

Undertake remote interpreting assignments

Overview

This standard is for interpreters who undertake remote interpreting assignments using technology and equipment. Remote interpreting is where the interpreter and/or one or more of the participants are in different locations. Examples include interpreting via telephone and/or video conferencing and/or other remote systems. This involves setting up and preparing for remote interpreting assignments, interpreting in a manner appropriate to the technology and equipment being used and evaluating the delivery of remote interpreting assignments, seeking participant's feedback, where relevant.

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Performance criteria

You must be able to:

- 1 speak and/or sign at a complex level in your working languages, which is equivalent to C1 within the Common European Framework of Reference for Languages (please see the Languages NOS for more information)
- 2 assess whether remote interpreting is appropriate for the assignment and if it is not appropriate, discuss this with the relevant parties so that alternative arrangements can be considered
- 3 assess your competence, skill levels and ability to perform remote interpreting effectively
- 4 prepare, set up and check technology and equipment before the interpreting assignment begins, as appropriate
- 5 consult the relevant person/s to deal with any set up and technical problems, as necessary
- 6 assess the work environment and check that the work environment and equipment supports effective interpreting, personal safety, comfort and confidentiality and make or request any adjustments, as necessary
- 7 interpret in a manner appropriate to the technology and equipment being used
- 8 conduct initial introductions and declare presence, where relevant
- 9 explain the process of remote interpreting and any specific conditions for participants
- 10 monitor the interpreting technology and equipment for audibility and/or visibility with participants and adjust, where necessary and/or appropriate
- 11 follow the agreed process in the event of an emergency, including technological and equipment breakdown
- 12 monitor the effectiveness of interpreting throughout the remote interpreting assignment and address any issues that may arise without compromising the quality of interpreting, where possible
- 13 evaluate the delivery of remote interpreting assignments, seeking participant's feedback, where relevant
- 14 review and adapt your professional practice and behaviour to support professional development and future improvements when interpreting remotely
- 15 ensure your conduct is in line with ethical considerations, relevant codes of conduct and relevant legal requirements

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Knowledge and understanding

You need to know and understand:

- 1 spoken and/or signed language at a complex level for your working languages, which is equivalent to C1 within the Common European Framework of Reference for Languages (please see the Languages NOS for more information)
- 2 the role of the interpreter, the principles of professional practice, relevant codes of conduct, relevant legislation and relevant legal requirements. This includes managing ethical behaviour/principles, conflicts of interest, confidentiality, impartiality, integrity, accountability and professionalism
- 3 ethical behaviour, techniques and principles specific to remote interpreting
- 4 circumstances in which remote interpreting is and is not appropriate
- 5 the different types of technology and equipment used for remote interpreting, their suitability, applications and limitations
- 6 how to adapt interpreting practice when using specific remote interpreting technology and equipment
- 7 how to assess personal safety, confidentiality and comfort when interpreting remotely
- 8 how to collaborate with relevant parties to ensure effective use of interpreting technology and equipment
- 9 strategies to manage problems and issues relating to remote interpreting

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Links to other NOS

This standard is linked to a number of other standards, in particular:

Interpreting NOS

CFAINT01 Assess your ability to undertake interpreting assignments

CFAINT02 Prepare for interpreting assignments

CFAINT03 Interpret one-way as a professional interpreter

CFAINT04 Interpret two-way as a professional interpreter

CFAINT05 Evaluate and develop your professional practice as an interpreter

CFAINT06 Produce sight translations within interpreting assignments

CFAINT07 Produce immediate translations within interpreting assignments

CFAINT08 Work with other interpreters

Languages NOS

CFALANG1.6 Read complex text on a wide range of work topics

CFALANG2.6 Speak/Sign using complex language in a wide range of work situations

CFALANG3.6 Write complex text on a wide range of work topics

CFALANG4.6 Understand complex spoken or signed language in a wide range of work situations

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