

**LIST OF TECHNICAL,PRACTICAL AND ORGANISATIONAL ASPECTS TO BE CONSIDERED FOR
REMOTE SIMULTANEOUS INTERPRETATION PLATFORMS**

ACCOMPANYING NOTE

In compliance with Chapter X section E of the supplementary agreement with the Council of Europe, this list shall be reviewed and updated on a regular basis between the AICC negotiating delegation and the ITEM department .

I On the technical side

Platforms and headsets

Acoustic shock or peak load protection provided by the platform, console or headset
Adequate/ISO compliant/ good sound quality so as to avoid constant noise exposure protection

Interpreters shall be issued with ISO compliant headsets with an inbuilt acoustic echo cancelling (for soft consoles).

Consoles

2 types of consoles can be used:

Hard consoles connected to the RSI platform aka “ hybrid RSI” are the preferred option

Soft consoles (fallback solution) which shall include :

- a microphone on/off button
- a mute/cough button
- outgoing and incoming channels (for relay interpretation)
- a volume control

Add-ons for soft consoles :

- volume control knob
- bass/treble control
- any add-ons, wherever possible, to reduce use of mouse

Screens

Ergonomically positioned large screen in the interpreter's line of vision (preferred solution)

Reasonably sized screen(s) inside the interpreting booths (fallback solution). Position shall be adjustable.

Sound and image quality

In case of fluctuations in sound and image (blurring or freezing) or poor synchronization between the two , priority should be given to sound quality.

Video feeds/inputs

shall include a -panoramic or partial view of the meeting room

- close-up view of the active speaker and/or

- close-up view of the chair/moderator

- display of documents to replicate what is shown in the meeting room

Directionality of sign language interpreters :

Please see

<https://aiic.net/page/print/7821> for the positioning of sign language interpreters in RSI

II On the practical side

Conference Technician

A conference technician shall be present during the whole meeting in order to assist interpreters in case of technical problems with the platform .

Pre-meeting set-up

The system/connection is tested with the interpreters 30 minutes before the meeting is scheduled to start.

Training/technical briefing

Interpreters will receive some training prior to the first use of a given platform.

Paper documents

-Ahead of all RSI assignments, interpreters shall receive a paper version of all documents to be considered or adopted during the meeting (including the agenda, the Chair's speaking notes, the written speeches when they are available, the documents to be discussed or adopted). Reference documents can be sent electronically to interpreters.

Team communication

Interpreters shall have the possibility of communicating with their team partners throughout the meeting.

III Recommendations to delegates in remote

Headphones and microphones

In order to optimize sound quality, participants shall use quality headphones and a standalone microphone plugged into their device.

Microphones should be muted when not speaking.

Using the computer's inbuilt loudspeaker and microphone system will cause a feedback loop, and must therefore be avoided.

Ambient noise interference

Participants shall choose a quiet place from which to connect to the meeting, in order to avoid interferences from the outside environment, in particular they shall refrain from speaking while on the move (car/bus/train ...) or from an open space/outdoors (garden/public square) in order to allow for proper communication and interpretation.

Ambient noise interference causes additional hearing stress to the interpreters and impinges upon their ability to provide quality interpretation, and should therefore be avoided wherever possible.

Participants are asked to turn off all sound notifications (skype, WhatsApp, emails, etc) while attending virtual meetings.

Connection stability

In the interest of uninterrupted two-way communication, and to avoid audio buffering and video freezing wherever possible, participants shall ensure that they are using the most stable network connection available to them (LAN or Wifi).

Scripted speeches

Participants shall wherever possible submit scripted speeches in advance to the interpreters.

Participants should avoid reading from documentation, wherever possible.

IV Guidelines for organizers

A contract specifying the technical and non-technical requirements to be met shall be signed by the interpretation division (ITEM) and the organizers of meetings/events using RSI .

Moderator

All RSI meetings will be assisted by a meeting moderator who will help the Chair manage the speakers' list (amongst other things) .

Owing to VoIP latency, RSI meetings do not lend themselves to quick exchanges. The moderator shall ensure that sufficient time is granted between each intervention to allow the interpreters to finish sentences (and switch channels, where appropriate) .

Training / briefing

Training for speakers should include :

- information on quality /ISO compliant headsets
- safe microphone practices (preventing microphone feedback and audio shocks)
- providing of speeches

Distribution of documents

A member of the secretariat shall be in charge of distributing paper documents to be discussed during the meeting to the interpreters present in the hub.

Communication

The designated team leader shall have the possibility of communicating with the event moderator (Secretariat member) throughout the meeting.

Authorisation to stop interpretation

Each team of interpreters shall have a team leader (designated by the interpretation department) who can decide to stop interpretation during the meeting when technical requirements are not met and do not allow for quality interpretation. In addition individual interpreters may, for the same reasons , decide to interrupt interpretation of a given speaker or intervention .

Typology of meetings

Hybrid meetings

- Where the total number of remote interventions amounts to **no more than 25 minutes** over the course of the entire working day, the meeting will be classified as an ordinary "in person" meeting .
- Where the total number of remote interventions lasts **between 26 and 50 minutes** over the course of the entire working day, the meeting will be classified as "hybrid" (no change in team strength, but financial compensation for RSI)
- Where the total number of remote interventions **exceeds 50 minutes** over the course of the entire working day, the meeting will be classified as "RSI" (full RSI conditions, with increased team strength or shorter working hours and financial compensation for RSI).
- Under unexpected and exceptional circumstances , a period in excess of **50 minutes** may be authorised, after consultation of the head of the team of interpreters. In such an event, the excess period shall be limited to **25 minutes** for the whole working day. Each interpreter concerned shall be entitled to financial compensation (payment of a double basic rate + the RSI allowance). Where a meeting lasts for several days, this excess duration shall only be authorised once.
- Team Leaders will systematically report back to the Chief Interpreter at the end of each meeting, so that any adjustments to the contract can be made *post hoc*.

Disclaimer

A disclaimer shall be added to the web streamed and/or archived recording stating that interpretation is intended to facilitate communication and does not constitute an authentic record of the event .

