# Interpreting Service Providers ("ISP") Division

To be certified or not certified – that's the question (of survival)

Presented by: Lola Bendana, IMIA President

INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION
Leading the advancement of professional interpreters

Agenda

- **Who is an interpreter / who is an ISP?**
- **Professional versus Industry Standards**
- **Introduction to ISP Certification**
  – **Type of Standards: Audited versus non-Audited**
  – **National Standard Guide for Community Interpreting Services**
  – **AILIA- NSGCIS Certification System – ORION Audit Process**
  – **Language Industry Certification System - LICS Audit Process**
  – **Requirements for ISP Certification**
  – **Benefits of ISP Certification**
- **About the ISP Division**
- **Question Period**
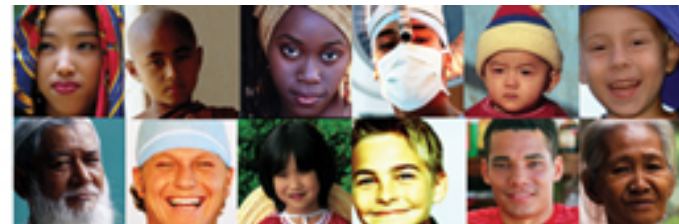
Who is an Interpreter?

A person who facilitates spoken language communication between two or more parties who do not share a common language by delivering, as faithfully as possible, the original message from source into target language.

Who is an Interpreting Service Provider (ISP)?

An ISP is an individual or organization that provides interpreting services. The term Service Provider is widely used to designate the organization's staff working with a client. For the purpose of the National Standard Guide, the term references those that provide interpreting services.

Professional versus Industry Standards

- Professional standards are set for individuals.
- Industry standards are for service providers.

Type of Standards
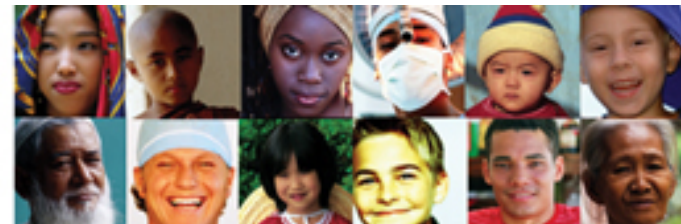
Audited Industry Standards
- Require an independent auditor confirm your processes adhere to the standard.
- i.e. ISO 9001:2008

Non-Audited Industry Standards
- Entities self-attest adherence to standard.
- i.e. ASTM

Audited ISP Industry Standards
- AILIA-NSGCIS
- LICS
  - both are based on the NSGCIS

National Standard Guide for Community Interpreting Services

A group of stakeholders representing interpreters, purchasers of services, academia, ISPs (public/private sector) and government organizations were involved in the development and publication of the NSGCIS. The NSGCIS seeks to provide a clear and consistent definition of:

Interpreting terminology
Human Resources requirements
      Interpreter's Skills & Competencies (Interpreting Competence,
      Linguistic Competence, Research and Technical Competence,
      Interpersonal skills)
Settings
Responsibilities of interpreting parties
      Clients
      Interpreting Service Providers
      Interpreters
Professional standards of practice
      The role of the interpreter, core ethical principles

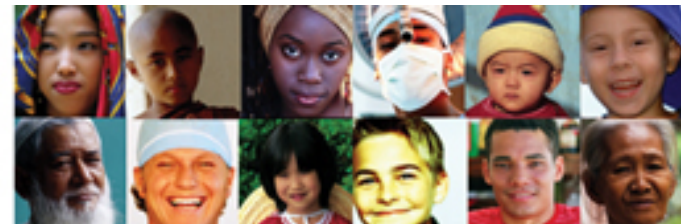**Responsibilities of Interpreting Service Providers – ISP**

- Ensure the competencies of their interpreters are maintained and updated
- Provide the interpreter with detailed information about the assignment
- Ensure proper working conditions for the interpreter
- Maintain documented procedures – business processes
- Follow business protocols as established in contractual agreements

Role and responsibilities of interpreters

- Follow the standards of practice and ethical principles at all times
- Follow business protocols as established in contractual agreements

Role and responsibilities of clients

- Inform ISPs about potential risks to interpreters
- Respect the Standards of Practice at all times
- Provide background information about the assignment
- Follow proper business protocols

Who is responsible for quality interpretation?

SERVICE PROVIDER

ACCREDITING BODY

INTERPRETER

QUALITY

INSTITUTION

AGENCY

END USER

Key Components of the NSGCIS Standard:

- Competencies of interpreters
- Client – ISP relationship
- Management & documentation of entire process of service provision (traceability)
- Responsibilities all all interpreting parties (client, ISP, interpreters)

Introduction to ISP Certification

ISP Certification → • Independent of subject matter, language, mode, and method of delivery

ISP Industry Maturity Model

As an industry, we have just recently begun progressing from the early stages of maturity. The ISP standards and certification schemes available today are reflective of the state of our profession; they are a both a wonderful leap forward, and a crucial step in further evolving as an industry and in the overall professionalization process.

National Standard Guide for Community Interpreting Services

- Available for download at www.AILIA.ca

Core document in the development of national and international standards and their certification schemes AILIA-NSGCIS and LICS:

- The <u>AILIA-NSGCIS</u> is using the document to certify North American ISP's to the standard through ORION.

- the <u>LICS</u>, in collaboration with the Austrian Standards Institute, is using the NSGCIS as the core document for their international certification system for Interpreting Service Providers.

- In the <u>US</u>, there is increased interest on a recognized standard to certify ISPs.

- the <u>ISO (International Standardization Organization)</u> TC37 Committee created the first working draft of their Community Interpreting standard based on the NSGCIS.

What is required to be certified?
Clients, interpreters, and ISP's who want to comply with international state-of-the-art standards are suggested to read AILIA-NSGCIS or LICS Certification Scheme. Simply download the file for ISPs located at http://www.lics-certification.org/isp/index.php

Certification Criteria

Interpreter qualifications

- Documented selection procedure

- Ability to demonstrate their competencies

- What happens when criteria cannot be met

Clients / ISP relationship

- Client to inform the ISP of any known risks

- ISP requests client respect the Standards of Practice and Ethical Principles

- ISP requests client provide information about the requested assignment

- ISP provides the client with advise regarding how to work with an interpreter

10

Benefits of ISP certification

- Quality
- Unified Code of Ethics
- Basic requirements for the provision of the service
- Improved service performance
- Credibility – client's confidence
- Consistency
- Protection (ISPs, users, individuals and the public)
- Clearer processes and procedures
- Clarity regarding roles

Benefits of ISP certification

- Reliable Commercial Relationship
- Framework for interaction for the interpreting parties in terms of rights and responsibilities.
- Better access to reference and background material
- Unification of terminology in the sector
- Methodology to ensure customer satisfaction – system to identify non-conformances
- Risk management
- Marketing - Unique Selling Proposition

The Road ahead

- Conformity Assessment and Certification AILIA-NSGCIS or LICS

- Public awareness and education: workshops, webinars

- Industry consolidation

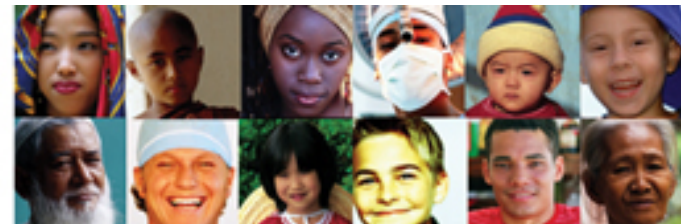- Standardized processes

- ASTM Standards

How Much Does it Cost?

	Base Pricing		Additional Options		
Please check appropriate box	Number of Employees	Fee for Certification to One Standard (i.e. CGSB 131.10)	Each Additional Standard (i.e. EN15038)	Additional Accreditation Body	Additional Sites
☐	1 – 4	$2,350	+$500 per standard	+ $350	+ $1,400 per site
☐	5-24	$3,595	+$500 per standard	+ $350	+ $1,400 per site
☐	24-100	$4,895	+$500 per standard	+ $350	+ $1,400 per site

* Auditor travel expenses are not included

IMIA is in negotiations for IMIA – ISP Division Members to receive discounted rates

North American Auditors of the NSGCIS Standard:

LICS® Partner in Canada

One-Stop-Shop
Translation Services
CGSB 131.10-2007
EN 15038:2006
Community Interpreting
Services
National Standard Guide
LICS CISP
• **Quality Management**
ISO 9001:2008

Orion Assessment Services of Canada Inc.
**www.orioncan.com**

Interpreter Service Provider ("ISP") Division

The ISP (formerly Corporate Division) was re-launched and has approximately 100 members. ISP Standards are now available and prominently applied across the globe. The name was changed to use industry accepted terminology and to better align with much of the non-profit demographic of the IMIA membership.

Objectives
- Increase Awareness of ISP Roles & Responsibilities / Best Practices
- Increase ISP participation
- Generate awareness of ISP technology

- **Thematic Goal**
- Educate regarding the importance of ISP certification
  - (Target = purchasers, ISP's and interpreters)

INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION
Leading the advancement of professional interpreters
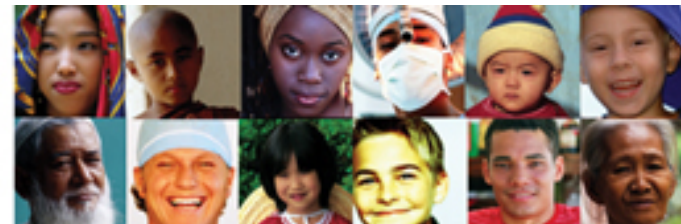
ISP Division Committee Information

<u>Why Join</u>
Learn about and implement industry best practices. Participation will provide insight into best practices to improve your organizations. It will also help to ensure your voice is heard as the industry evolves.

<u>Meeting Frequency</u>
Monthly 1-hour conference calls. Very little of your time produces significant benefit.

<u>Listserve</u>
An easy and convenient way for ISP members worldwide to get to know each other and discuss issues that affect providers of interpreting services.

<u>ISP Member Articles</u>
ISP members have the opportunity to be interviewed and featured in IMIA newsletters.

<u>Where to Sign Up</u>
Send an email to imiaispdivision@imiaweb.org

QUESTIONS?

Interpreter Service Providers ("ISP") Division

To be certified or not certified – that's the question (of survival)