Certification Scheme S05

Community Interpreting Service Provider pursuant ISO 13611

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1 Scope

This certification scheme specifies the procedure to certify the services of interpreting service providers according to the International Standard ISO 13611[1].

The purpose of the certification procedure in accordance with this scheme is to prove that the service provided by a community interpreting service provider (CISP) meets the criteria and recommendations specified in ISO 13611.

Certification shall meet the requirements of ISO/IEC 17065[2].

2 Application

2.1 The applicant shall file an application using the form provided by the certification body.

2.2 The applicant shall appoint a contact person for the certification process.

2.3 The application shall specify the desired scope of certification in terms of business sites to be covered.

2.4 Together with the application the applicant shall provide documentation on the services to be certified. This documentation shall contain the following:

- the general features of the applicant, including its name and the address(es) of its physical location(s) where customer contact services are provided,

- description of the structure of the applicant, including company profile, any specializations, etc.

- average number (related to the past 12 months) of employees working in the relevant sites

- average number of interpreters (related to the past 12 months) working for the CISP.

3 Initial certification audit

3.1 On-site audit

3.1 The initial certification audit shall audit all requirements specified in ISO 13611. The audit shall comprise of at least the following elements.

- review of records and documentation of the procedures of the CISP

- review of records and documentation of interpretation jobs conducted by the CISP

- review of records and documentation of interpreters database and selection procedure for interpreters

- interviews with CISPs personnel in charge of tasks relevant to the certification criteria

- interviews with interpreters (on site and/or by means of telephone interviews)

- interviews with clients (on site and/or by means of telephone interviews)

3.2 At the end of the audit, the Lead Auditor will analyse all information and audit evidence gathered during the audits to review the audit findings and agree on the audit conclusions.

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[1] ISO 13611:2014-12-01 Interpreting -- Guidelines for community interpreting

[2] ISO/IEC 17065:2012-09 Conformity assessment -- Requirements for bodies certifying products, processes and services

3.3 During the concluding meeting with the responsible management of the applicant, the Lead Auditor will present the audit conclusions to the applicant and will specify further steps to be taken.

3.2 Audit findings

In case that deviations from the requirements of the standard be found, appropriate corrective actions will be specified by the auditor. Deviations shall be classified as follows.

3.2.1 Minor deviation

Any nonconformity which does not adversely affect performance of the service will be classified as minor deviation.

Minor deviations may be corrected within a period of 8 weeks through appropriate corrective actions. The completion of such corrective actions shall be documented by the applicant and will be assessed by the auditor.

3.2.2 Major deviation

Any nonconformity, which may result in failure or reduce the usability of the service for the intended purpose or which puts clients at risk will be classified as major deviation.

This type of deviation requires a partial or complete repetition of the audit.

3.2.3 Recommendations

The auditor may also make recommendations regarding the effectiveness and quality aspects of the service provision and opportunities for improvement related to the operations of the service provider. Such recommendations are documented in the audit report but have no effect on the issue of the certificate in accordance with clause 4.

3.3 Audit report for certification

The information provided by the Lead Auditor to the certification body for the certification decision will include, as a minimum:

- the audit report,

- comments on the nonconformities and, where applicable, the correction and corrective actions taken by the client,

- a recommendation whether or not to grant certification, together with any conditions or observations.

4 Issuing the certificate

4.1 Based on the audit conclusions and the recommendation of the Lead Auditor the certification body will decide on the issue of the certificate. A positive assessment of the audit is the prerequisite for the issuing of the certificate.

4.2 The certificate is valid for a period of 6 years subject that the conditions to maintain the certificate are met by the certificate holder.

5 Surveillance activities

5.1 In order to maintain the certificate, surveillance audits shall be carried out on a 2-year cycle. The date of surveillance audits following certification (or recertification) shall not be more than 13 months or 25 months from the date of the issue of the certificate.

5.2 Surveillance audits are on-site audits, but are not necessarily full system audits covering all requirements of ISO 13611. The purpose of the surveillance audits(s) is for the certification body to maintain confidence that the certified

service provider continues to fulfil the requirements of ISO 13611 between recertification audits. The surveillance audit(s) programme shall include, at least the following items:

a) recruitment of interpreters,

b) sample checking of competence of interpreters,

c) sample checking of interpretation jobs,

d) a review of actions taken on nonconformities identified and recommendations given during the previous audit,

e) review of any changes introduced by the ISP affecting the compliance with the criteria of this certification scheme, and

f) use of marks and/or any other reference to certification.

6   Recertification

In order to extend the validity of the certificate, a recertification audit in accordance with clause 4 shall be conducted.

7   Requirements for auditors

7.1 Audits shall be carried out by at least one Lead Auditor.

7.2 A Lead Auditor shall be a formally trained auditor who has in-depth knowledge of ISO 13611.

8   Changes of normative documents

Changes of the underlying normative documents on which the certification is based on will be communicated by the certification body to certificate holders immediately.

The certificate holder will be granted a period of 12 months to adapt its services according to the changes in the normative document(s). Evidence of compliance with the new requirements shall be provided as part of a surveillance audit. Upon successful proof, the certificate will be re-issued with a new reference to the changed normative documents.

9   Amendments to the scope of certificates

Should the certificate holder wish to extend the scope of his certificate in relation to further organizational units or company sites, he must request this in writing to the certification body. The certification body will specify the necessary steps (examination of documents and / or supplementary audits) for the expansion of the scope.

Should the certificate holder wish to reduce the scope of his certificate in relation to the certified organizational units and/or compliance related risks, he shall inform the certification body in writing. The certification body will reduce the scope of the certificate accordingly. From this point, the organization must not make any statements in relation to those organizational units and/or compliance risks which have been removed from the scope of the certificate. The verification of the relevant obligations of the certificate holder will be part of the following surveillance audit.

Changes of certificates related to formal specifications of the certificate holder (such as changes in the company name or address) must be notified in writing of the certification body. The certification body will issue an amended certificate without technical examination.

In case that the legal person who holds the certificate will be changed, a new certification procedure shall be carried out.

10 Withdrawal of certificates

The certificate becomes invalid immediately after termination of the contract by the certificate holder or withdrawal by the certification body.

The certificate is withdrawn by the certification body when

- the conditions for issuing the certificate are no longer met,

- the client refuses to accept the necessary surveillance activities in a timely manne,

- the client does not meet the requirements of corrective actions requested,

- the client refuses to accept audits to check on corrective actions if required by the certification body,

- the conformity mark is used by the certificate holder in an abusive manner,

- the client does not meet the requirements of the General Terms and Conditions of the certification body.

If the certificate is withdrawn, the certification body informs the certificate holder thereof in writing.

After withdrawal of a certificate any reference to the invalid certificate is not permitted.

Annex A Audit criteria – Checklist

ISO 13611 Clause 4

A.4.1 The interpreting service provider (CISP) has a documented procedure in place to select competent and qualified community interpreters that ensure that community interpreters employed have the following competencies:

- interpreting competence
- linguistic competence
- technical skills
- research and technical competence
- interpersonal skills.

A.4.2 The CISP verifies and is able to provide seeking documented evidence, that the community interpreter meets at least one of the following criteria:

a) has a recognized degree (e.g. BA., MA. or Ph.D.) in interpreting from an institution of higher education, or a recognized educational certificate in community interpreting;

b) has a recognized degree in any other field from an institution of higher education plus two years of continuous experience in community interpreting or a relevant certificate from a recognized institution;

c) has an attestation of competence in interpreting (such as interpreter certification) awarded by an appropriate government body or government-accredited body or recognized professional organization for this field, and proof of other equivalent qualifications or experience in community interpreting;

d) membership in an existing nationwide register of interpreters with clear qualification criteria meeting as a minimum the competences requirements of ISO 13611;

e) five years of continuous experience in community interpreting in cases where a) to c) cannot be reasonably met;

f) has a certificate of attendance to further vocational training modules upon request.

ISO 13611 Clause 5

A.5.1 The CISP has a procedure in place that requests the client to inform the CISP of any known risks and provide any advice, protection, and safety measures generally available to participants in an interpreted communicative event.

A.5.2 The CISP requests the client to provide as much information as possible about the requested assignment such as background, terminological or other language-related information, brochures, documents to undertake sight translation, etc.

A.5.3 The CISP provides the client with the following advice:

a) to speak clearly and at a moderate pace;

b) to speak directly to the party she/he wishes to address, rather than to the community interpreter.

c) to have the community interpreter sign a non-disclosure agreement, if appropriate;

d) for long assignments, to provide the community interpreter with a break after a maximum of 60 min if interpreting consecutively or 15 min to 30 min if interpreting simultaneously;

e) to pause frequently to allow the community interpreter to render all the information if consecutive interpreting mode is being used;

g) to be aware of non-verbal elements of communication, such as body language;

h) to encourage the community interpreter to request clarification, if required;

i) to provide an appropriate working environment suitable for the situation;

f) to allow the community interpreter to access case documents (for documentation purposes);

j) always to attempt to ensure the most appropriate mode of interpreting is used (consecutive interpreting mode or simultaneous interpreting mode);

k) to avoid interrupting the community interpreter;

l) to be aware of, and minimize possible noises, interferences, interruptions, etc. that could affect the work of the community interpreter.

ISO 13611 Clause 6

A.6.1 The CISP coordinates the provision of community interpreting services with clients and community interpreters.

A.6.2 The CISP informs the client promptly if a community interpreter is not available in the requested language combination.

A.6.3 The CISP ensures that all community interpreters hired or contracted are qualified professionals capable of performing the specified task.

A.6.3 The CISP discloses the community interpreter's qualifications to the client.

A.6.4 The CISP informs the client and end user of any conflict of interest that might arise.

A.6.5 The CISP briefs the client on how to work effectively with community interpreters and provides written guidance materials on how to work with community interpreters, in order to facilitate communication;

A.6.6 The CISP provides the client with a detailed client-ISP agreement specifying pricing, terms, policies, and procedures for community interpreting assignments.

A.6.7 The CISP verifies that community interpreters provided by the ISP are of legal status and free of any penal and/or criminal records (if verification of records is possible).

A.6.8 The CISP provides the community interpreter with detailed information about the assignment. This includes

1) obtaining context/materials/documentation from the client, as applicable,

2) providing any glossaries or resources available,

3) providing administrative details such as complete address, contact information, etc.;

A.6.9 The CISP ensures proper working conditions for the community interpreter. This includes

1) promoting an adequate working environment,

2) briefing the client about the community interpreter's needs and boundaries,

3) providing the required number of community interpreters or team of community interpreters if applicable,

4) checking, if possible, that the work environment is safe for the community interpreter to perform without risk to personal safety or life,

5) giving the community interpreter the right to leave a dangerous assignment or situation where life or personal safety can be at stake without penalty,

A.6.10 The CISP has established and documented contractual terms and conditions of the working relationship with community interpreters incl. payment conditions.

A.6.11 The CISP pays within a reasonable timeframe and/or according to established agreement between the parties.

ISO 13611 Clause 7

A.7.1 The CISP ensures that the interpreters employed meet the following requirements:

1) adhere to local standards of practice and local code of ethics at all times;

2) accept only those community interpreting assignments in which they are able to perform;

3) refuse to carry out duties for which they lack the appropriate education, training, qualifications, or credentials;

4) listen to both speakers respectfully, observe their body language, and convey the meaning of all messages from one language to the other, without unnecessary additions, deletions, or changes of meaning;

5) manage the flow of communication between the parties;

6) intervene when speakers do not allow community interpreters to perform their job or when speakers speak too fast;

7) understand and convey cultural nuances;

8) request clarification of a term unfamiliar to the community interpreter;

9) when intervening during an interpreted communicative event to address a barrier to communication, clearly identify that the community interpreter is speaking as the community interpreter;

10) if requested or possible, interrupt to point out the existence of a cultural barrier when such a cultural barrier can result in miscommunication or misunderstanding;

11) restrict their role to community interpreting without offering opinions or advice.

A.7.2 The CISP requests interpreters assigned:

1) to ask for information in advance regarding the nature of his/her assignment in order to be able to research and adequately prepare for it,

2) to properly introduce himself or herself to all parties and explain the role of the interpreter,

3) to strictly comply with scheduled / booked time,

4) to maintain professional appearance and behavior,

5) to follow the protocols, terms and procedures established / agreed upon with the CISP.