

ISO 23155:2022

Translating Europe | 2 June 2023

Interpreting services —
Conference interpreting —
Requirements and
recommendations

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Other interpreting standards

- ISO 13611:2014 Interpreting — Guidelines for **community** interpreting
- ISO 18841:2018 Interpreting services — General requirements and recommendations
- ISO 20228:2019 Interpreting services — **Legal** interpreting — Requirements
- ISO 21998:2020 **Healthcare** interpreting — Requirements and recommendations

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Interpreting services — Conference interpreting —
Requirements and recommendations

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The big picture:

- Built on long established good practices
- Drafted in parallel with the emergence of Distance interpreting
- Tremendous pressure due to the “business continuity syndrome” during the covid-19 pandemic

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1 Scope

2 Normative references

3 Terms and definitions

4 General provisions about conference interpreting

5 Competences and qualifications of conference interpreters

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

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Annexes (*all informative*)

Annex A	Conference interpreting workflow
Annex B	Example of a code of conduct for conference interpreters
Annex C	Content of assignment agreement
Annex D	Head of team
Annex E	Team strength for simultaneous interpreting
Annex F	Customary practice when recruiting conference interpreters

Key issues (1/3)

Why do we need a standard specifically for conference interpreting?

Who qualifies as conference interpreter?

Can conference interpreters work into a language that is not their “mother tongue”?

Why do conference interpreters work in teams?

Key issues (2/3)

Why is it so important that conference interpreters prepare for a conference?

Why are conference interpreters not remunerated by the hour or by the minute?

How many hours can a conference interpreter work per day?

Key issues (3/3)

Can conference interpreting be delivered remotely?

Is it acceptable practice to interpret without a booth mate and technical support?

Is solo work from private premises suitable or conducive to quality in conference interpreting?

What is the legacy of the pandemic?

Two key terms

conference

service

Conference interpreting is...

Interpreting at conferences?

Simultaneous interpreting?

Simultaneous interpreting and “long consecutive”?

Interpreting at high-level meetings?

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Back to the drawing board
to define Conference interpreting

League of Nations





European Parliament, Strasbourg



The conference

- formality
- structured meeting, agenda
- specialised content prepared in advance
- generally multilingual
- speakers generally read at speed
- interpreter cannot intervene in the proceedings

The conference (ISO 23155:2020)

3.3.1

conference

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

Conference interpreters...

...interpret at

- structured,
- formal,
- specialised,
- multilingual

meetings.

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Conference interpreting

VS

Conference interpreting service

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Conference interpreting =
mental processes

vs

Conference interpreting service =
mental processes + logistics

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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)

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Conference interpreting services

are provided by...

Conference interpreting service providers

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Conference interpreting service provider

=

CISP

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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.

CISP is a “role”

- Conference interpreter
- Group of conference interpreters
- Consultant interpreter
- Language service provider
- Government department
- International organization...

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ISO 23155:2022 is “CISP neutral”

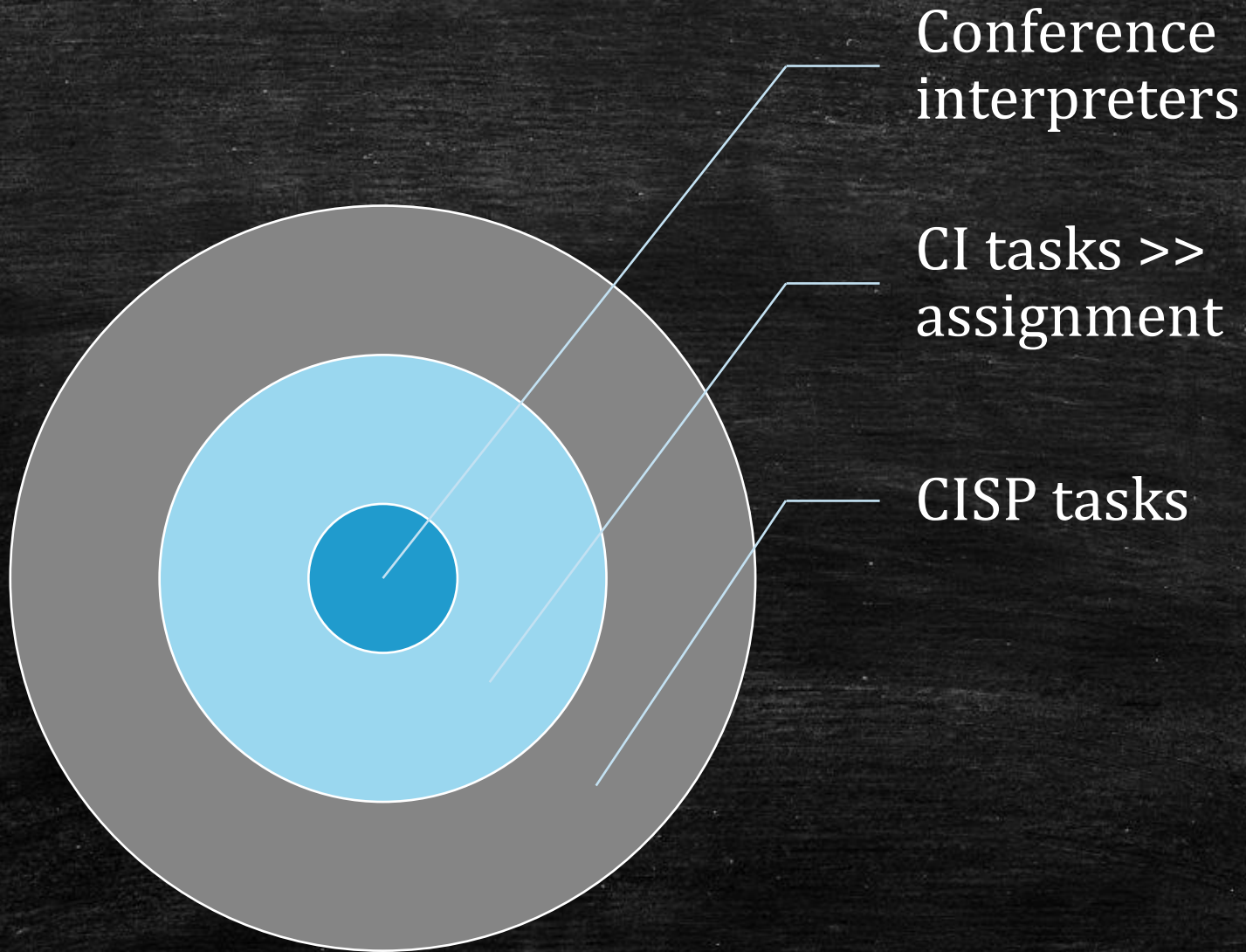
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The making of the Conference interpreting service:

- Conference interpreters (Clause 5)
- Conference interpreters and their next assignment (Clause 6)
- Conference interpreting service provider (CISP) who takes care of everything else (Clause 7)

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The 3 pillars of the
Conference interpreting service



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Some key ideas

There are certified CISPs,
there no “certified interpreters”

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Some key ideas

Who is a conference interpreter
(Clause 5)

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Some key ideas

The importance of teamwork between
conference interpreters

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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...

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Some key ideas

Recognising the importance of the CISP

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Some key ideas

The CISP must be knowledgeable in
conference interpreting
(including their subcontractors)

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The CISP shall have **thorough knowledge of conference interpreting and the roles of all parties involved** in... 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.

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Some key ideas

“Floor” redefined
(to include signed languages)

An example: “floor” (1)

ISO 22259:2019

Conference systems — Equipment — Requirements

3.9

floor

audio output of **discussion** system conveying microphone input and auxiliary input

3.10

auxiliary input

audio input other than that from discussion system microphones

An example: “floor” (2)

ISO 20539:2019

Translation, interpreting and related technology — Vocabulary

3.5.2.34

floor

audio output of **conference** system conveying microphone input and auxiliary input

An example: “floor” (3)

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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* by participants other than conference interpreters

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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)

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Some key ideas

As simple as... ABC
(languages)

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Some key ideas

Cognitive load

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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

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Some key ideas

Even more cognitive load...
(the additional cognitive load in remote settings
and why Distance interpreting is more difficult)

Another example:

3.3.21

distance interpreting / remote interpreting

interpreting of a speaker or signer in a different location from that of the interpreter, enabled by information and communications technology

[SOURCE: ISO 20539:2019, 3.4.15]

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

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Some key ideas

Risk and risk management

~~{“what can go wrong?”}~~

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Some key ideas

Health and Safety of Conference interpreters

The aftermath of the pandemic

Collateral damage

Confusing the process with the tool: Any owner of a laptop and a headset is an “interpreter”

“Marketplaces” without monitoring or evaluation by expert interpreters

Absence of continuous education and training

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- **Competences** (intellectual, linguistic, interpreting, communicative, intercultural, technical, interpersonal...) and **qualifications**

(Clauses 5.2 and 5.3)

The aftermath of the pandemic

Collateral damage

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“home alone” (non-collocated
RSI)

Teamwork and co-location

(Clauses 4.3 and 4.4)

No technician present

Teamwork impossible or
resulting in additional cognitive
load and stress

The aftermath of the pandemic

Collateral damage

Proportionately longer working hours

Saving the day: shorter meetings because of massive “Zoom fatigue”

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Increased cognitive load

=

Shorter working hours, more breaks, longer breaks, more frequent breaks

(Clauses 4.1, 4.3, 4.4)

The aftermath of the pandemic

Collateral damage

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“Toxic” sound

Health and Safety clauses
(4.3 and 7.2)

ISO technical standards

The aftermath of the pandemic

Collateral damage

Reduced sensory input resulting from the separation from speakers, audience, technicians, and other conference interpreters

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Acknowledging faster onset of fatigue and increased stress

(Clause 4.3)

The aftermath of the pandemic

Collateral damage

Shortage of qualified
online/hybrid meetings
technicians, moderators

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Requirements for the
Conference interpreting service
provider (CISP) and their
subcontractors

(Clause 7.1)

The aftermath of the pandemic

Collateral damage

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No dividing line between
conference interpreting and
other types of interpreting

Definition of Conference
interpreting

(Definition 3.2.10)

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The advantages of certification

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Opportunities for clients and users of conference interpreting:

- Higher quality
- Awareness of possibilities and constraints
- Adapt planning to real needs
- Optimised budgeting

ISO 23155:2022 certification

For CISPs:

- Guidance
- Level playing field
- Competitiveness

ISO 23155:2022 Certification

For conference interpreters:

- More knowledgeable CISPs
- Better working conditions (= quality service)
- Transparency in recruitment
- Compliance with ISO technical standards
- Health related measures

ISO 23155:2022 Certification

For public and private tendering authorities:

- Guidance
- Easier drafting of tender documents
- Quality assurance
- Transparency, comparability of tenders
- Optimised budgeting

ISO 23155:2022 Certification

For providers of Distance interpreting services:

- Awareness of conference interpreting and the needs of conference interpreters
- Encouragement to promote adequate vetting of conference interpreters
- Differentiated marketing of conference interpreting services: “Business class” DI?

Ευχαριστώ!
Thank you!

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