



International

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Interpreting services — Community interpreting — Requirements and recommendations

Services d'interprétation — Interprétation de service public — Exigences et recommandations

ISO 13611

**Second edition
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This document was prepared by Technical Committee ISO/TC 37, *Language and terminology*, Subcommittee SC 5, *Translation, interpreting and related technology*.

This second edition cancels and replaces the first edition (ISO 13611:2014), which has been technically revised.

The main changes are as follows:

- the document has been elevated to an International Standard;
- the structure of the text has been modelled on ISO 18841:2018;
- the content has been streamlined for clarity.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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This document was developed in response to a worldwide need to accommodate the growing linguistic, cultural and ethnic diversity of people who interact via spoken and signed communication. Community interpreting, also called “public service interpreting”, is essential to enable people to access community services available to members of society, which they would be otherwise unable to access owing to a language barrier as a result of not understanding the language of service delivery.

Such community services can occur in several communicative settings and can include, amongst others, the following:

- public institutions (local authorities, schools, universities, community centres, etc.);
- social services (refugee boards, self-help centres, etc.);
- business and industry services (housing, real estate, insurance, financial services, etc.);
- faith-based organizations (rituals, ceremonies, etc.);
- media organizations (television, internet broadcasters, etc.);
- emergency services (natural disasters, pandemics, etc.).

Community interpreting can include services provided in legal settings (police stations, courts, prisons, etc.) to facilitate equal access to justice. Legal interpreting is addressed in ISO 20228. In a number of countries, legal interpreting, a broad field that includes court interpreting, is not considered part of community interpreting. Similarly, healthcare interpreting is addressed in ISO 21998. In a number of countries, healthcare interpreting is not considered part of community interpreting. However, in several countries, community interpreting includes services provided in legal and/or healthcare-related communicative events, with acknowledgement that these services require additional training.

Community interpreting has become established as a profession. There are various codes and standards for specific settings but there are currently no universally agreed requirements for community interpreters. It is important to stress that interpreting differs from translation as it deals with oral or signed communication occurring in real time.