

---

# Remote Interpreting Best Practice Checklists

Remote interpreting requires the right setup and an understanding of how to make it work without hitches.

These best practice checklists for clients, language service companies and interpreters help you prepare for a successful telephone or video remote interpreting session.

**The Chartered Institute of Linguists**  
(CIOL) is the leading professional  
membership body for people using

# Clients

## Technology

<p><b>Have you selected a technology platform or software with appropriate security for your purposes?</b></p> <p>Talk to your interpreting services provider and IT department if you need help in deciding which technology or platform is right for you.</p>	
<p><b>Have you got a robust enough technical infrastructure and Internet connection to support remote interpreting?</b></p>	
<p><b>Have you put in place a continuity plan if the quality of the connection is poor?</b></p> <p>For example, switching from video remote interpreting to telephone interpreting on the fly.</p>	
<p><b>Have you ensured that all rooms and areas used for remote interpreting have the required connectivity?</b></p> <p>Use wired connection or WiFi boosters if possible.</p>	
<p><b>Have you ensured that all rooms and areas used for remote interpreting are private and noise-free?</b></p> <p>The interpreter must be able to hear clearly what is being said.</p>	
<p><b>Have you ensured that all equipment used for remote interpreting is available when required, fully charged and installed with the relevant and up to date software? Ensure sufficient time to check audio/video feed and volumes before the meeting commences.</b></p>	
<p><b>Have you checked that audio and video setups on the equipment used are sufficient for all parties to hear and see each other?</b></p> <p>Do not use a speakerphone. Use headphones for best audio quality and confidentiality. The microphone can be selected and volume can be boosted through the remote interpreting platform and operation system. Video feed quality can be lowered to improve latency and connection.</p>	
<p><b>Have you checked and informed all parties which interpreting mode the platform supports?</b></p> <p>Check and confirm whether the interpreting is to be carried out simultaneously or consecutively (in turns).</p>	



---


# Language Service Companies

## Technology

Research and inform interpreters about various technology platforms and their applications.	
Set up tests, practice and connectivity with various technology platforms.	
Provide interpreters with a list of technical requirements for the platforms they will be using.	
Set up and inform the client and interpreter about alternative channels for carrying out the assignment if communication on the chosen platform breaks (e.g. alternative platform / phone number)	

## Preparation

<p>Make sure you are aware which platform the client is using.</p> <p>Ensure that contractual agreements cover any potential issues with connectivity and sound quality with the platform or participants.</p>	
Ensure that the client is aware of best practice remote interpreting setups, including the use of separate devices for each participant and headsets for best sound quality.	
Ensure that the chosen interpreter has access and knows how to use the client's preferred platform.	
<p>Brief interpreter regarding the various functions of the preferred platform.</p> <p>Where possible, arrange a practice run on the platform.</p>	
Remind interpreters to adhere to the Code of Conduct in exactly the same manner as they would for a face-to-face assignment.	
Brief the interpreter on the content and duration of the assignment.	
Remind the interpreter to agree with the client on timings and methods for any follow up activities.	

## Assignment

Take action on any technical issues reported by the Interpreter or Client and/or provide an alternative interpreter if required.	
--	--

## Follow-up

Follow-up with the Interpreter and Client where required, as per agreed feedback process.	
Take action on any follow-up activities agreed with the Client.	

# Interpreters

## Technology

<p><b>Have you checked that you have a strong enough Internet connection to carry out the assignment?</b></p> <p>Use connection via a cable rather than WiFi where possible. Move close to the router or use WiFi booster if possible.</p>	
<p><b>Have you put in place a contingency plan if there are any issues with your Internet connection?</b></p> <p>Ensure you have access to a backup connection or provider. For example, a strong 5G/4G mobile connection. Tethering is possible with strong password protection in place.</p>	
<p><b>If you are using a WiFi connection, have you ensured that the WiFi network is private and protected?</b></p> <p>The use of public WiFi networks and hotspots is not appropriate.</p>	
<p><b>Does your device have a camera for video calls?</b></p> <p>Check that you have allowed pop-ups to allow the device to access your camera.</p>	
<p><b>Do you have a headset for audio?</b></p> <p>Do not use a speakerphone. Use a professional headset for best audio quality and confidentiality. The microphone can be selected and volume can be boosted through the remote interpreting platform and operation system.</p> <p>If necessary, in agreement with the client, video feed quality can be lowered to improve latency and connection.</p>	

## Preparation

<p><b>Have you checked that all equipment is working and has the right software installed?</b></p> <p>Check for software updates regularly.</p>	
<p><b>Do you understand how the chosen platform works and how you should be connecting to the assignment?</b></p>	
<p><b>Is the environment private and noise and distraction free?</b></p> <p>No virtual background to be used. Be aware that the Client might ask you to show your surroundings for data protection purposes.</p>	
<p><b>With video, have you ensured that the background behind you is clean, tidy and professional?</b></p>	
<p><b>Have you dressed appropriately, ensure that there are no logos visible?</b></p>	

# Interpreters International . com . ISde

## Assignment

<b>Adhere to your Code of Conduct in exactly the same manner as you would for a face-to-face meeting.</b>	
<b>Don't allow interruptions to the assignment, for example, take calls on another phone, or speak with others.</b>	
<b>Introduce yourself and your role, or allow the client to do so. Remind all parties that you will interpret everything that is said during the assignment.</b>	
<b>With video, ensure that you can see all parties present, and that all parties are seated in a way that you can see and hear who is speaking.</b>	
<b>Check that sound quality is good and clear, and that there are no echoes or distractions from other meetings.</b>  Microphone can be selected and volume can be boosted through the remote interpreting platform and operation system.	
<b>Agree with the client on how you should communicate if you need to pause for any reason, such as clarification, sentence too long, etc.</b>	
<b>Agree with the Client that there are adequate breaks to the assignment.</b>  Please ensure that you turn off your audio and video during your break.	
<b>Remote interpreting assignments must not be audio or video recorded.</b>	
<b>Report any technical issues immediately to the Language Service Company so that they can give support or provide an alternative interpreter.</b>	