Interpreting

National Occupational Standards

2006

Contents

CFAINTA1
Prepare for interpreting assignments

Overview

This unit is about preparing for professional interpreting assignments. This involves establishing the nature of assignments and considering whether you have the right This unit is about preparing for professional interpreting assignments. This involves establishing the nature of assignments and considering whether you have the right skills. You must be able to use a range of information sources to prepare for assignments and must plan for any use of equipment. You must be fully aware of the role of the skills. You must be able to use a range of information sources to prepare for assignments and must plan for any use of equipment. You must be fully aware of the role of the professional interpreter and the principles of professional practice.

The unit is recommended for people who have excellent language skills in two or more languages and who would like either to develop or to accredit the skills needed to work as a professional interpreter.

CFAINTA1
Prepare for interpreting assignments

Performance criteria

You must be able to:

When you get a new interpreting assignment, you must show that:

P1 you identify:
- P1.1 the subject matter and purpose of the assignment
- P1.2 the level of language and interpreting skills required
- P1.3 the mode of interpreting to be used: consecutive or simultaneous/whispered

P2 you do not accept any assignment which is beyond your competence

P3 you agree contract details, including location, equipment, timescales, insurance and payment

P4 if appropriate, you request a briefing session and sight of documents to be used in advance of the assignment

P5 you explain the principles of professional practice if unethical demands are made on you

P6 you plan appropriately so that you will be able to deal with:
- P6.1 the type and complexity of the assignment
- P6.2 domain-specific requirements
- P6.3 likely cultural differences and language needs
- P6.4 any special requirements, including the need for equipment and the positioning of the user(s) and yourself
- P6.5 the likely requirements and expectations of your client and user(s)

P7 you use relevant sources of information to prepare for the assignment

P8 you compile and maintain a glossary of terminology

CFAINTA1
Prepare for interpreting assignments

Knowledge and understanding

You need to know and understand:

K1 the languages in which you interpret, with the ability to function at level 5 for your first language; and level 4 for your other language(s) (see the Listening/ Reception and Speaking/Production units of the National Language Standards for performance and knowledge requirements)

K2 the process of interpreting from one language into another and how to overcome the impact of the difference between languages

K3 the cultures of the languages in which you interpret and their conventions for communication, and the implications of these aspects for the planning of the interpreting assignment

K4 the modes of consecutive and simultaneous/whispered interpreting

K5 techniques to anticipate the type and the degree of difficulty of the assignment and the client's and users' needs

K6 techniques to deliver effective communication between source and target language users

K7 the role of the interpreter and the principles of professional conduct, specifically the need to:

    K7.1 disclose any information, including conflict of interest which may make you unsuitable for an assignment

    K7.2 be impartial, maintain integrity and professionalism

    K7.3 treat all information you receive in the course of your duties as confidential, unless required to disclose by law

    K7.4 respect the ethics and the working practices of other professions

K8 contract negotiation and agreement, including time scales, payment and professional indemnity as well as third party insurance

K9 techniques to research and verify general and domain-specific terminology

K10 techniques to compile and maintain glossaries of terminology

K11 sources of general and specialist information to assist with assignments, e.g. internet, leaflets, video, glossaries and technical journals

CFAINTA1
Prepare for interpreting assignments

Additional Information

Glossary   For an overview of the National Occupational Standards in Interpreting, principles of professional practice and a glossary of specialist terminology, please go to **www.cilt.org.uk/standards/interpreting.htm**

Links to other units   This unit is linked to a number of units within the suite, in particular:

Unit B1 - Interpret one-way as a professional interpreter
Unit C1 - Interpret two-way as a professional interpreter
Unit D1 - Develop your performance as an interpreter
Unit E1 - Support interpreting through sight translations of routine written documents
Unit F1 - Support interpreting through draft written translations of written documents
Unit A2 - Extend existing skills to prepare for interpreting assignments

CFAINTA1
Prepare for interpreting assignments

Developed by	Skills CFA
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Originating organisation	CILT
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Relevant occupations	Interpreter, Sign Language Interpreter, Public Service Interpreter, Conference Interpreter
Suite	Interpreting
Key words	interpreting, translation, language, communication, consecutive, simultaneous, community

CFAINTA2
Extend existing skills to prepare for interpreting assignments

Overview

This unit is about advanced preparation for interpreting assignments, building on your existing skills. This involves establishing the nature of interpreting assignments, reviewing requirements against your existing knowledge and skills, and planning how you will acquire any new knowledge and skills.

Please note that the knowledge and skills requirements for A2 include those set for A1.

The unit is recommended for people who have professional interpreting skills and who would like either to develop or to benchmark advanced interpreting skills.

CFAINTA2
Extend existing skills to prepare for interpreting assignments

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You must be able to:

Extend existing skills to prepare for interpreting assignments

P1   you identify the degree of difficulty and sensitivity of the assignment

P2   you draw on your existing knowledge to prepare for the assignment

P3   you establish the need for further background information and whether there are areas of knowledge on which you need to expand prior to the assignment

P4   you plan how you will obtain the information which you require to prepare

P5   you carry out your research and prepare for the assignment

P6   you use your experience to anticipate any foreseeable scenarios and difficulties

P7   you plan how you will create the best conditions for effective communication, anticipating:

    P7.1   complex language and interpreting demands

    P7.2   sensitive and/or emotional aspects of the interaction

    P7.3   high intellectual content of the interaction

    P7.4   the use of specialist equipment

    P7.5   special requirements of your clients and users

CFAINTA2
Extend existing skills to prepare for interpreting assignments

Knowledge and understanding

You need to know and understand:

Extend existing skills to prepare for interpreting assignments

K1   the languages in which you interpret, with the ability to function at level 5 for both your first language and any other languages in which you interpret (see the Listening/Reception and Speaking/Production units of the National Language Standards for performance and knowledge requirements)

K2   techniques to:

      K2.1   assess the client's and users' needs

      K2.2   anticipate the degree of difficulty of the assignment

      K2.3   assess the planning requirements for the interpreting assignment

      K2.4   anticipate foreseeable scenarios and difficulties

K3   research methods and techniques relevant to planning for interpreting assignments

CFAINTA2
Extend existing skills to prepare for interpreting assignments

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Additional Information

Glossary

For an overview of the National Occupational Standards in Interpreting, principles of professional practice and a glossary of specialist terminology, please go to **www.cilt.org.uk/standards/interpreting.htm**

Links to other units

This unit is linked to a number of units within the suite, in particular:

Unit B2 - Interpret one-way as an advanced professional interpreter
Unit C2 - Interpret two-way as an advanced professional interpreter
Unit D2 - Enhance your performance as an advanced interpreter
Unit E2 - Support interpreting through sight translations of complex written documents
Unit F2 - Support interpreting through draft written translations of complex written documents
Unit A1 - Prepare for interpreting assignments

CFAINTA2
Extend existing skills to prepare for interpreting assignments

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Suite	Interpreting
Key words	interpreting, translation, language, communication, consecutive, simultaneous, community

CFAINTB1
Interpret one-way as a professional interpreter

Overview

This unit is about carrying out one-way interpreting assignments to a professional standard. You must be able to interpret presentations, talks and lectures accurately and fluently in the target language. You must be able to select and use the appropriate mode of interpreting for the occasion (i.e. consecutive or simultaneous/whispered) and fluently in the target language. You must be able to select and use the appropriate mode of interpreting for the occasion (i.e. consecutive or simultaneous/whispered) and handle the range of formal, informal and colloquial registers. You must know how to use technology (e.g. microphones, telephones or videophones) as appropriate.

The unit is recommended for people who have excellent language skills in two or more languages and would like either to develop or to accredit the skills needed to work as a professional interpreter.

Most commonly this unit is for those who interpret from one language into another, e.g. from French into English. It also applies to those interpreters who interpret from more than one language into a single target language. These are mostly conference interpreters who may interpret for example from Italian and French into English.

CFAINTB1
Interpret one-way as a professional interpreter

You must be able to:

When you interpret one-way, you must show that:

P1 you interpret the meaning of a sustained presentation accurately in the target language

P2 any omissions and inaccuracies are minor and do not significantly affect the meaning of the base message

P3 your interpretation is sufficient to reflect the source language user's:

    P3.1 register, attitude and tone as expressed through verbal and non-verbal communication

    P3.2 role and relationship with the target language user(s)

P4 you interpret consecutively and/or simultaneously/whispered

P5 you interpret factual information, concepts and opinions

P6 you handle standard varieties of language and common regional dialects

P7 you paraphrase the meaning of complex terms and phrases, if you do not know the direct equivalent in the target language

P8 you support effective communication throughout the assignment and take action if communication breaks down

P9 you explain your role as an interpreter when you arrive on site, if necessary

P10 you use technology effectively and safely, such as microphone, video link and telephone

P11 you adjust your style of communication to the medium and technology used

P12 you take notes during consecutive interpreting, where required

P13 your conduct is consistent with the principles of professional practice and your professional or registration body's code of conduct

CFAINTB1
Interpret one-way as a professional interpreter

To interpret one-way effectively, you must have knowledge of:

K1   the process of interpreting from one language into another

K2   the languages in which you interpret, with the ability to function at level 5 for your first language; and level 4 for your other language(s) (see the Listening/ Reception and Speaking/Production units of the National Language Standards for performance and knowledge requirements)

K3   the cultures of the languages in which you interpret and their conventions for communication, and the implications of these aspects for the delivery of one way interpreting assignments

K4   register (frozen, formal, colloquial, informal, intimate) and the transfer of register from one language to the other

K5   the interpreting modes of consecutive and simultaneous/whispered interpreting

K6   techniques to deliver effective communication in a one-way presentation

K7   techniques to manage the process of communication if it breaks down in one or more of the following ways:

        K7.1   you need to check on meaning

        K7.2   the degree of complexity, technicality or emotional charge is beyond your ability to deal with it

        K7.3   your position and/or that of the users hinders communication

        K7.4   the conduct of the presenter prevents you from interpreting effectively

        K7.5   the presenter is communicating too fast or too slowly

K8   the role of the interpreter and the principles of professional practice

K9   the domain(s) in which you interpret and how to work with professionals in their field

K10 the use of technology, health and safety and how to trouble-shoot when there is a technical problem

K11 techniques of taking notes when interpreting in consecutive mode

CFAINTB1
Interpret one-way as a professional interpreter

Additional Information

Links to other units

This unit is linked to a number of units within the suite, in particular:

Unit A1 - Prepare for interpreting assignments

Unit C1 - Interpret two-way as a professional interpreter

Unit D1 - Develop your performance as an interpreter

Unit E1 - Support interpreting through sight translations of complex written documents

Unit F1 - Support interpreting through draft written translations of complex written documents

Unit B2 - Interpret one-way as an advanced professional interpreter

CFAINTB1
Interpret one-way as a professional interpreter

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Suite	Interpreting
Key words	interpreting, translation, language, communication, consecutive, simultaneous, community

CFAINTB2
Interpret one-way as an advanced professional interpreter

This unit is about carrying out one-way interpreting assignments to an advanced professional standard. You must be able to interpret presentations, talks or lectures with a high degree of accuracy and fluency in the target language. You must be able to handle the full range of language, including technical and complex language, and have a high degree of accuracy and fluency in the target language. You must be able to extend your knowledge and skills to an advanced professional standard.

Please note that the knowledge and skills requirements for B2 include those set for B1.

This unit is recommended for people who have professional interpreting skills and who would like either to develop or to benchmark advanced interpreting skills.

CFAINTB2
Interpret one-way as an advanced professional interpreter

You must be able to:

When you interpret one-way, you must show that:

P1   you interpret the meaning of a sustained presentation
      P1.1   precisely and fluently in the target language
      P1.2   maintaining a consistently accurate performance throughout the assignment

P2   you reflect consistently the source language user's:
      P2.1   register, tone and speed of production
      P2.2   intention, attitude, irony, sarcasm and innuendo
      P2.3   non-verbal communication
      P2.4   role and relationship with the audience

P3   you interpret accurately:
      P3.1   factual information, concepts and opinions
      P3.2   complex language, specialist terminology and jargon

P4   you reflect all major language variants, including standard language, regional dialects, and language used by speech/sign communities and individuals

P5   you use appropriate equivalent language to convey the meaning of complex terminology and phrases, only if there is no direct equivalent in the target language

P6   you support effective communication throughout the assignment and take action if communication breaks down

P7   you take effective notes during consecutive interpreting, where required

P8   you make effective use of the interpreting booth and technology, where appropriate

P9   your conduct is consistent with the principles of professional practice and your professional or registration body's code of conduct

CFAINTB2
Interpret one-way as an advanced professional interpreter

You need to know and understand:

To interpret one-way effectively, you must have knowledge of:

K1   the process of interpreting from one language into another

K2   the languages in which you interpret, with the ability to function at level 5 for both your first language and any other languages in which you interpret (see the Listening/Reception and Speaking/Production units of the National Language Standards for performance and knowledge requirements)

K3   the cultures of the languages in which you interpret and their conventions for communication, and the implications of these aspects for the delivery of one way interpreting assignments

K4   register (frozen, formal, colloquial, informal, intimate), the transfer of register from one language into another and techniques to use when the registers of the language users do not match each other

K5   variation of the language and discourse of participants e.g. because of gender, age, class, background and profession

K6   interpreting modes and techniques to deliver effective communication

K7   the domain(s) in which you interpret

K8   the role and ethics of the interpreter

K9   techniques to take action if the process of communication breaks down in one or more of the following ways:

    K9.1   you need to check on meaning

    K9.2   your position and/or that of the users or participants hinders communication

K10 techniques of taking notes when interpreting in consecutive mode

K11 the use of technology, health and safety requirements and how to troubleshoot when there is a technical problem

CFAINTB2
Interpret one-way as an advanced professional interpreter

Additional Information

Glossary

For an overview of the National Occupational Standards in Interpreting, principles of professional practice and a glossary of specialist terminology, please go to **www.cilt.org.uk/standards/interpreting.htm**

Links to other units

This unit is linked to a number of units within the suite, in particular:

Unit A2 - Extend existing skills to prepare for interpreting assignments
Unit C2 - Interpret two-way as an advanced professional interpreter
Unit D2 - Enhance your performance as an advanced interpreter
Unit E2 - Support interpreting through sight translations of complex written documents
Unit F2 - Support interpreting through draft written translations of complex written documents
Unit B1 - Interpret one-way as a professional interpreter

CFAINTB2

Interpret one-way as an advanced professional interpreter

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Suite	Interpreting
Key words	interpreting, translation, language, communication, consecutive, simultaneous, community

CFAINTC1
Interpret two-way as a professional interpreter

This unit is about carrying out two-way interpreting assignments to a professional standard. This involves interpreting interactions between two or more language users in settings such as:

1. one-to-one or small group meetings, for example a medical appointment or job interview
2. group meetings, for example a public consultation with local residents or work meeting to review progress
3. question and answer sessions after lectures and presentations

The unit is recommended for people who have excellent language skills in two or more languages and who would like either to develop or to accredit the skills needed to work as a professional interpreter.

CFAINTC1
Interpret two-way as a professional interpreter

Performance criteria

You must be able to:

When you interpret two-way, you must show that:

P1 you interpret accurately the meaning expressed by users who are communicating with each other across two languages

P2 your interpretation reflects the flow of communication between the source and target language users

P3 any omissions and inaccuracies are minor and do not significantly affect the meaning of the base message in either language

P4 your interpretation is sufficient to reflect the language users':
- P4.1 register, attitude and tone as expressed through verbal and non-verbal communication
- P4.2 roles and relationships with each other

P5 you interpret consecutively and/or simultaneously/whispered

P6 you interpret factual information, concepts and opinions

P7 you handle standard varieties of language and common regional dialects

P8 you paraphrase the meaning of complex terms and phrases, if you do not know the direct equivalent in the target language

P9 you support effective communication throughout the assignment and take action if communication breaks down

P10 you explain your role as an interpreter when you arrive on site, if necessary

P11 you use technology effectively and safely, such as microphone, video link and telephone

P12 you adjust communication to the medium and technology used

P13 you take notes during consecutive interpreting, where required

P14 your conduct is consistent with the principles of professional practice and your professional or registration body's code of conduct

CFAINTC1
Interpret two-way as a professional interpreter

You need to know and understand:

To interpret two-way effectively, you must have knowledge of:

K1   the process of interpreting from and into two languages

K2   the languages in which you interpret, with the ability to function at level 5 for your first language; and level 4 for your other language(s) (see the Listening/ Reception and Speaking/Production units of the National Language Standards for performance and knowledge requirements)

K3   the cultures of the languages in which you interpret and their conventions for communication, and the implications of these aspects for the delivery of two way interpreting assignments

K4   register (frozen, formal, informal, colloquial and intimate), the transfer of register from one language into the other and techniques to use when the registers of the language users do not match each other

K5   the modes of consecutive and simultaneous/whispered interpreting

K6   techniques to achieve effective communication in a two-way exchange

K7   techniques to manage communication if it breaks down in one or more of the following ways:

    K7.1   you need to check on meaning

    K7.2   the degree of complexity, technicality or emotional charge is beyond your ability to deal with it

    K7.3   an apparent lack of understanding or misunderstanding hinders communication between the source and target language users

    K7.4   your position and/or that of the users hinders communication

    K7.5   the users' conduct prevents you from interpreting effectively

    K7.6   the users are communicating too fast or too slowly

    K7.7   the users communicate all at once or fail to observe appropriate turn taking

K8   the role of the interpreter and the principles of professional practice

K9   the domain(s) in which you interpret and how to work with professionals in their field

K10   the use of technology, health and safety requirements and how to troubleshoot when there is a technical problem

K11   techniques of taking notes when interpreting in consecutive mode

CFAINTC1
Interpret two-way as a professional interpreter

Additional Information

Glossary

For an overview of the National Occupational Standards in Interpreting, principles of professional practice and a glossary of specialist terminology, please go to **www.cilt.org.uk/standards/interpreting.htm**

Links to other units

This unit is linked to a number of units within the suite, in particular:

Unit A1 - Prepare for interpreting assignments
Unit B1 - Interpret one-way as a professional interpreter
Unit D1 - Develop your performance as an interpreter
Unit E1 - Support interpreting through sight translations of routine written documents
Unit F1 - Support interpreting through draft written translations of routine written documents
Unit C2 - Interpret two-way as an advanced professional interpreter

CFAINTC1

Interpret two-way as a professional interpreter

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Relevant occupations	Interpreter, Sign Language Interpreter, Public Service Interpreter, Conference Interpreter
Suite	Interpreting
Key words	interpreting, translation, language, communication, consecutive, simultaneous, community

This unit is about carrying out two-way interpreting assignments to an advanced professional standard. This involves interpreting the meaning expressed by people engaged in two-way interactions with a high degree of accuracy and fluency in the target language. You must be able to handle with ease a wide range of settings, such as:

1. one-to-one and group meetings
2. job interviews
3. appointments with legal or medical practitioners
4. complex negotiations e.g. political or commercial

You must be able to handle the full range of language, including technical and complex language, and have in-depth domain knowledge. You must be able to extend your knowledge and skills to an advanced professional standard. You must also be able to deal with highly charged emotional content, as may occur during a diplomatic emergency or a mental health consultation.

Please note that the knowledge and skills requirements for C2 include those set for C1.

The unit is recommended for people who have professional interpreting skills and who would like either to develop or to benchmark advanced interpreting skills.

CFAINTC2
Interpret two-way as an advanced professional interpreter

Performance criteria

You must be able to:

When you interpret two-way, you must show that:

P1   you interpret the meaning expressed by people engaged in two-way interaction
- P1.1   precisely and fluently in both target languages
- P1.2   maintaining a consistently satisfactory performance throughout the assignment

P2   your reflect both language users'
- P2.1   register, tone and speed of production
- P2.2   attitude, irony, sarcasm and innuendo
- P2.3   non-verbal communication
- P2.4   social and cultural norms
- P2.5   respective roles and relationships

P3   you interpret
- P3.1   factual information, concepts and opinions
- P3.2   standard language and any regional or national dialects
- P3.3   complex language, specialist terms and jargon

P4   you paraphrase the meaning of complex terminology and phrases, if there is no direct equivalent in the target language

P5   your interpretation reflects the flow of communication between the source and target language users

P6   you support effective communication throughout the assignment and take action if communication breaks down

P7   you take effective notes during consecutive interpreting where required

P8   you make effective use of the interpreting booth and any technology, where appropriate

P9   your conduct is consistent with the principles of professional practice and your professional or registration body's code of conduct

CFAINTC2
Interpret two-way as an advanced professional interpreter

You need to know and understand:

To interpret effectively, you must have knowledge of:

K1   the process of interpreting from one language into another

K2   the languages in which you interpret, with the ability to function at level 5 for both your first language and any other languages in which you interpret (see the Listening/Reception and Speaking/Production units of the National Language Standards for performance and knowledge requirements)

K3   the cultures of the languages in which you interpret and their conventions for communication, and the implications of these aspects for the delivery of two way interpreting

K4   register (frozen, formal, colloquial, informal, intimate), the transfer of register from one language into the other and techniques to use when the registers of the language users do not match each other

K5   interpreting modes and techniques to deliver effective communication between the language users of both languages

K6   the domain(s) in which you interpret

K7   the role of the interpreter and the principles of professional practice

K8   what to do if the process of communication breaks down in one or more of the following ways:

    K8.1   you need to check on meaning

    K8.2   an apparent lack of understanding or a misunderstanding hinders communication between the source and target language users

    K8.3   your position and/or that of the users or participants hinders communication

    K8.4   the users' conduct prevents you from interpreting effectively

    K8.5   the users communicate all at once or fail to observe appropriate turn taking

K9   techniques of taking notes when interpreting in consecutive mode

K10 the use of technology, health and safety requirements and how to troubleshoot when there is a technical problem

CFAINTC2
Interpret two-way as an advanced professional interpreter

Additional Information

Glossary

For an overview of the National Occupational Standards in Interpreting, principles of professional practice and a glossary of specialist terminology, please go to **www.cilt.org.uk/standards/interpreting.htm**

Links to other units

This unit is linked to a number of units within the suite, in particular:

Unit A2 - Extend existing skills to prepare for interpreting assignments
Unit B2 - Interpret one-way as an advanced professional interpreter
Unit D2 - Enhance your performance as an advanced interpreter
Unit E2 - Support interpreting through sight translations of complex written documents
Unit F2 - Support interpreting through draft written translations of complex written documents
Unit C1 - Interpret two-way as a professional interpreter

CFAINTC2
Interpret two-way as an advanced professional interpreter

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CFAINTD1
Develop your performance as an interpreter

Overview	This unit is about developing your performance as an interpreter. This is expressed in two elements

D1.1 Evaluate your performance as an interpreter
D1.2 Plan and implement professional development

This involves reviewing your interpreting assignments and evaluating your performance and preparation. You must be able identify your strengths and weaknesses and create a personal development plan to maintain and develop your professional knowledge and skills.

The unit is recommended for people who have excellent language skills in two or more languages and who would like to develop or to accredit the skills needed to work as a professional interpreter.

CFAINTD1
Develop your performance as an interpreter

Performance criteria

You must be able to:

D1.1 Evaluate your performance as an interpreter

P1   You use commonly used concepts and criteria to review your preparation for and delivery of assignments

P2   You evaluate the language you used during interpreting assignments in terms of:
   P2.1   Syntax
   P2.2   lexical choice
   P2.3   pronunciation and intonation/modulation
   P2.4   register

P3   You review how accurately and fluently you processed the meaning of the source language message into the target language

P4   You evaluate how well you managed assignments in terms of:
   P4.1   Your conduct, style and interaction with users
   P4.2   The approach you took to dealing with cultural expectations
   P4.3   The appropriateness of simultaneous/whispered and/or consecutive mode
   P4.4   Instances of communication breakdown, their causes, and whether you took the right action to repair them
   P4.5   Your compliance with the principles of professional practice and your registration body's code of conduct

P5   You produce an accurate and justifiable analysis of the strengths and weaknesses of your performance as an interpreter

P6   You identify ways in which your preparation for assignments could be improved

D1.2 Plan and implement professional development

P7   you use the evaluation of your performance to plan how you can improve your preparation for assignments and interpreting performance

P8   your development goals and priorities are consistent with the evaluation of your performance

P9   you identify and take relevant opportunities to develop your interpreting skills and knowledge

P10 you set relevant criteria to evaluate your professional development programme

P11 you regularly monitor and evaluate your professional development against the criteria you have set

P12 you update and revise your plan in the light of the progress you make

P13 you seek appropriate advice, if your progress and achievements do not meet your expectations

CFAINTD1
Develop your performance as an interpreter

You need to know and understand:

To evaluate your performance effectively, you need to make use of the knowledge components of Units A1, B1 and C1. You also must have knowledge of:

K1   concepts and terminology commonly used to analyse interpreting performance, e.g. development of glossaries, choice of modes of interpreting, error analysis, chunking and the use of time-lag in simultaneous interpreting and the effectiveness of the interpretation in the context and environment of the assignment

K2   methods to review and assess your preparation for assignments

K3   methods to review your interpreting performance

K4   methods to review your management of the interpreting assignments

K5   methods to check that your analysis of strengths and weaknesses is accurate and justifiable

To plan and implement your development programme effectively, you must have knowledge of:

K6   strategies to improve your performance and knowledge

K7   opportunities for continuing professional development, e.g. training courses, use of published materials or self-study

K8   criteria and techniques to evaluate your development programme

K9   the advice on continuing professional development available from professional bodies

K10 sources of information, such as mentors, peers, clients and users, who can offer you advice on your development

CFAINTD1
Develop your performance as an interpreter

Additional Information

Glossary

For an overview of the National Occupational Standards in Interpreting, principles of professional practice and a glossary of specialist terminology, please go to **www.cilt.org.uk/standards/interpreting.htm**

Links to other units

This unit is linked to a number of units within the suite, in particular:

Unit A1 - Prepare for interpreting assignments
Unit B1 - Interpret one-way as a professional interpreter
Unit C1 - Interpret two-way as a professional interpreter
Unit E1 - Support interpreting through sight translations of routine written documents
Unit F1 - Support interpreting through draft written translations of routine written documents
Unit D2 - Enhance your performance as an advanced interpreter

CFAINTD1
Develop your performance as an interpreter

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Relevant occupations	Interpreter, Sign Language Interpreter, Public Service Interpreter, Conference Interpreter
Suite	Interpreting
Key words	interpreting, translation, language, communication, consecutive, simultaneous, community

CFAINTD2
Enhance your performance as an advanced interpreter

Overview

This unit is about evaluating your performance and engaging in continuing professional development at an advanced level.

This is expressed in two elements:

D2.1 Evaluate your performance as an advanced interpreter
D2.2 Plan and implement continuing professional development

This involves selecting criteria and using these to evaluate your preparation and interpreting performance. You must be able to reflect on your skills, the context of the assignment and the dynamics of the interaction. You must be able to analyse your work independently and take on board feedback from others, e.g. other interpreters, as well as professionals in health, law, etc You must be aware of your professional and personal skills and able to identify areas for improvement.

Please note that the knowledge and skills requirements for D2 include those set for D1.

The unit is recommended for people who have professional interpreting skills and who would like to benchmark advanced interpreting skills.

CFAINTD2
Enhance your performance as an advanced interpreter

You must be able to:

When you evaluate your performance, you must show that:

P1 you select criteria to review your preparation and interpreting performance and explain why you chose them

P2 you use these criteria to evaluate the effectiveness of:
- P2.1 your preparation for interpreting assignments
- P2.2 your interpreting performance
- P2.3 your professional behaviour

P3 you reflect on:
- P3.1 the context of the assignment(s)
- P3.2 the dynamics of the interaction, e.g. any power imbalance, and your management of it
- P3.3 any unusual aspects, such as requests by users for a specific mode of interpreting, emotional charge or technical difficulty
- P3.4 the emotional impact of assignments on your professional and private self
- P3.5 domain-specific requirements
- P3.6 any special requirements for technology

P4 where appropriate, you make use of feedback from others, for example, users, clients, colleagues, your manager and professionals who work in the domain you covered e.g. health or law

P5 you produce an accurate and justifiable analysis of your strengths and weaknesses as an interpreter

P6 you demonstrate self-awareness of your professional and personal skills

P7 you reflect on the perspective of the users

P8 you take a holistic as well as a detailed approach to evaluation

P9 you identify areas for improvement

When you plan and implement your continuing professional development, you must show that:

P10 you use the evaluation of your performance to identify areas for improvement

P11 you develop goals and priorities which are consistent with your evaluation of your performance

P12 you identify and take relevant opportunities to develop your interpreting skills and knowledge

P13 you set relevant criteria to evaluate your development programme and achievement against it

P14 you regularly monitor and evaluate your development

P15 you update and revise your plan in the light of the progress you make

CFAINTD2
Enhance your performance as an advanced interpreter

P16 you seek appropriate advice, if your progress and achievements do not meet

CFAINTD2
Enhance your performance as an advanced interpreter

Knowledge and understanding

You need to know and understand:

To evaluate your performance effectively, you need to make use of the knowledge components of A2, B2 and C2. In addition you must have knowledge of:

K1   a wide range of concepts and strategies used to analyse interpreting performance

K2   methods to review and assess your preparation for assignments

K3   methods to review your management of the interpreting assignments

K4   strategies for critically analysing ethical dilemmas and implications for the role of the interpreter

K5   methods to check that your analysis of strengths and weaknesses is realistic and justifiable

To plan and implement your development programme effectively, you must have knowledge of:

K6   strategies to improve your performance and knowledge

K7   opportunities for development, e.g. training courses, use of published materials and self-study

K8   criteria and techniques to evaluate your development programme

K9   the advice on continuing professional development available from professional bodies

K10   sources of information, such as peers, clients and users who can offer you advice on your development

CFAINTD2
Enhance your performance as an advanced interpreter

Additional Information

Glossary

For an overview of the National Occupational Standards in Interpreting, principles of professional practice and a glossary of specialist terminology, please go to **www.cilt.org.uk/standards/interpreting.htm**

Links to other units

This unit is linked to a number of units within the suite, in particular:

Unit A2 - Extend existing skills to prepare for interpreting assignments
Unit B2 - Interpret one-way as an advanced professional interpreter
Unit C2 - Interpret two-way as an advanced professional interpreter
Unit E2 - Support interpreting through sight translations of complex written documents
Unit F2 - Support interpreting through draft written translations of complex written documents
Unit D1 - Develop your performance as an interpreter

CFAINTD2
Enhance your performance as an advanced interpreter

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CFAINTE1
Support interpreting through sight translations of routine written documents

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This unit is about producing translations of written documents at sight into oral or signed language. You may be required to do this within the context of an interpreting assignment when one of the users produces a document, the content of which needs to be translated at sight. You must be able to produce sight translations of documents, such as correspondence, personal status certificates or information leaflets.

If you are interpreting between spoken languages, you must be able to produce sight translations of written documents in either language. If you are a BSL/English interpreter, you must produce sight translations of documents which are written in English into BSL.

The unit is recommended for people who have excellent language skills in two or more languages (at least one of which has written form) and who would like to either develop or to accredit the skills needed to work as a professional interpreter.

CFAINTE1
Support interpreting through sight translations of routine written documents

Performance criteria

You must be able to:

When you produce a sight translation of a written document, you must show that:

P1 you assess whether you are able to provide a sight translation of the document

P2 you determine whether you are able to prepare a sight translation within a reasonable time (typically within twenty minutes)

P3 you inform the user(s) of the interpreting service, if you need more preparation or research than is feasible given the time available and/or the context in which you are working, and you suggest an alternative solution

P4 you make effective use of reference materials to check on vocabulary with which you are not familiar

P5 you give an accurate sight translation of the contents of the document

P6 you translate at sight factual information as well as concepts and opinions

P7 you reflect the language, register and tone used in the document

P8 you paraphrase the meaning of complex terms and phrases, if you do not know the direct equivalent in the target language

P9 if necessary, you check and clarify any uncertainty of meaning with the user to whom the document belongs

CFAINTE1
Support interpreting through sight translations of routine written documents

Knowledge and understanding

You need to know and understand:

To produce effective sight translations, you must have knowledge of:

K1 the process of providing a sight translation from written text

K2 the languages in which you interpret, with the ability to function at level 5 for your first language; and level 4 for your other language(s) (see the Reading and Speaking/Production units of the National Language Standards for performance and knowledge requirements)

K3 the cultures, conventions and formats used to communicate orally/signed and written communication in the languages in which you interpret; and the implications of these aspects for translating a document at sight

K4 register (frozen, formal, informal, colloquial and intimate); the transfer of register from one language into another; and from written into spoken or signed language

K5 techniques to assess the requirements for sight translations and the client's and users' needs

K6 contract negotiation and agreement to carry out at sight translations, including time scales, payment, professional indemnity as well as third party insurance

K7 the domain(s) in which you interpret and translate at sight

K8 the use of reference materials, such as dictionaries and glossaries stored in hard copy or electronic format

K9 alternatives to immediate sight translation, for example professional written translation services

CFAINTE1
Support interpreting through sight translations of routine written documents

Additional Information

Glossary   For an overview of the National Occupational Standards in Interpreting, principles of professional practice and a glossary of specialist terminology, please go to **www.cilt.org.uk/standards/interpreting.htm**

Links to other units   This unit is linked to a number of units within the suite, in particular:

Unit A1 - Prepare for interpreting assignments
Unit B1 - Interpret one-way as a professional interpreter
Unit C1 - Interpret two-way as a professional interpreter
Unit D1 - Develop your performance as an interpreter
Unit F1 - Support interpreting through draft written translations of routine written documents
Unit E2 - Support interpreting through sight translations of complex written documents

CFAINTE1
Support interpreting through sight translations of routine written documents

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Suite	Interpreting
Key words	interpreting, translation, language, communication, consecutive, simultaneous, community

CFAINTE2
Support interpreting through sight translations of
complex written documents

NOS
NATIONAL OCCUPATIONAL STANDARDS

Overview

This unit is about producing translations at sight of complex written documents into oral or signed language. You may be required to do this within the context of an interpreting assignment when one of the users produces a document, the content of which needs to be translated at sight. You must be able to produce sight translations of a wide range of documents, such as abstracts, executive summaries, legal or business letters or medical case studies.

If you are interpreting between spoken languages, you must be able to produce sight translations of written documents in either language. If you are a BSL/English interpreter, you must produce sight translations of documents which are written in English into BSL

Please note that the knowledge and skills requirements for E2 include those set for E1.

The unit is recommended for people who have professional interpreting skills and who would like to either develop or benchmark advanced interpreting skills.

CFAINTE2
Support interpreting through sight translations of complex written documents

Performance criteria

You must be able to:

When you produce a sight translation of a written document, you must show that:

P1   you assess whether you are able to provide a translation of the document within twenty minutes

P2   you inform the user(s) of the interpreting service if you need more preparation or research than is feasible, given the time available and/or the context in which you are working, and suggest an alternative solution

P3   you make effective use of reference materials to check on technical and specialist terms

P4   you provide a sight translation of the contents of the document, conveying its meaning accurately and fluently

P5   you paraphrase the meaning of complex terminology and phrases, if there is no direct equivalent in the target language

P6   you reflect the meaning of the document and its register and tone

P7   if necessary, you check and clarify any uncertainty of meaning with the user to whom the document belongs

CFAINTE2
Support interpreting through sight translations of complex written documents

Knowledge and understanding

You need to know and understand:

To provide effective sight translations, you must have knowledge of:

K1 the process of producing a sight translation from written text

K2 the languages in which you interpret, with the ability to function at level 5 for both your first language and any other languages in which you interpret (see the Reading and Speaking/Production units of the National Language Standards for performance and knowledge requirements)

K3 the cultures of the languages in which you interpret and their conventions for communication, and the implications of these aspects for the production of sight translations

K4 register (frozen, formal, informal, colloquial and intimate); the transfer of register from one language into another; and from written into spoken or signed language

K5 techniques to assess the requirements for sight translations and the client's and users' needs

K6 contract negotiation and agreement, including time scales, payment and professional indemnity as well as third party insurance

K7 the domain(s) in which you interpret and translate at sight

K8 the use of reference materials, such as dictionaries and glossaries stored in hard copy or electronic format

K9 alternatives to immediate sight translation, for example professional written translation services

CFAINTE2
Support interpreting through sight translations of complex written documents

Additional Information

Glossary   For an overview of the National Occupational Standards in Interpreting, principles of professional practice and a glossary of specialist terminology, please go to **www.cilt.org.uk/standards/interpreting.htm**

Links to other units   This unit is linked to a number of units within the suite, in particular:

Unit A2 - Extend existing skills to prepare for interpreting assignments
Unit B2 - Interpret one-way as an advanced professional interpreter
Unit C2 - Interpret two-way as an advanced professional interpreter
Unit D2 - Enhance your performance as an advanced interpreter
Unit F2 - Support interpreting through draft written translations of complex written documents
Unit E1 - Support interpreting through sight translations of routine written documents

CFAINTE2
Support interpreting through sight translations of complex written documents

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Suite	Interpreting
Key words	interpreting, translation, language, communication, consecutive, simultaneous, community

CFAINTF1
Support interpreting through draft written translations of routine written documents

Overview	This unit is about producing draft written translations of written documents. Draft written translations are working documents which are used to assist interpreting assignments, e.g. during a job interview or an appointment with a GP. You must be able to produce draft written translations of routine documents such as correspondence, personal status certificates or information leaflets. You must be able to produce the translation with minimal preparation and within one hour.
	Draft written translations are not intended for publication and are not the equivalent of professionally produced translations.
	The unit is recommended for people who have excellent language skills in two or more languages, who need to be able to translate from and into a written form of the language, and who would like either to develop or to accredit the skills needed to work as a professional interpreter.

CFAINTF1
Support interpreting through draft written translations of routine written documents

You must be able to:

When you need to produce a draft written translation, you must show that:

P1   you consider whether you are able to handle the demands of the text

P2   you decide whether you can produce the translation immediately

P3   you determine whether you need no more than one hour to perform the task

P4   you suggest a constructive alternative, if you are unable to produce a written translation because of skills demands and/or restrictions of time

P5   you produce a draft written translation which reflects the meaning of the document but does not need to be of publishable standard

P6   you translate factual information as well as concepts and opinions

P7   you paraphrase the meaning of complex terms and phrases, if you do not know the direct equivalent in the target language

P8   you make effective use of reference material to check on technical and specialist terms

P9   you check and clarify any uncertainty of meaning with the user to whom the document belongs

CFAINTF1
Support interpreting through draft written translations of routine written documents

Knowledge and understanding

You need to know and understand:

To produce effective draft written translations, you must have knowledge of:

K1   the process of translating written text from one language into another

K2   the languages in which you interpret, with the ability to function at level 5 for your first language; and level 4 for your other language(s) (see the Reading and Writing units of the National Language Standards for performance and knowledge requirements)

K3   the cultures of the languages in which you interpret and the conventions and formats used in written documents

K4   register (frozen, formal, informal, colloquial and intimate) and the transfer of register between written languages

K5   techniques to assess the requirements for written translations and the client's and users' needs

K6   contract negotiation and agreement, including time scales, payment and

K7   professional indemnity as well as third party insurance

K8   the domains in which you interpret and translate

K9   the use of reference materials, such as dictionaries and glossaries stored in hard copy or electronic format

K10   alternatives to instant written translation, for example professional translation services

CFAINTF1
Support interpreting through draft written translations of routine written documents

Additional Information

Glossary

For an overview of the National Occupational Standards in Interpreting, principles of professional practice and a glossary of specialist terminology, please go to **www.cilt.org.uk/standards/interpreting.htm**

Links to other units

This unit is linked to a number of units within the suite, in particular:

Unit A1 - Prepare for interpreting assignments
Unit B1 - Interpret one-way as a professional interpreter
Unit C1 - Interpret two-way as a professional interpreter
Unit D1 - Develop your performance as an interpreter
Unit E1 - Support interpreting through sight translations of routine written documents
Unit F2 - Support interpreting through draft written translations of complex written documents

CFAINTF1

Support interpreting through draft written translations of routine written documents

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Suite	Interpreting
Key words	interpreting, translation, language, communication, consecutive, simultaneous, community

CFAINTF2
Support interpreting through draft written
translations of complex written documents

Overview	This unit is about producing draft written translations of complex written documents. Draft written translations are working documents which are used to assist interpreting assignments. You must be able to produce draft written translations of a variety of documents, such as such as abstracts, executive summaries, legal or business letters or medical case studies. You must be able to produce the translation with minimal preparation and within one hour.

Draft written translations are not intended for publication and are not the equivalent of professionally produced translations.

Please note that the knowledge and skills requirements for F2 include those set for F1.

The unit is recommended for people who have professional interpreting skills, who need to be able to translate from and into a written form of the language, and who would like either to develop or to benchmark advanced interpreting skills.

CFAINTF2

Support interpreting through draft written translations of complex written documents

Performance criteria

You must be able to:

When you need to produce a draft written translation, you must show that:

P1   you determine whether you need no more than one hour to produce the written translation

P2   you inform the client and suggest an alternative solution, if you need to carry out more preparation or research than is feasible in the time available

P3   you make effective use of reference materials to check on technical and specialist terms

P4   you produce a draft written translation which reflects the meaning of the document accurately but does not need to be of publishable standard

P5   you reflect the language, register and tone used in the document

P6   you paraphrase the meaning of complex terminology and phrases, if there is no direct equivalent in the target language

P7   you translate factual information as well as concepts and opinions

P8   you check and clarify any uncertainty of meaning with the user to whom the document belongs

CFAINTF2

Support interpreting through draft written translations of complex written documents

Knowledge and understanding

You need to know and understand:

To produce effective draft written translations, you must have knowledge of:

K1   the process of translating written text from one language into another

K2   the languages in which you interpret, with the ability to function at level 5 for both your first language and any other languages in which you interpret (see the Reading and Writing units of the National Language Standards for performance and knowledge requirements)

K3   the cultures of the two languages in which you interpret, the conventions and formats used for written communication, and their implications for the production of written translations

K4   register (frozen, formal, informal, colloquial and intimate) and the transfer of register between written languages

K5   techniques to assess the requirements for written translations and the users' needs

K6   the domain(s) in which you interpret and translate

K7   the use of reference materials, such as dictionaries and glossaries stored in hard copy or electronic format

K8   alternatives to immediate written translation, for example professional written translation services

CFAINTF2
Support interpreting through draft written translations of complex written documents

Additional Information

Glossary　　　　For an overview of the National Occupational Standards in Interpreting, principles of professional practice and a glossary of specialist terminology, please go to **www.cilt.org.uk/standards/interpreting.htm**

Links to other units　　　　This unit is linked to a number of units within the suite, in particular:

Unit A2 - Extend existing skills to prepare for interpreting assignments
Unit B2 - Interpret one-way as an advanced professional interpreter
Unit C2 - Interpret two-way as an advanced professional interpreter
Unit D2 - Enhance your performance as an advanced interpreter
Unit E2 - Support interpreting through sight translations of complex written documents
Unit F1 - Support interpreting through draft written translations of routine written documents

CFAINTF2

Support interpreting through draft written translations of complex written documents

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Suite	Interpreting
Key words	interpreting, translation, language, communication, consecutive, simultaneous, community

CFAINTG
Work with other interpreters

Overview

This unit is about working with other professional interpreters. This is expressed in two elements:

G.1 Plan for interpreting assignments as part of a team of interpreters
G.2 Deliver interpreting services as part of a team of interpreters

This involves negotiating with colleague interpreters how you will cover joint assignments. You must be able to work effectively as part of a team of interpreters, supporting colleague interpreters sensitively and professionally. You must be able to evaluate the effectiveness of the assignment in terms of your contribution and that of the team as a whole.

The unit is recommended for people who have excellent language skills in two or more languages and who would like either to develop or to accredit the skills needed to work as part of a team of professional interpreters

CFAINTG
Work with other interpreters

Performance criteria

You must be able to:

When planning for interpreting assignments as part of a team of interpreters, you must show that:

P1   You clarify your role and that of your colleagues

P2   You negotiate how you and your colleagues(s) will cover the assignment, the order in which you will work as well as any breaks

P3   You check that the work is allocated in the most effective way, making the most of your skills and those of your colleagues

P4   You and your colleague negotiate how you carry out any necessary preparation and research

P5   You agree appropriate alternative ways of organising your work, if arrangements for an assignment changed

When contributing to joint interpreting assignments, you must show that:

P6   you organise your own activities effectively

P7   you are an effective member of the team of interpreters

P8   you make efficient use of resources

P9   you inform the appropriate colleagues promptly of any difficulties in meeting your responsibilities

P10   you make appropriate suggestions to improve the effectiveness of the interpreting team

P11   your behaviour throughout the assignments is consistent with the professional code of conduct

CFAINTG
Work with other interpreters

Knowledge and understanding

You need to know and understand:

Plan for interpreting assignments as part of a team of interpreters

K1   how to communicate constructively within a team

K2   how to make constructive suggestions to improve the effectiveness of the team

K3   techniques and accepted conventions of working as part of a team of interpreters

K4   how to set out and agree joint work objectives, performance measures and criteria to judge effectiveness

K5   the principles of professional practice for interpreters

Deliver interpreting services as part of a team of interpreters

K6   how to communicate constructively within a team

K7   how to make constructive suggestions to improve the team's effectiveness

K8   techniques and accepted conventions of working as part of a team of interpreters

K9   the team's work objectives and related performance measures and success criteria

K10 the principles of professional practice for interpreters

CFAINTG
Work with other interpreters

Additional Information

Glossary

For an overview of the National Occupational Standards in Interpreting, principles of professional practice and a glossary of specialist terminology, please go to **www.cilt.org.uk/standards/interpreting.htm**

Links to other units

This unit is linked to all other units within the suite of National Occupational Standards in Interpreting.

CFAINTG

Work with other interpreters

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Suite	Interpreting
Key words	interpreting, translation, language, communication, consecutive, simultaneous, community

Overview

This unit is about your meeting the needs of clients and users by evaluating and improving language services.

These functions are expressed in three elements:

H.1 Implement and maintain quality assurance systems
H.2 Identify improvements to meet user requirements
H.3 Implement improvements to language services

This involves evaluating and improving the effectiveness of your organisation, making use of performance indicators and identifying opportunities for the development of the service. You must be able to orientate yourself on new developments in interpreting, technology and data processing, and identify suitable applications for your service. You must be able to create realistic and cost-effective implementation plans and to monitor improvements made, involving staff and colleagues as appropriate.

The unit is recommended for people working as professional or advanced interpreters whose job requires them to manage language service delivery.

CFAINTH
Evaluate and improve language services to meet client and user needs

Performance criteria

You must be able to:

Implement and maintain quality assurance systems

P1   you select criteria to set up or review quality assurance systems

P2   you implement quality assurance systems which offer the greatest potential for adding value and quality to the interpreting service

P3   your plans for quality assurance systems make good use of resources and budgets

P4   you encourage any directly employed staff and sub-contractors to assist in the development of quality assurance systems

P5   you clearly explain the quality assurance system to those involved

P6   you monitor the quality assurance systems on a regular basis

Identify improvements to meet user requirements

P7   you orientate yourself on new developments in interpreting, technology and data processing and identify suitable applications for your service

P8   you collect relevant, valid and reliable information on customers' requirements for language services

P9   you regularly monitor and evaluate the effectiveness of the language service

P10 you identify opportunities for the development of the service and improvements in quality

P11 you decide if your organisation has sufficient resources, e.g. in terms of budgets, staff and equipment, to implement identified improvements

P12 you identify measures which may create or remove obstacles to improvement

P13 you use the results of previous evaluations to review the development of the service over time

P14 you identify improvements which offer the greatest potential for improving service to customers and achieving the language service's goals

Implement improvements to language services

P15 your implementation plans are realistic and achievable within the timescales set

P16 you allocate resources for implementation which are realistic and cost effective

P17 your plans clearly identify who will do what, and what outcomes and benefits are to be achieved by the improvements

P18 you evaluate the outcomes of changes against expectations

P19 you monitor improvements for their effect on the language service

P20 you modify the implementation plan if any problems arise during its

implementation

P21   you consolidate the implementation plan, when there is enough evidence that it is working effectively

CFAINTH
Evaluate and improve language services to meet client and user needs

Knowledge and understanding

You need to know and understand:

Implement and maintain quality assurance systems

K1   quality assurance and control systems and how to identify systems relevant to a language service

K2   how to gather data effectively

K3   how to estimate the value for money offered by different systems

K4   how to encourage others to contribute to implementation

K5   methods of establishing, defining and reviewing objectives and performance measures

K6   customer agreements and requirements

K7   relevant guidelines and standards relating to quality

Identify improvements to meet user requirements

K7   methods of collecting and analysing relevant information on changes in the delivery of interpreting, technology and resources

K8   techniques to analyse customer requirements

K9   processes and outputs of services and systems identified for improvement

K10 legislation and organisational rules relevant to actual/typical circumstances

K11 methods of monitoring resource utilisation and costs and analysing efficiency and effectiveness

K12 results of previous analyses of services, products and systems

Implement improvements to language services

K13 the current processes and outputs of the service you manage

K14 how to plan for the implementation of improvements

K15 change management and how to anticipate the effects of change on people, processes and outputs

K16 methods of establishing defining and reviewing objectives and performance measures

K17 strategies for monitoring resource utilisation and costs

K18 how to analyse efficiency and effectiveness against targets

K19 how to evaluate short and long term achievements against improvement plans

CFAINTH
Evaluate and improve language services to meet client and user needs

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Additional Information

Glossary

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Links to other units

This unit is linked to all other units within the suite of National Occupational Standards in Interpreting.

CFAINTH
Evaluate and improve language services to meet client and user needs

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Suite	Interpreting
Key words	interpreting, translation, language, communication, consecutive, simultaneous, community

CFAINTI
Act as a mentor to trainee and colleague interpreters

Overview

This unit is about acting as a mentor for trainee and/or colleague interpreters. This involves supporting them in the development of their interpreting and other work skills. You must be able to encourage individuals to evaluate their skills and performance, give constructive feedback and agree any action to be taken.

This unit is recommended for people working as professional or advanced interpreters whose job requires them to mentor trained or colleague interpreters.

CFAINTI

Act as a mentor to trainee and colleague interpreters

You must be able to:

P1   you make an initial assessment of how you can best support the interpreter

P2   you negotiate a plan for action with the interpreter

P3   you plan how you will gather evidence of skills, if this is needed to inform your judgement

P4   you are sensitive to the needs of clients and users, and any requirement for confidentiality, if you observe a live interpreting assignment

P5   you give feedback to the interpreter at an appropriate time and place

P6   you encourage individuals to contribute to the evaluation of their skills and performance

P7   your feedback is constructive and based on reliable data about the individual's performance and achievements

P8   you are sensitive to the level of skills and needs of the individual while providing feedback and advice

P9   you agree action to be taken with the individual

CFAINTI
Act as a mentor to trainee and colleague interpreters

Knowledge and understanding

You need to know and understand:

K1 how to plan for the gathering of evidence which is representative of interpreting performance and from which objective judgments can be derived

K2 how to gather evidence on interpreter performance in a manner which is sensitive to the needs of interpreters, users and clients

K3 how to evaluate evidence and make sure that your judgements are objective

K4 how to encourage staff to assess their own performance and evaluate systems and procedures

K5 how to give constructive feedback

K6 suitable types of action to develop the skills of the interpreter and how to select and agree appropriate action

K7 the level and type of direction and supervision which individuals may need

K8 performance measures and success criteria

CFAINTI
Act as a mentor to trainee and colleague interpreters

Additional Information

Glossary   For an overview of the National Occupational Standards in Interpreting, principles of professional practice and a glossary of specialist terminology, please go to **www.cilt.org.uk/standards/interpreting.htm**

Links to other units   This unit is linked to all other units within the suite of National Occupational Standards in Interpreting.

CFAINTI

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