

## **Certification Scheme S 05**

### **Interpreting Service Provider**

**ISO 18841**

**ISO 13611**

**ISO 20228**

**ISO 23155**

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## Table of Content

<b>1</b>	<b>Scope .....</b>	<b>3</b>
<b>2</b>	<b>Application .....</b>	<b>3</b>
<b>3</b>	<b>Certification audit .....</b>	<b>3</b>
3.1	Remote audits .....	3
3.2	Multi-site audits .....	3
3.3	Audit .....	3
3.4	Audit findings.....	4
3.4.1	Minor deviation .....	4
3.4.2	Major deviation .....	4
3.4.3	Recommendations .....	4
3.5	Audit report for certification .....	4
<b>4</b>	<b>Issuing the certificate .....</b>	<b>5</b>
<b>5</b>	<b>Surveillance activities .....</b>	<b>5</b>
<b>6</b>	<b>Recertification .....</b>	<b>5</b>
<b>7</b>	<b>Changes of normative documents .....</b>	<b>5</b>
<b>8</b>	<b>Amendments to the scope of certificates .....</b>	<b>5</b>

## 1 Scope

This certification scheme specifies the procedure to certify the services of interpreting service providers (ISPs) according to the International Standards ISO 18841<sup>1</sup>, ISO 13611<sup>2</sup>, ISO 20228<sup>3</sup> and ISO 23155<sup>4</sup>.

Service providers may choose to seek certification according to only one of the above standards or according to the combination of these standards.

Certification shall meet the requirements of ISO/IEC 17065<sup>5</sup>.

## 2 Application

**2.1** The service provider shall file an application using the form provided by the certification body.

**2.2** The service provider shall appoint a contact person for the certification process.

**2.3** The application shall specify the desired scope of certification.

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

- a) the general features of the applicant, including its name and the address(es) of its physical location(s) where customer contact services are provided,
- b) description of the structure of the applicant, including company profile, any specializations, etc.
- c) average number (related to the past 12 months) of employees working in the relevant sites
- d) average number of interpreters (related to the past 12 months) working for the ISP.

## 3 Certification audit

### 3.1 Remote audits

Audits may be conducted by remote techniques.

### 3.2 Multi-site audits

In case that a service provider operates more than one site which are to be covered by the scope of the certificate it is permissible to select a sample amongst the sites covered by the certification process under the following conditions:

- a) there is a centralised quality management and process control function which covers all sites operated by the applicant. The site which provides this central quality management and control function shall be audited in any case;
- b) the technical prerequisites are met for remote auditing other sites of the service provider.

The certification body shall specify the number and location of the sites to be audited within the scope of the certification.

### 3.3 Audit

The certification audit shall audit all requirements specified in the applicable standard(s). The audit shall comprise of interviews with the following persons/functions of the service provider:

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<sup>1</sup> ISO 18841:2018-01-15 Interpreting services - General requirements and recommendations

<sup>2</sup> ISO 13611:2014-12-01 Interpreting - Guidelines for community interpreting

<sup>3</sup> ISO 20228:2019-04-15 Interpreting services - Legal interpreting - Requirements

<sup>4</sup> ISO 23155:2022-01-15 Interpreting services – Conference interpreting – Requirements and recommendations

<sup>5</sup> ISO/IEC 17065:2012-09 Conformity assessment - Requirements for bodies certifying products, processes and services

- a) CEO / head of the service provider;
- b) interpreters
- c) project managers;
- d) interviews with other staff in charge of tasks relevant to the certification criteria (e.g. Human Resource, Quality Management if applicable).

The audit shall comprise of at least the following checks:

- a) review of records and documentation of the procedures of the service provider,
- b) review of records and documentation of interpreting jobs conducted by the service provider,
- c) review of records and documentation of interpreters, interpreter's database and selection procedure for interpreters,
- d) examination of the technical resources in use with regard to their availability and suitability for the translation projects carried out,
- e) examination of project management, project management tools.

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 specify the audit conclusions.

During the concluding meeting with the service provider, the Lead Auditor will present the audit conclusions to the service provider and will specify further steps to be taken.

### **3.4 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.

#### **3.4.1 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 service provider and will be assessed by the auditor.

#### **3.4.2 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.

#### **3.4.3 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.

### **3.5 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**

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.

The certificate is valid for a period of 6 years subject that the conditions to maintain the certificate (see clause 5) are met by the certificate holder.

## **5 Surveillance activities**

In order to maintain the certificate, surveillance audits shall be carried out on a 2-year cycle. The date of surveillance audits following initial certification (or recertification) shall not be more than 24 months resp. 48 months from the date of the issue of the certificate.

Surveillance audits are not necessarily full system audits covering all requirements of the applicable standards. The purpose of the surveillance audit(s) is for the certification body to maintain confidence that the certified service provider continues to fulfil the requirements 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 3 shall be conducted.

## **7 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.

## **8 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.