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Interpreting services — General requirements and recommendations

Services d'interprétation — Exigences et recommandations générales

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 37, *Terminology and other language and content resources*, Subcommittee SC 5, *Translation, interpreting and related technology*.

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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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Interpreting services — General requirements and recommendations

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1 Scope

This document 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).

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— IEC Electropedia: available at http://www.electropedia.org/

— ISO Online browsing platform: available at http://www.iso.org/obp

3.1 Terms related to people involved in interpreting and to modes of interpreting

3.1.1
interpret
render spoken or signed information from a *source language* (3.4.4) to a *target language* (3.4.6) in oral or signed form, conveying both the register and meaning of the *source language content* (3.4.5)

3.1.2
interpreting
interpretation
rendering spoken or signed information from a *source language* (3.4.4) to a *target language* (3.4.6) in oral or signed form, conveying both the register and meaning of the *source language content* (3.4.5)

3.1.3
interpreter
person who *interprets* (3.1.1)

3.1.4
interpreting service provider
ISP
interpreter (3.1.3) or organization providing *interpreting* (3.1.2) services

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