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STANDARDS FOR INTERPRETING SERVICE PROVIDERS

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Table of Contents

- 1.0 Definitions 2
- 2.0 Responsibilities of the ISP to the interpreter: 3
- 3.0 Responsibilities of the ISP to Clients and End Users 4

Standards for Professional Interpreting Service Providers of British Sign Language/English Interpreting Services

This document lays out minimum standards expected by ASLI for Interpreting Service Providers (ISP) providing bookings for BSL/English interpreting. The aim of ISPs is to provide appropriate interpreting and translation services to Deaf and hearing people. The following standards principally align with international guidance for interpreting provision, such as the International Organization for Standardization (ISO) 13611 Guidelines for Community Interpreting.

1.0 Definitions

- 1.1 **Interpreting Service Provider:** a person or organisation supplying interpreting. An ISP may be:
 - 1.1.1 a single, independent, community interpreter
 - 1.1.2 an agency
 - 1.1.3 a private or public company
 - 1.1.4 an institution
 - 1.1.5 a department within an institution such as an interpreting department within a hospital¹
- 1.2 **Client:** The person(s) contacting the ISP to make the interpreting request.
- 1.3 **End Users:** Those present at the interpreting interaction.
- 1.4 **Interpreting:** Facilitating communication between two or more people who do not share a common language or culture.
- 1.5 **Translation:** Expressing written English into BSL or documenting BSL into written English.
- 1.6 **NRCPD:** The National Registers of Communication Professionals working with Deaf and Deafblind People (www.nrcpd.org.uk).
- 1.7 **SASLI:** The Scottish Association of Sign Language Interpreters (www.sasli.org.uk).

1. Definition of ISP taken from BS ISO 13611:2014 Interpreting – Guidelines for Community Interpreting

2.0 Responsibilities of the ISP to the interpreter:

- 2.1 Taking a booking. As a minimum ISPs should be able to provide the following:
 - 2.1.1 Date, time and exact location of the booking, including room numbers, if applicable
 - 2.1.2 Parking options
 - 2.1.3 Name of Deaf person(s) attending and name and contact details at venue
 - 2.1.4 Language requirements of the Deaf person(s) (BSL, SSE, visual frame, Deafblind manual and additional needs)
 - 2.1.5 Nature of the booking/topic/subject matter
 - 2.1.6 Information about the assignment environment that would impact the interpreter (for example: indoors, outdoors, size of audience, whether it is being filmed).
 - 2.1.7 Any health and safety considerations, for example if the interpreter is working alone, out of hours or in a private residence, and discuss ways of reducing risk, with reference to current Health and Safety legislation
 - 2.1.8 Essential information regarding the specific requirements of the assignment, for example any presentations, minutes, agenda that can be used to prepare the interpreter for the booking
- 2.2 Remunerate interpreters in accordance with agreed T&Cs. Payment of interpreters should not be dependent on payment to the ISP from a client
- 2.3 To work under the advisement of the interpreter as to whether or not a co-worker is required. Should a co-worker be needed, the ISP should ensure there is one. If a co-worker is not secured, the ISP must discuss with the booked interpreter how they wish to proceed
- 2.4 To regularly inform interpreters on the progress of an assignment (e.g. confirming interpreters who are *holding a date* within an agreed time scale)
- 2.5 Inform interpreters of any unexpected changes to the assignment as soon as possible
- 2.6 Ensure administrative support is available during all bookings, including those occurring outside normal office hours
- 2.7 Make their policy available stating how they respond to the results of DBS/PVG checks

3.0 Responsibilities of the ISP to Clients and End Users

- 3.1 To provide the most appropriately qualified interpreter available for the assignment
 - 3.1.1 Only interpreters registered with, or regulated by, NRCPD or SASLI should be offered work
- 3.2 When allocating an interpreter for a job, ISPs should take into consideration:
 - 3.2.1 Client and end user choice, striving for continuity of interpreter, if requested
 - 3.2.2 The interpreter's geographical location, initially sourcing interpreters local to the assignment (where appropriate)
 - 3.2.3 The interpreter's competencies and capabilities to fulfill the specific requirements of an assignment
- 3.3 To brief the client(s) on how to work effectively with interpreters, including the need for co-workers, team interpreting, and/or relay interpreters, when applicable
- 3.4 To respond in a timely manner to all requests
- 3.5 To regularly communicate on the progress of bookings (e.g. informing clients that they are still looking for an interpreter)
- 3.6 Inform them of any unexpected changes to the assignment as soon as possible
- 3.7 To provide full information about fees and costs, and maintain an honest and transparent invoicing system
- 3.8 To ensure administrative support is available during all bookings, including those occurring outside normal office hours
- 3.9 To ensure that interpreters have a current and up to date DBS/PVG certificate
- 3.10 To ensure that administrators have Deaf Awareness training as a minimum
- 3.11 To ensure administrators are aware of interpreting qualifications and the Codes of Conduct set out by NRCPD and SASLI
- 3.12 To actively promote feedback from Deaf and hearing clients, consumers and interpreters and ensure that this can be expressed in the person's preferred communication method (BSL or English)
- 3.13 To use feedback to monitor and improve the quality of services provided
- 3.14 To mediate conflicts, problems and complaints within an appropriate time-scale
- 3.15 To have an internal complaints policy which includes the process for when, and how, to pass complaints to NRCPD/SASLI, ensuring they are accessible to users of BSL and English.
- 3.16 To respect all private information regarding the assignment, ensuring it is only provided on a need-to-know basis