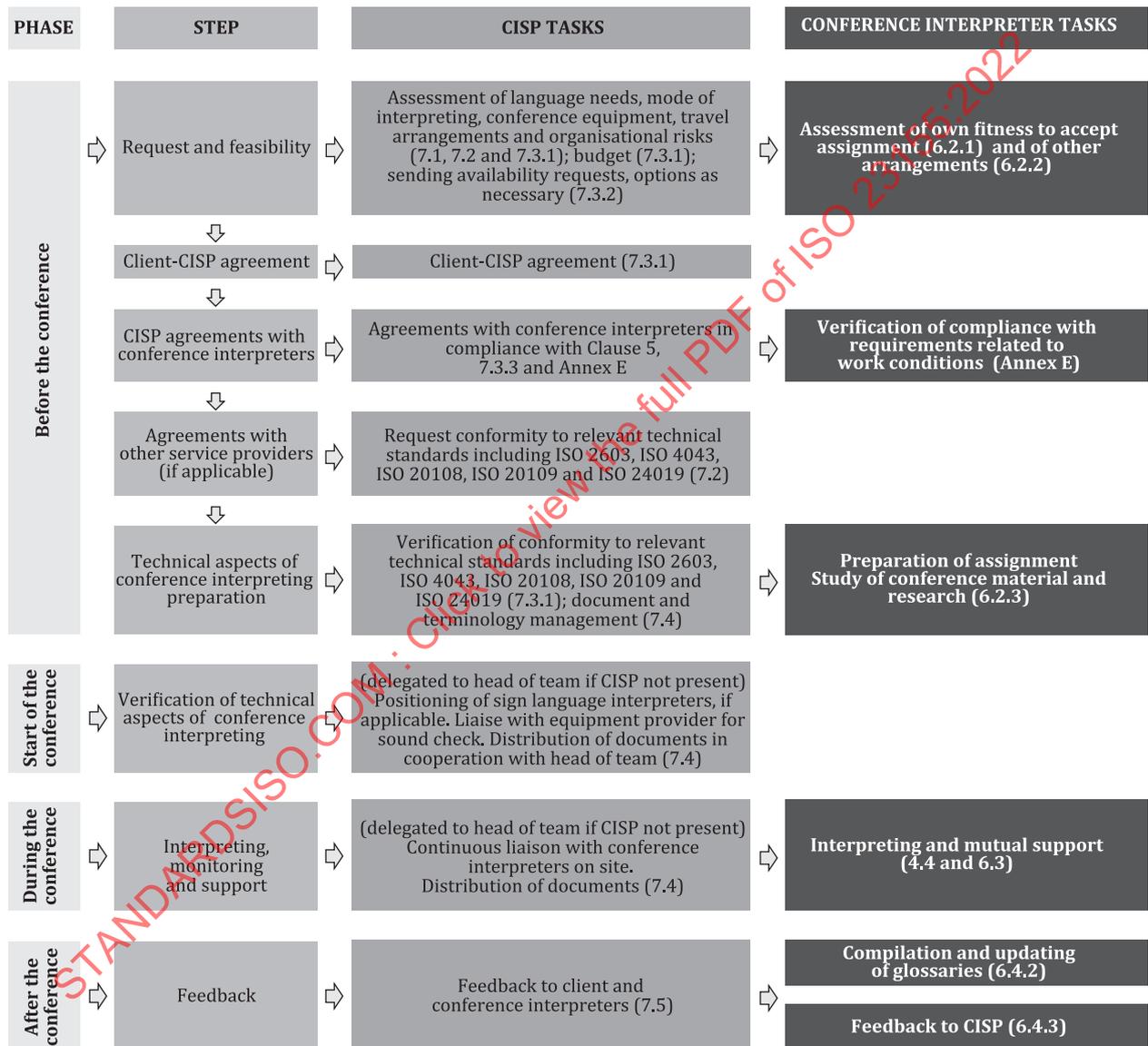| PHASE	STEP	CISP TASKS	CONFERENCE INTERPRETER TASKS
Before the conference	Request and feasibility	Assessment of language needs, mode of interpreting, conference equipment, travel arrangements and organisational risks (7.1, 7.2 and 7.3.1); budget (7.3.1); sending availability requests, options as necessary (7.3.2)	Assessment of own fitness to accept assignment (6.2.1) and of other arrangements (6.2.2)
	Client-CISP agreement	Client-CISP agreement (7.3.1)	
	CISP agreements with conference interpreters	Agreements with conference interpreters in compliance with Clause 5, 7.3.3 and Annex E	Verification of compliance with requirements related to work conditions (Annex E)
	Agreements with other service providers (if applicable)	Request conformity to relevant technical standards including ISO 2603, ISO 4043, ISO 20108, ISO 20109 and ISO 24019 (7.2)	
	Technical aspects of conference interpreting preparation	Verification of conformity to relevant technical standards including ISO 2603, ISO 4043, ISO 20108, ISO 20109 and ISO 24019 (7.3.1); document and terminology management (7.4)	Preparation of assignment Study of conference material and research (6.2.3)
Start of the conference	Verification of technical aspects of conference interpreting	(delegated to head of team if CISP not present) Positioning of sign language interpreters, if applicable. Liaise with equipment provider for sound check. Distribution of documents in cooperation with head of team (7.4)	
During the conference	Interpreting, monitoring and support	(delegated to head of team if CISP not present) Continuous liaison with conference interpreters on site. Distribution of documents (7.4)	Interpreting and mutual support (4.4 and 6.3)
After the conference	Feedback	Feedback to client and conference interpreters (7.5)	Compilation and updating of glossaries (6.4.2)
			Feedback to CISP (6.4.3)

Figure A.1 — Conference interpreting workflow

Annex B
(informative)

Example of a code of conduct for conference interpreters

The following Articles constitute an example of a code of conduct intended for conference interpreters.

Article 1

a) This Code of Professional Ethics sets the standards of integrity, professionalism and confidentiality for conference interpreters to respect in their work.

Article 2

a) Conference interpreters are bound by the strictest secrecy, which must be observed towards all persons and with regard to all information disclosed in the course of the practice of the profession at any gathering not open to the public.

b) Conference interpreters refrain from deriving any personal gain from confidential information they may have acquired in the exercise of their duties.

Article 3

a) Conference interpreters pursue continuing professional development.

b) Conference interpreters do not accept any assignment for which they are not qualified. Acceptance of an assignment implies a moral undertaking on the conference interpreter's part to work with all due professionalism.

c) Conference interpreters do not accept more than one assignment for the same period of time.

Article 4

a) Conference interpreters do not accept any job or task which might detract from the dignity of the profession.

b) Conference interpreters refrain from any act which might bring the profession into disrepute.

Article 5

a) It is the duty of conference interpreters to afford their colleagues moral support and collegiality.

b) Conference interpreters refrain from any utterance or action prejudicial to other conference interpreters.

Article 6

With a view to ensuring the best quality interpreting, conference interpreters:

a) always request satisfactory conditions of sound, visibility and comfort, having particular regard to any relevant technical ISO standards;

b) do not, as a general rule, when interpreting simultaneously in a booth, work either alone or without the availability of a colleague to relieve them should the need arise;

c) try to ensure that teams of conference interpreters are formed in such a way as to avoid the systematic use of relay interpreting;

d) do not agree to undertake either simultaneous interpreting without a booth or whispered interpreting, unless it can be ensured that the quality of interpreting work is not thereby impaired;

e) require a direct view of the speaker and the room and therefore do not agree to working from screens except in circumstances where a direct view is not possible, provided the arrangements comply with the appropriate technical specifications and rules;

f) require that working documents and texts to be read out at the conference be sent to them in advance;

g) request a briefing session whenever appropriate;

h) do not perform any other duties except those of a conference interpreter at conferences for which they have been taken on as conference interpreters.

Article 7

Conference interpreters neither accept nor offer, for themselves or for other conference interpreters recruited through them, any working conditions contrary to those laid down in this Code.

Annex C
(informative)

Content of assignment agreement

When interpreters are engaged, the parties to the agreements governing assignments agree upon basic elements, whether or not there is an intermediary.

Basic elements of an assignment agreement include, but are not limited to:

a) date and venue;

b) working hours;

c) travel and rest time;

d) breaks between interpreting sessions;

e) remuneration;

f) location of the interpreters in relation to the speaker and the audience (on-site or distance interpreting);

g) approximate number of speakers involved in the communicative event;

h) project-relevant specifications and/or instructions;

i) transport, accommodation, per diem payments and other reimbursement arrangements, where applicable;

j) safety and security (including protective equipment such as hard hats and face masks), if applicable;

k) interpreting mode (i.e. consecutive or simultaneous);

l) language combinations;

m) composition of interpreting teams per language combination;

n) any relevant background documents to be addressed during the assignment that can be sent to the interpreter in advance;

o) timeframe to receive the relevant documents to prepare for the assignment;

p) conference interpreting equipment complying with relevant ISO standards, and technical assistance during the conference interpreting service;

q) broadcasting, streaming and recording of the interpreter's rendition, and any copyright issues;

r) arrangements for tests and rehearsals in distance interpreting.

Annex D
(informative)

Head of team

The head of team is an experienced conference interpreter who acts as the on-site contact person between the conference interpreters and all other entities involved in the conference. Their role is critical for the successful delivery of the conference interpreting service.

In most cases, this role is performed by an interpreter interpreting at the conference, although this need not be the case, especially in the case of large conferences.

The head of team can have one or more assistants at large conferences or conferences with parallel events, especially when they take place in different buildings or locations.

In addition to meeting the requirements for conference interpreters specified in Clause 5 and Clause 6, the head of team should:

— collect and keep at hand contact details of all conference interpreters working at the conference, relevant CISP staff and persons responsible for other organizational aspects of the conference;

— participate, if necessary, in consultations between the CISP and other parties involved in the conference on site, including the conference organising committee, conference interpreting equipment providers and their technicians, conference secretariat, venue reception staff, conference chair and speakers;

— coordinate with other interpreters recruited for the same conference;

— have above-average knowledge of conference interpreting equipment and be able to promptly assist conference interpreters with the most frequent problems that can be solved at this level;

— see that any conference-related material made available at the venue prior or during the conference is distributed among conference interpreters;

— assist conference interpreters and the CISP to implement confidentiality arrangements;

— see that an attendance list is signed by conference interpreters, if applicable.

Annex E
(informative)

Team strength for simultaneous interpreting

Figure E.1 provides the recommended number of interpreters with which good results are consistently achieved at conferences, depending on the number of languages used in the conference room and the number of languages into which interpreting is made available.

Number of languages used in the conference room		Number of booths	Number of conference interpreters [a]
One-language conference:			
into one other language	→	1	2 [c]
into two other languages	→	2	4
Two-language conference:			
into one of the languages used	→	1	2 [c]
into both languages used	→	1 or 2	3 [d]
into three languages (2+1)	→	3	5
into four languages (2+2)	→	4	7
Three-language conference:			
into one of the languages used	→	1	2
into two of the languages used	→	2	3
into all three languages used	→	3	5 [e]
into four languages (3+1)	→	4	7
into five languages (3+2)	→	5	9

Figure E.1 — Team strength for simultaneous interpreting (1 of 3)