ISO Handy Reference Guide-
Interpreting Related Standards

ISO/TC 37/SC 5

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ISO/TS 6253:2024
Requirements and recommendations for training programmes in community interpreting

Abstract
This document specifies requirements and recommendations for the core competences taught in training programmes in community interpreting. This document also identifies the core competences of educators who deliver training programmes in community interpreting. This document is applicable to signed languages and spoken languages, and addresses consecutive interpreting and simultaneous interpreting, including whispered interpreting, as well as sight translation.

Introduction
This document is intended to be used in conjunction with other interpreting standards, principally ISO 13611, ISO 18841, ISO 20228 and ISO 21998, with the objective to form the basis for community interpreting training programmes.

Interpreters render spoken or signed content from a source language to a target language in oral or signed form. Community interpreting training varies significantly worldwide, while there is a growing demand for interpreters in public services, healthcare, law enforcement and other communicative settings. This document addresses the necessity of standardized requirements and specific recommendations for community interpreting training, including comprehensive guidelines on learning outcomes and curricula. It aims to improve community interpreter education and promote comparability in training programmes.

This document provides both a foundation for the design and development of new programmes and serves as a reference for existing programmes. It is intended to support educators, educational and training institutions, community interpreters and users of community interpreting services, including public-sector organizations and language service providers (LSPs) that provide training programmes for interpreters as a service or product, to assess the usefulness and relevance of training programmes designed to prepare community interpreters to provide their services.

This document also supports organizations, and educational and training institutions in the recruitment, hiring and retention of community interpreter educators.
This document does not address existing programmes within post-secondary institutions. Additionally, it does not aim to define the qualifications of academic staff and administrators in post-secondary institutions.

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ISO 13611:2024
Interpreting services
Community interpreting: Requirements and recommendations

Abstract
ISO 13611:2014 specifies requirements and recommendations for the provision of community interpreting services. It establishes the foundational principles and practices necessary to ensure quality community interpreting services for all language communities (spoken and/or signed), for end users, as well as for clients, and for community interpreters.

Introduction
This document was developed in response to a worldwide need to accommodate the growing linguistic, cultural and ethnic diversity of people who interact via spoken and signed communication. Community interpreting, also called "public service interpreting", is essential to enable people to access community services available to members of society, which they would be otherwise unable to access owing to a language barrier as a result of not understanding the language of service delivery.

Such community services can occur in several communicative settings and can include, amongst others, the following:

- — public institutions (local authorities, schools, universities, community centres, etc.);
- — social services (refugee boards, self-help centres, etc.);
- — business and industry services (housing, real estate, insurance, financial services, etc.);
- — faith-based organizations (rituals, ceremonies, etc.);
- — media organizations (television, internet broadcasters, etc.);
- — emergency services (natural disasters, pandemics, etc.).

Community interpreting can include services provided in legal settings (police stations, courts, prisons, etc.) to facilitate equal access to justice. Legal interpreting is addressed in ISO 20228. In a number of countries, legal interpreting, a broad field that includes court interpreting, is not considered part of community interpreting. Similarly, healthcare interpreting is addressed in ISO 21998. In a number of countries, healthcare interpreting is not considered part of community interpreting. However, in several countries, community interpreting includes services provided in legal and/or healthcare-related communicative events, with acknowledgement that these services require additional training. Community interpreting has become established as a profession. There are various codes and standards for specific settings but there are currently no universally agreed requirements for community interpreters. It is important to stress that interpreting differs from translation as it deals with oral or signed communication occurring in real time.

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ISO 18841:2018
Interpreting services — General requirements and recommendations

Abstract
ISO 18841:2018 specifies basic requirements for the provision of interpreting services. Additionally, it provides recommendations of good practice.
NOTE Interpreting specializations/specialized interpreting services can be covered in other International Standards (e.g., ISO 20228, Legal interpreting).

Introduction
This document responds to the need to provide general service requirements for the provision of quality interpreting services. It provides requirements and recommendations for the delivery of spoken and signed communication across languages and societal contexts and throughout interpreting specializations. This document may be used in conjunction with other interpreting specialization standards.

Interpreters render spoken or signed communication across languages. Interpreting differs from translation, which is the rendering of written content into another written language.

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ISO 20228:2019
Interpreting services — Legal interpreting — Requirements

Abstract
This document establishes the basic principles and practices of legal interpreting services and specifies the competences of legal interpreters. It also describes the various legal settings and provides recommendations for the corresponding interpreting modes.

It is applicable to all parties involved in facilitating communication between users of legal services using a spoken or signed language.

Introduction
This document was developed in response to a worldwide and growing need to accommodate the interpreting needs of persons deprived of liberty, suspects, accused, defendants, plaintiffs, claimants, complainants, witnesses, victims, parties in different legal settings during spoken and signed communication as well as judicial stakeholders such as judges, lawyers, prosecutors, police officers, court administrative staff, notaries as well as private persons requiring interpreting services during communicative events related to the law.

The right to legal interpreting services has been enshrined in several international documents (see Annex A). Legal interpreting needs to be of a sufficiently high quality to ensure equal access to justice to all persons as well as fair trials.

Legal interpreting has become established as interpreting services provided by professional interpreters. There are various codes and standards (protocols) for specific settings (e.g. for the police or in court) but they vary from country to country, and there are no universally agreed rules or standards for the provision of legal interpreting services.

NOTE For the purposes of this document, a professional legal interpreter is an individual that meets the requirements of Clause 5.

Legal interpreting is distinct from legal translation and involves the communication of spoken or signed messages in real time.

Standards of legal interpreting training and practice vary widely, and are subject to change with remarkable fluidity. In practice, current trends in several countries go in the direction of de-professionalism due to shortage of financial means, absence of specialized training and lack of awareness of the risks of using non-professional legal interpreters.

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ISO 21998:2020
Interpreting services — Healthcare interpreting — Requirements and recommendations

Abstract
This document specifies requirements and recommendations for healthcare interpreting services in spoken and signed communication. It is applicable to all situations requiring healthcare interpreting, where the parties involved need to communicate using spoken or signed language, to treat a health-related issue. It is intended for interpreting service providers and healthcare interpreters.

Introduction
Healthcare interpreting services:

- a) enable safe communication mainly between healthcare providers and patients;
- b) provide linguistic access to healthcare services.
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This document was developed in response to a worldwide growing demand to accommodate the interpreting needs of patients deprived of linguistic access to healthcare services and healthcare professionals, such as physicians, nurses, and healthcare administrative staff, as well as to strive towards patient safety, wellbeing, and dignity during interactions related to the provision of healthcare-related services. In those countries that do not have any recognized healthcare interpreting education in place, this document can serve as a guideline and basis for setting up a suitable legal, administrative and educational system for all healthcare interpreting stakeholders.
Healthcare interpreting is also referred to as medical interpreting.

The right to health services has been well documented in several international and national documents (see References [6] to [42]). Several countries have also enacted legislation, regulations, or guidelines concerning the provision of culturally and linguistically appropriate healthcare services. These require the provision of qualified interpreting services for linguistically and culturally diverse patients, see References [43] to [48]. Healthcare interpreting services need to be of a sufficiently high quality to ensure patient safety.

Healthcare interpreting is distinct from medical or healthcare-related translation. Translation involves the rendering of various forms of content into another language in written form, requiring a process and the allocation of a certain period of time for the task. Interpreting involves rendering spoken or signed messages from one language to another, either face-to-face or via distance interpreting. Some healthcare interpreters are qualified to provide medical translation while others are not. Likewise, some medical translators may or may not be qualified to provide healthcare interpreting services, as these activities require different skill sets. When documents are not translated, healthcare interpreters sight translate the document into the other language. The provisions herein meet additional requirements that are specific and unique to healthcare interpreting and the healthcare environment.

Healthcare interpreting takes place between three or more participants:

- 1) speaker(s) or signer(s) of a language other than the language the healthcare provider speaks or signs;
- 2) healthcare providers or staff;
- 3) healthcare interpreter(s).

Healthcare organizations procure interpreting services directly or via an interpreting service provider (ISP). Healthcare interpreters, who come into a healthcare organization to interpret for a particular case, whether face-to-face or via distance interpreting (see Annex B), limit themselves to engaging in the communicative events that require their services. Healthcare interpreters who work in an interpreter services department within a healthcare organization perform tasks and take on responsibilities beyond the act of interpreting in communicative events. These tasks can be related to bridging the cultural and linguistic gaps of the healthcare community, can involve intercultural inquiry, cultural or linguistic education of other healthcare staff, contacting patients, written translations, or addressing matters related to the administration and quality assurance of the interpreting department in question, or comply with patient safety responsibilities as required by their employer. Healthcare interpreters follow standards of practice (see References [49] to [54]) and relevant code of ethics.

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The objectives of this document are:

- a) to promote market transparency in the field of healthcare interpreting;
- b) to provide information and clarification for users of healthcare interpreting services;
- c) to establish professional working conditions for healthcare interpreters.

This document benefits all parties involved in the work of healthcare interpreting. They include:

- — healthcare interpreters;
- — interpreting service providers;
- — patients and accompanying persons;
- — interpreter departments in healthcare organizations;
- — government agencies;
- — non-profit organizations;
- — community organizations that provide interpreting services;
- — employees that provide interpreting services;
- — professional associations;
- — healthcare organizations;
- — educators and researchers;
- — healthcare providers and staff;
- — healthcare policy writers.

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ISO 23155:2022
Interpreting services — Conference interpreting — Requirements and recommendations

Abstract
This document specifies requirements and recommendations for the provision of conference interpreting services. It is primarily addressed to conference interpreters and conference interpreting service providers. It also serves as reference for users of conference interpreting services.

Introduction
This document responds to the need for general requirements for the provision of quality conference interpreting services. It also offers information and guidance to users of conference interpreting services and to parties involved in conference interpreting. These include:

- — conference interpreters;
- — conference interpreting service providers;
- — consultant interpreters;
- — language service providers;
- — international organizations;
- — governments and their departments and agencies;
- — conference organizers;
- — conference centres;
- — providers of conference interpreting equipment.
- — educational institutions and research centres.

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(Canada) SCC Store: https://www.scc.ca/en/standards/find-or-buy-standards/buy-standards