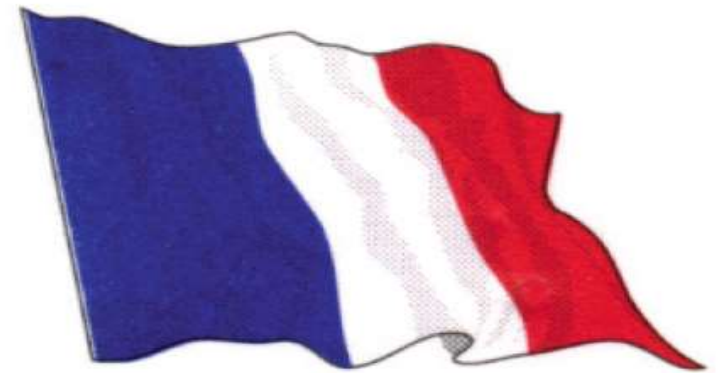


Getting to grips with Pandemic - precipitated Remote Interpreting



CHARTERED INSTITUTE OF LINGUISTS
CHARTERED LINGUIST
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- Mentor for CIOL Diploma in Public Service Interpreting (Law) and DPI exams

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Terms and Conditions for Remote Interpreting (RI) **POLL**

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Preliminary Questions

Have you got a set of Terms and Conditions for your business?

Have you got a set of Terms and Conditions specifically for **RI**?

What is Remote Interpreting?

Here the Interpreter *does not have a direct view* of participants because they receive *input via a single or via several screens or just via audio* -
- whether or not they are on site

Examples - Interpreter working remotely

- At home
 - In hub
- On site at event but in room next door to the event room



So this talk is about

Spoken language and sign language interpreters working *remotely* where *they do not have a direct view* of the participants and are *not co-located* with participants

Why do Interpreters need T's and C's?

- Language Professionals (LP'S) are not just translators and interpreters
 - LP's are business owners
 - T's and C's minimise possibility of legal disputes
 - Having T's and C's may/ should reassure our clients
 - Having T's and C's creates a professional image
- Not having T's and C's may cost us more than if we had them!

Whose T's and C's apply?

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Possibilities

- Just the client's
 - Just the LP's
 - Mix of client's and LP's
- LP's professional organisation(s) by adoption (CIOL)



**TERMS AND
CONDITIONS**

Written or oral T's and C's – or both?



Written Terms and Conditions are best

- Use to back up any orally agreed T's and C's asap
 - Evidence in case of future dispute
- Professional Indemnity Insurers and lawyers may require written evidence
 - Provide certainty

Oral Terms and Conditions only?

Oral contracts **are** enforceable but

- Difficult to remember later
- Difficult to prove later

So what are the issues in 2021?

- The Pandemic accelerated RI but before interpreters and our clients had a chance to develop and then negotiate new Terms and Conditions for this new world
- There is no sign of RI decreasing to any significant extent now we are post – Pandemic
- We are still on a learning curve with both tech and terms of engagement

First - some words about negotiating

Oxford English Dictionary definition:

a discussion aimed at reaching an agreement

www.business.com definition

A bargaining process between two or more people each with their own aims, needs and viewpoints seeking to discover a common ground



Negotiation

“The art of letting
the other side
have it
your way”

Here are **our** T's and C's!

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PARTNERSHIP

- TRUST
- SUPPORT
- COOPERATE
- COLLABORATE
- ADVICE





Being transparent and
open creates trust.

INITIAL RI ASSIGNMENT CONSIDERATIONS

- Has an assessment been carried out by event organisers as to whether event more appropriate for FTF or for RI?

Example

- Distressed, vulnerable participants

GENERAL ASSIGNMENT CONSIDERATIONS

Terms and Conditions

Time

- Start and finish times *booked*
- *Actual* start and finish times *worked*
- Login in time; at least 30 minutes in advance

GENERAL ASSIGNMENT Terms and Conditions

- Break times due to cognitive overload and screen fatigue (**30** minutes for simultaneous and **50** minutes for consecutive)
 - How many interpreters *needed*
 - How many interpreters *booked*

NB

Bad interpreters “no breaks needed!” bravado

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GENERAL ASSIGNMENT CV- 19 HEALTH CONSIDERATIONS



GENERAL ASSIGNMENT CONSIDERATIONS IF ON SITE

- Social distancing arrangements if on site RI
 - Who provides PPE if on site; gel, masks,
- Structural protection; plexiglass screen around interpreter
 - How many interpreters in same booth
- Right of interpreter to withdraw if reasonable; feels health and safety compromised; Code of Conduct

GENERAL ASSIGNMENT CONSIDERATIONS - IS YOUR RI BOOTH PARTNER VISIBLE TO YOU?

Can booth partner be seen?

Yes with certain platforms:

- Greenterp
 - RSI X
 - Cappisco

Also via

WhatsApp video link

GENERAL ASSIGNMENT CONSIDERATIONS - RI PLATFORMS AND BOOTH PARTNERS

More than one interpreter in an RI booth?

Yes, on certain platforms:

- Interpretfy (2)
 - Kudo (3)
 - QuaQua (3)

GENERAL ASSIGNMENT CONSIDERATIONS

Terms and Conditions

- Protocol for interpreters to notify any issues: chat box*, text, WhatsApp
- Intercommunication details; interpreters, technician, moderator,

NB

*Chat box may be dangerous – inadvertently send message to audience!

GENERAL ASSIGNMENT CONSIDERATIONS

Terms and Conditions

- Which *RI platform* to be used?
- Which *other equipment* to be used?

GENERAL ASSIGNMENT - Terms and Conditions

Need to know information

- Subject matter of assignment
- Materials available to assist preparation; ppts, glossaries, speeches
 - Date and time materials to be provided
- Contact help details in case any other documents suddenly referenced *during* event

GENERAL ASSIGNMENT - Terms and Conditions

- On boarding instructions
- Assistance to log in if necessary

SPEAKERS - Terms and Conditions

Must:

- Wear headphones with inbuilt microphones
 - Be in noise - free background
- Have non distracting background: no patterns, no other people
 - Be in stationary location: not in moving car
- Switch off camera if unstable (Zoom) connection

Please, please SPEAKERS

- Use forward facing light
- Display name/ role if possible
 - Do not rustle papers
- Do not drink/ eat if not muted

Do not speak if not muted

- Stick to speech script circulated in advance to interpreter

TECH - Terms and Conditions

- Robust internet connection
 - Use high speed wired cable connection or WIFI boosters
 - Contingency tech contact details in case of connection issues
- Inbuilt PC microphones not designed for high quality audio and pick up sounds in speaker's room such as clock ticking

TECH - Terms and Conditions

Contingency plans if poor internet connection on PC

- Unplug, plug router in again
- If time contact internet supplier
- Use back up internet connection
 - Use back up laptop
 - 5G/4G mobile connection
- Mobile tethering with strong password in place

LOCATION OF INTERPRETER - Terms and Conditions

- Private from confidentiality point of view
- Noise and echo free background; use touch screen tablet
 - Clean, tidy, child, pet free professional background
 - Neutral professional background

EQUIPMENT USED - TERMS and CONDITIONS

Who to provide it?

Have separate contract if *Interpreter* doing the hiring with terms as to:

- ISO compliant
 - Insurance
- Fully charged up
- Updates have been run
 - Properly installed



TECH TRIALS - Terms and Conditions

- To take place a few days before event
 - To take place *again* just before event: 30/ 60 minutes before
 - Check Client understands tech issues; assigning interpreter; using breakout rooms
 - Check organisers and technicians understand interpreters' languages
 - *All* Speakers must attend *all* of trial
- NB
- Check you the interpreter understand all tech issues!
 - Get tech savvy and do some free tech CPD with <https://techforword.com>

CODES OF CONDUCT - Terms and Conditions

Interpreter to act in accordance with those of our professional membership organisations: AICC; APTRAD; CIOL

- Clients may also have Codes of Conduct

Confidentiality if Working From Home (WFH)



Confidentiality if WFH

Question

Should interpreters have the right to ask

- Who else is in the speaker's background *before* commencing interpreting?
- Who has entered the speaker's background *after* interpreting has commenced ?

PAYMENT – TERMS AND CONDITIONS

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PAYMENT – TERMS AND CONDITIONS

Interpreting is the intellectual property of the Interpreter

- **Written** consent of interpreter to recording of voice
- Purpose of recording to be notified; internal/ external client use
- Fee for recording (in addition to fee for assignment); flat fee or percentage
 - Royalties re future use of voice

NB

GDPR data controller and data processor considerations re “personal information”

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TIME

MONEY



PAYMENT FOR TIME - TERMS and CONDITIONS

- Payment for time *booked* not for time actually worked: delay due to power cut
- Payment for additional time involved; delays due to *client's* tech problems; muffled/ distorted sound

DIFFERENT PAYMENTS FOR TIME - TERMS and CONDITIONS

- Different time zones worked by interpreters on same assignment but in different locations; day and evening

Example

US and UK

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DIFFERENT JURISDICTIONS - TERMS and CONDITIONS

Different jurisdictions may apply in the event of a dispute

Example

- Interpreter A in Portugal
 - Interpreter B in UK
- Event taking place in US
- Client based in Germany

DISPUTES AND LIABILITY - TERMS and CONDITIONS

Liability for tech problems especially where temporary or permanent loss of:

- Internet connection
 - Sound
 - Video

Negotiate clause to effect that interpreting to be suspended until/
sound/visual quality improves

That's it – thanks for your attention!



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Looking forward to hearing from you!

Over to you!

