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Video-mediated interpreting in criminal proceedings

Joint training module for legal practitioners and legal interpreters

AVIDICUS 2 – Assessment of Videoconference Interpreting in the Criminal Justice Services

EU Criminal Justice Programme, Project JUST/2010/JPEN/AG/1558, 2011-2013

With financial support from the Criminal Justice Programme European Commission - Directorate-General Justice

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This module

- Working with an interpreter in legal settings
- Videoconferencing and interpreting: motivations and configurations
 - “Videoconference Interpreting”
 - “Remote Interpreting”
- Review of current practice and future demand
- Challenges
- Comparative study
- Legislation
- Guidelines
- Practical demonstration
- Recent developments

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Working with an interpreter in legal settings

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“75% of the world’s population don’t speak any English at all.”
David Crystal, Bangor University



- There are now around 6000 languages spoken in the world.
- Only 6% of the world’s population speak English as a first language.
- Legal language is very specific; migrants who understand some English do not necessarily understand legal language.
- Legal systems differ between countries; migrants who live in the UK do not necessarily understand the legal systems used here.

source: http://www.languageswork.org.uk/home/why_languages/key_language_facts.aspx

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What do interpreters do?

To understand why the task of interpreting should be left to an expert, consider the following.

Interpreters transfer ideas or messages (not words) between languages. This is a challenging task because ...

(think about it before moving on)



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What do interpreters do?

Interpreters transfer ideas or messages (not words) between languages. This is a challenging task because ...



- interpreting is instantaneous, i.e. the interpreter does not have much time to think before delivering his/her rendition
- languages differ in the way they express thoughts and refer to the world
- the relationship between what a speaker says and what s/he means by it can be very complex
- the language used in situations where interpreters are needed is often highly specialised

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How do interpreters work?

When you plan an event involving an interpreter, you will need to think about how the interpreter is integrated and how s/he will work. We distinguish between different working modes:

- **Consecutive interpreting** – the interpreter listens to the speaker first and relays the information *after* the speaker has completed his/her speech or a section of it. The interpreter normally take notes while the speaker is talking. Trained interpreters can memorise several minutes of speech but shorter sections are often more practicable.
- **Liaison interpreting** – the interpreter works in a dialogue situation, where speakers take turns. The interpreter works in both language directions. As in consecutive interpreting, s/he listens to the speaker first, and then relays the message. In a dialogue, the interpreter normally renders two to three sentences at a time to keep the dynamic of the communication.
- **Simultaneous interpreting** – the interpreter interprets while the speaker is talking. The interpreter is in a sound-proof booth or uses a tour-guide system.
- **Whispered interpreting** or chuchotage – a of simultaneous interpreting, which can be used for a small number of people. The interpreter sits or stands close to those who need the interpretation and speaks with a lowered voice.

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Why use professional interpreters?

Professional interpreters

- are trained and have relevant qualifications (ideally at postgraduate level);
- will therefore have acquired the necessary knowledge, skills and strategies to deliver a high-quality interpretation;
- will know how deal with difficult and critical situations as well as with routine tasks.

Professional interpreters will also abide by a **professional code of conduct and/or code of ethics**, which includes, for example, that they

- make a realistic assessment whether they can do a job before accepting it;
- are impartial and interpret accurately and faithfully everything that is said.

Equally importantly, professional interpreters will also be able to advise you on the best mode of interpreting for your event.

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Why use professional interpreters?

- **European Convention of Human Rights (1953) [1]**
 - **Art. 5 (Liberty and security):** right to be informed in a language one understands of the reasons for the arrest and any charge against them
 - **Art. 6 (Fair trial):** right to the free assistance of an interpreter
- **European Directive 2010/64/EU on the right to interpretation and translation in criminal proceedings (2010) [2]**
 - **Art. 6 (Training):** Those who train judges, prosecutors and judicial staff shall “pay special attention to the particularities of communicating with the assistance of an interpreter”.

[1] <http://conventions.coe.int/Treaty/Commun/ListeTraités.asp?MA=3&CM=7&CL=ENG>
 [2] http://europa.eu/legislation_summaries/justice_freedom_security/judicial_cooperation_in_criminal_matters/j0047_en.htm
<http://eur-lex.europa.eu/lexUriServV.do?uri=CELEX:32010L0064:EN:NOT>

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How to book an interpreter

There are different ways of booking an interpreter depending on the area in which you work and the country in which you are based. The following are general tips to provide a starting point.

- In the business world, interpreters often work through **agencies**.
- In legal, medical and institutional settings (PSI), some countries have begun to establish **national registers** for accredited interpreters who have the necessary qualifications to work in such settings.
- Many public services providers and legal and healthcare services either have their own interpreter deployment team or have framework contracts with agencies and therefore have formalised booking procedures that their employees need to abide by.
- In legal contexts, interpreters may require security clearing at various levels.
- In some situations, a gender match is required (for example, in immigration settings, when a female asylum seeker would feel more comfortable speaking through a female interpreter).

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What the interpreter needs to know

Remember what we said about the challenging nature of interpreting and why interpreting requires preparation. A well-prepared interpreter will do a better job than an interpreter who is unprepared. You can help the interpreter with his/her preparation by giving him/her relevant information before the event.

- **The interpreter needs to be briefed about the event.** The information you can give will vary according to the situation but it should refer to the points shown in the chart below.
- **The interpreter will also need key documents**, e.g. agenda, background documents, slides, prepared speeches, written documents used during the event, and if possible a glossary of key terms.

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What the interpreter needs to know

Briefing the interpreter

- **Participants:** who will talk to whom? Their names, roles and/or job titles.
- **Participant distribution:** all present or one/some on the phone or a video link?
- **Interpreting:** which mode is envisaged; will there be other interpreters?
- **Equipment:** will there be a booth, tour guide system, phone or video link?
- **Practical information:** date, location, start/ end time, contact person and their details.
- **Outline and purpose:** what will happen during the event? What do you want to achieve?
- **Situation and topic:** what kind of event is it? What is it about? Any specific info.
- **Languages:** which languages and/or dialects are required?

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When the interpreter arrives

Nearly ready to start...

- Once the interpreter has arrived, check his/her identity. In some settings, especially in legal settings, you may also need to check or confirm the interpreter's level of security clearing.
- Brief the interpreter if there was no chance to do this before. Let the interpreter ask questions and clarify points.
- You can also use the time before the event to ask for guidance on culture-specific behaviour of your clients. For example, ask how greetings and introductions are done and what you should do to be polite.
- Give the interpreter some time to get used to you/the main speaker. In some cases, the interpreter may need to check the other speaker's language or dialect.

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When the interpreter arrives

Nearly ready to start...

- **Arrange an appropriate seating order with the interpreter.**
 - Facial expressions and gestures are an important part of oral communication. They often contribute to the meaning of what is said. The interpreter should therefore be able to see all participants. The interpreter's seating position should also highlight that the interpreter is neutral and impartial.
- **Remember that some modes of interpreting involve equipment.**
 - Allow the interpreter to familiarise him/herself with the equipment before the event starts.
- **Agree breaks with the interpreter.**
 - Earlier we saw that interpreting is a taxing job. The interpreter cannot go on forever. Respect the interpreter's request to have a break and allow for sufficient recovery time.

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At the beginning of the event

As we saw earlier, interpreting is needed in a wide range of very different situations. In a dialogue situation, it is useful to take a few moments for introductions at the beginning.

- **Introduce the interpreter:** The person who chairs the event should introduce the interpreter or allow the interpreter to introduce him/herself. To avoid confusion right at the beginning, you should agree with the interpreter beforehand how the introductions are done.
- **Introduce yourself:** Everyone who will be taking part in the exchange should introduce themselves.
- **Explain the ground rules:** The person who chairs the event should explain to all participants how the interpreter will work.
- **Explain structures and procedures:** Especially in public service settings, it will be necessary to explain the organisational structures and procedures (e.g. in court, social services or hospitals), since the other-language speakers may not be familiar with these.
- **Allow the interpreter to take notes:** If others taking part in the exchange are concerned about confidentiality, assure them that the notes will be destroyed after the event.

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Speaking through an interpreter

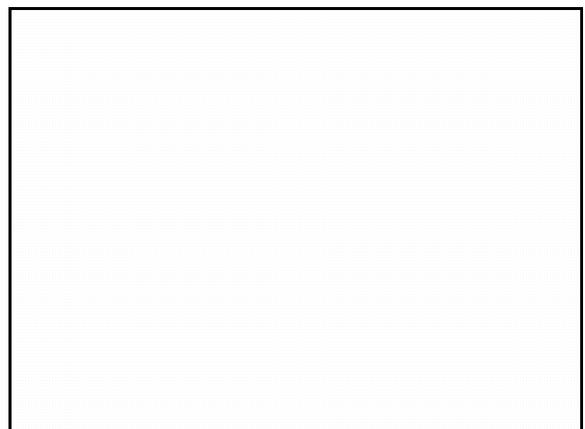
- You should address your clients directly, i.e. use first and second person ("I" and "you"), and keep eye contact with them rather than looking at the interpreter.
- Make sure you are very clear about proper names, figures, and explain acronyms the first time you use them.
- Allow the interpreter to intervene. For example, the interpreter may wish to clarify a cultural reference s/he thinks you are not familiar with.
- The interpreter might feel that a particular question is ambiguous or culturally inappropriate. Respect the interpreter's request to rephrase your question.
- Sometimes, people say 'yes' without meaning that they understand you. They simply want you to carry on. It is therefore useful to summarise the main points at regular intervals or at the end, and to check whether everyone has the same understanding of what has been said or agreed.

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Special points to consider

Some final points you should bear in mind:

- **Don't leave it to the interpreter to explain** organisations, concepts and procedures that might be unknown to the other party. This is especially important in legal and medical settings, when you work with migrants.
- **Avoid off-record speech.** Interpreters will interpret everything that is said during the event. If you talk off record, i.e. if you say something and then say to the interpreter 'don't translate this', you create a difficult situation for the interpreter – and you leave your client in the dark about what is going on.
- Always **make the interpreter feel comfortable.** When you plan to talk about difficult or controversial topics, announce this before you do (e.g. if you want to challenge a business partner; talk about illness, etc.).
- The interpreter is there to interpret. **Don't ask the interpreter's opinion,** and don't expect the interpreter to talk on your behalf.



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Videoconferencing and Interpreting: Motivations and Configurations



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Videoconferencing

- Synchronous communication across a distance
- Video, audio, document sharing
- Peer-to-peer or multipoint connection
- Technological basis
 - Transmission: Satellite, ISDN, Broadband Internet, Skype...
 - Hardware: VC studio, 'roll-about' units, desktop PC, laptop, ...



The Journal
of THE LAW SOCIETY OF SCOTLAND

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News In Focus

Prisons inspector urges more use of technology

31
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pre

"Video technology should be used to cut the number of prisoners who have to attend pre-trial hearings."

Brigadier Monro said the move would help reduce the large numbers of prisoner escorts taking place in Central Scotland, and the long journeys to the north and south west of the country. And he urged that the proposal must be given priority in the Highlands and Islands is trialled as a priority.

Brigadier Monro said: "The inspection of escort services and courts across Scotland is aimed at promoting change and improvements to conditions for prisoners, practitioners and services."

...and include an interpreter?

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OREGON
Supreme Court Justice Urges Funding For Video Translation
Northwest News Network | Jan. 23, 2013 4:31 p.m.

'As Washington's diversity continues to grow, the need for interpreters is exploding,' Madsen says. "With limited resources, we must find a way to provide interpreter services in the most effective and efficient ways possible.'

She says courts currently have certified interpreters for only 35 languages.

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Trials collapse as interpreters at risk
Google Translate is 'at risk'

- National Audit Office finds 182 magistrates collapsed due to lack of interpreter
- In one case in Ipswich this year, a court
- Magistrates have filed 5,000 complaint solutions

By GAVEL, SMITH, WHITEHALL CORRESPONDENTS
Published: 23:24 on 23 January 2013 (updated 22:24)
Comments (28) | Share | Print | Email

Dozens of trials have been abandoned because of a 'catastrophic' shortage of interpreters who has forced courts to rely on Google Translate, MPs have been told.

Ken Clarke's shambook outsourcing of legal translation services is blamed for putting public safety at risk after suspects were released back on to the streets when interpreters failed to turn up.

The National Audit Office has found that between January and March this year, 182 trial magistrates courts, and an unknown number in crown courts, have collapsed.

The decision to outsource interpreting services to a single provider which is both commercial agent and regulator continues to present threats to the administration of justice, says Jessica Mylne Thinn.

The decision taken by the Ministry of Justice in February 2012 to outsource its court interpreting services to a sole contractor, Agilit Language Solutions (ALS), using the new Framework Agreement (FMA) remains a concern. Almost a year down the line initial concerns have escalated as the service supplied by ALS under the FMA has continually failed to provide the quality interpreting services required.

Previously interpreters used in court cases had to be registered with the National Register for Public Service Interpreters (NRSPI) - which involves fulfilling rigorous entry criteria with regards to qualifications and experience, and committing to professional standards by signing its Code of Conduct. This is no longer the case under the new system.

Disruption and delay

The FMA divides interpreters into three tiers. While NRSPI registered interpreters hold top-tier status, interpreters from the other two tiers are used in circumstances such as legal proceedings and court cases where only highly qualified interpreters should be engaged. The supply of one-tier, unaccredited and unqualified interpreters by ALS has led to significant court delays.

Poor interpretation services will lead to miscarriages of justice

The decision to outsource interpreting services to a single provider which is both commercial agent and regulator continues to present threats to the administration of justice, says Jessica Mylne Thinn.



URGENT COMMUNICATIONS
Video conferencing helps courts accelerate justice, reduce costs
Donny Jackson | Urgent Communications
Oct 25, 2012

"In Florida, the Ninth Circuit Court is using video conferencing for remote interpreting, which enables interpreters to participate in courtroom proceedings without having to travel to the physical location of the court."

"One problem with court proceedings being conducted in a courtroom is that inmates have to be transported to the site, which requires additional law-enforcement personnel. By using video conferencing, Idaho is able to save on the cost for this duty."

POLICE Federation
The Police Federation of England and Wales is a staff association for all police constables, sergeants and inspectors (including chief constables).

"We were on a 12-hour shift and we got an arrest in probably about half an hour before the end of our 12-hour shift. She didn't speak English, so I had to get an interpreter organised... Unfortunately the interpreter just took a long time to arrive... We were actually sitting there waiting for about two hours before we could interview her. 16 hours we were on before we sat down to interview..."

24/7 Response Policing in the Modern Police Organisation - Views from the Frontline, 2006

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Videoconferencing and interpreting

Videoconferencing with remote participants (e.g. court-prison):

- Primary participants are distributed
- Interpreter (if required) is at one of the sites

↓

"VIDEOCONFERENCE INTERPRETING" (VCI)

Videoconferencing to gain access to a remote interpreter:

- Primary participants are in the same location
- Interpreter in a distant location, e.g. a hub

↓

"REMOTE INTERPRETING" (RI)

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Videoconferencing and interpreting

Videoconference interpreting

- Security and cost: avoiding transport of prisoners to courts and police
- Cross-border legal proceedings (witnesses or defendants abroad)

Remote interpreting

In legal proceedings, e.g.

- Overcoming local shortages of qualified interpreters, esp. for rare languages
- Timely access to interpreter
- Reduction of interpreter travel/cost

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Videoconference Interpreting

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Videoconference Interpreting

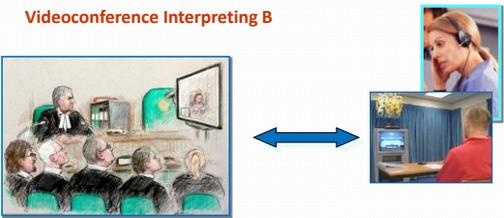
- Distributed primary participants:
 - in national proceedings**, e.g. links between courts and police stations or courts and prisons
 - in cross-border proceedings**, e.g. hearing of a remote witness in another country
- The interpreter is either at the main site = **Videoconference Interpreting A**



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Videoconference Interpreting

... or with the non-native speaker = **Videoconference Interpreting B**



Videoconference Interpreting A



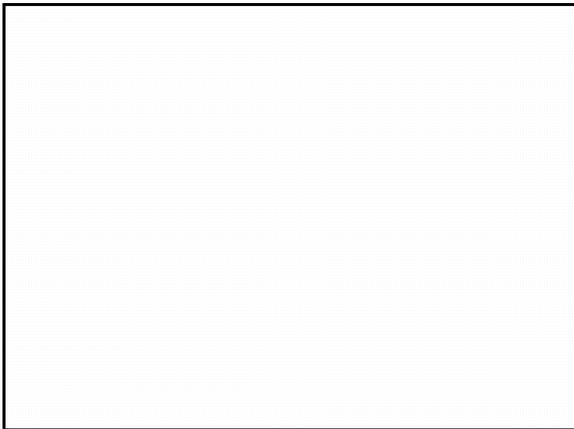
12/01/2011 12:29

Source: AVIDICUS tests in Poland

Videoconference Interpreting B



Source: Ministry of Security and Justice, The Netherlands



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Videoconference Interpreting A

VS.

Videoconference Interpreting B

video-link bail hearings

June 2009

English

Video link bail hearings

The hearing is for people held in the UK under immigration control in detention centres and prisons. The hearing is for people held in the UK under immigration control in detention centres and prisons. The hearing is for people held in the UK under immigration control in detention centres and prisons.

Your bail hearing will be conducted in English. If you need an interpreter you should request one using the Bail Application Form (also called a B1 form). During your bail hearing your interpreter will be at the court and will speak to you using the video link. Your interpreter should tell you everything that is said in the court room and tell you the questions that might be asked of you. If this does not happen you should tell your legal representative or the judge.

SFO Serious Fraud Office

OPERATIONAL HANDBOOK

When evidence is completed, or at the end of the court day, the Liaiser will return all documents and exhibits to the bail officer at the remote court for safe keeping or to return to the "home" court.

Links to a non-court location in UK or Abroad

Procedures on the day of trial

If a witness needs to give evidence from a remote location in the United Kingdom (other than a court building) or abroad, an application must be made to the Court. The application should set out in as much detail as possible what the proposed arrangements are.

If the evidence is to be given from outside the United Kingdom it should if possible be given from a British Embassy, Consulate or High Commission. If this is not possible, the location must be approved by the judge. The judge will also give directions for the administration of the oath or affirmation, and will need to be satisfied that the government of the country in which the evidence is to be given has not

"It a witness needs to give evidence from a remote location in the United Kingdom (other than a court building) or abroad, and application must be made to the court..."

"If an interpreter is required, the interpreter should be in the room with the witness, while he or she gives evidence."

Immigration and Refugee Board of Canada

Commission de l'immigration et du statut de réfugié du Canada

Canada

Immigration and Refugee Board of Canada

www.irb-cisr.gc.ca

Make it the usual practice to locate the interpreters in the claimant's room with the claimant. Exceptions could be made where an interpreter in the required language is not available close to the geographic location of the claimant's room.

... There should be a **direct telephone link** - or, perhaps, an internet link - between the claimant's room and the member's room to facilitate communications when the video portion of the proceedings is going wrong. Such a link could perhaps also be so organized that, if the interpreter has had to be located in the members' room, he or she could provide simultaneous translation to the ear of the claimant alone while counsel is making submissions.

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Remote Interpreting

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Remote Interpreting

- All primary participants together in a single location (e.g. in a police station)
- Interpreter at a different location (e.g. in a central interpreting hub)

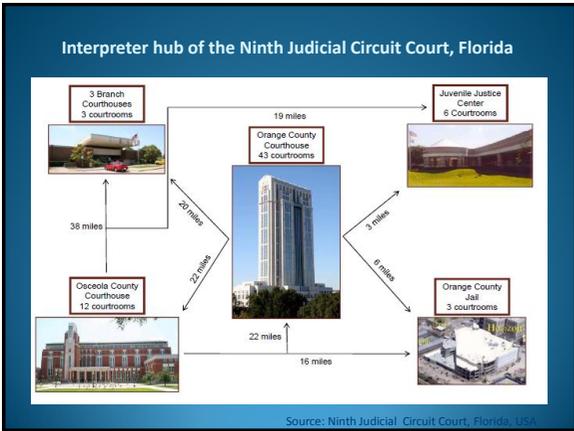


Source: Ninth Judicial Circuit Court, Florida, USA

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA
SERVING ORANGE & OSCEOLA COUNTIES

Centralized Remote Interpreting

- Went "live" in October of 2007
- Six remote workstations located in the Orange County Courthouse
- Two remote workstations located in the Osceola County Courthouse



Source: Ninth Judicial Circuit Court, Florida, USA

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Yuma courts to begin using remote video interpreting system

March 24, 2013 5:06 PM

Interpreters at the Yuma County Justice Center will soon be using an integrated audio/visual technology system to make sure that defendants and patrons who don't speak English very well, or not at all, have all their words translated into their native language.

While interpreters sit at the equipment, Press said they are ready to respond to several outlying courts.

"The system is about rural county stands using this type of technology."

Nelson said the new system installed at the Yuma Justice Center will allow for and vice versa, and displayed on a flat screen TV. A made feature allows the person using the service to communicate directly with the interpreter.

So when there is a need for an interpreter in either the courtroom...

"There are also many other benefits to having video capability as part of the translating system. For example, Nelson said the system has a rotating camera so it allows participants and attorneys to present and see documents and other evidence during a court proceeding."

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Videoconferencing and interpreting

Further study

Settings and their uses

Choose one of the settings that were introduced in this section, i.e. videoconference interpreting variant A or B, remote interpreting or a combination of the two.

- Find out whether this setting is used in your country and in what area(s).
- Discuss the advantages of this setting from the point of view of the legal institutions/proceedings.
- Based on your own experience of interpreting, identify potential advantages and problems for an interpreter working in this setting.

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Videoconferencing and interpreting

Further study

Videoconference interpreting variant A and B

Consider the two variants of videoconference interpreting for the hearing of a remote witness in court. Discuss the advantages and drawbacks of the interpreter being in court vs. being with the remote witness from the point of view of

- the judge and other primary participants in the court room
- the remote witness
- the interpreter

Do you think it is possible to identify an 'ideal solution', or what would the solution depend on? Justify your point of view.

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Review of current practice and future demand

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Review of current practice and future demand

A variety of settings

How many times have you done...

	RI in other situations	VCI in other situations	RI in the criminal justice system	VCI in the criminal justice system
10 times or more	29	24	17	50
5 to 9 times	13	11	10	21
1 to 4 times	9	28	21	34

Total: 166 interpreter responses; done VCI and/or RI: 150; never done VCI or RI: 16 (multiple answers possible)

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Review of current practice and future demand

A variety of settings

When you used VCI/RI in the criminal justice system, in which of the following stages was a video link used?

Total: 150 interpreter responses (multiple answers possible)

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Review of current practice and future demand

Stakeholder views

- Discrepancies between the views of judicial services and interpreters.
- Respondents from judicial services are more willing to embrace video-mediated interpreting than interpreters; challenges of video-mediated interpreting are underestimated.
- Interpreters' responses reveal a marked tension between objective difficulties of video-mediated interpreting and resistance to change (feeling of exclusion from implementation process; fear of loss in interpreting quality, pay losses and dogged dependence on technology).
- Very little is known about the views of the defendants, victims, witnesses (i.e. the other-language speakers). Legal representatives have voiced concerns over VC use.

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Review of current practice and future demand

Interpreters' responses

RI is more ... than face-to-face interpreting – by age range

5 = totally agree

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Review of current practice and future demand

Interpreters' responses

How would you rate your RI performance (in CJ) – by age range?

Your rapport with the other participants

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Challenges

 **360 Translations**
Internacional, Inc.

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Bulletin: Rethinking VRI (Video Remote Interpreting) and the Reason 360 Translations Does Not Support It

"Drawing on my VRS experience as a video interpreting, I knew full well the limitations of this technology. Language nuances are greatly reduced via VRS/VRI, and message equivalence suffers. There is no interpreter on-site here, which immediately sacrifices multidimensional, in-touch language interface, critical to accurate translation of the spoken word to ASL [American Sign Language], and vice versa. I knew in good conscience that I could not provide this inferior product to our clients. It would be a disservice to them and the Deaf and Hard of Hearing clients they serve, and whose interests they should be protecting." (12 April 2013)

UNITED STATES DISTRICT COURT
FOR DISTRICT OF MARYLAND
SOUTHERN DIVISION

ELIZABETH GILLESPIE, et al.,
Plaintiffs

Civ# Action No. DEC-05-CV-73

...Those plaintiffs who used or attempted to use the Hospital's video interpreting service allege that it was generally ineffective. For example, plaintiffs alleged... that Hospital personnel were, at times, unable to set up and/or operate the videophone; the image on the monitor was too blurry for the patient to clearly distinguish the arms and hands of the video interpreter; and the camera on the videophone could not be adjusted for a prone patient so that the patient and the video interpreter could clearly see each other's hands, arms and head. (2005)

I. BACKGROUND

A. On January 11, 2005, private plaintiffs filed a lawsuit pursuant to title III of the Americans with Disabilities Act of 1990 ("ADA"), 42 U.S.C. §§ 12181-12189; the United States' implementing regulation, 28 C.F.R. Part 36; section 504 of the

Court-Prison Video Links (UK)

» It was a nightmare. I didn't know where to sit, so I was put next to the defence solicitor. I soon realised that I couldn't interpret simultaneously. [...]

I had to raise my voice so that I could be heard. This resulted in my speaking loudly right into the solicitor's ear, and I was concerned that he would find this distracting. The prisoner intervened several times, and I didn't know whether that was because he hadn't heard or he hadn't understood. [...]

It took a lot longer because of the consecutive interpreting. I was only able to focus on the video screen, so I was not able to look at any of the speakers as I interpreted to the prisoner. The dynamics of this sort of interpreting are different because I'm used to sitting next to the prisoner in the dock and whispering into his ear. «

(interpreter working in a remand hearing by video link, quoted in Fowler 2007: 11)

Immigration bail hearings by video link (UK)
Monitoring exercise

» Only questions and answers were interpreted for me – the rest of the time I was ignored or told to be quiet when I asked question. «

(bail applicant, BID 2008)

Evaluation of Virtual Court pilot (UK, 2010)

"Time delays in the audio link were reported by practitioners as being common, and were witnessed during courtroom observations. While the delays themselves were quite short (a second or less), it was sufficient to cause individuals to repeat themselves on several occasions, and people on opposite ends of the link spoke over one another (similar to some long distance telephone calls). This did not appear to be a problem in the majority of cases, in that it did not result in confusion or delays to the hearing process. However, it did cause some communication problems where a defendant had language difficulties, or where an interpreter was being used."

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Comparison: traditional and video-mediated interpreting

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Comparison: traditional and video-mediated interpreting

Method

- Three test sites: University of Surrey (UK), Lessius University (BE), TEPIS (PL)
- Eclectic approach to the collection and analysis of the data, albeit with a common core, which consisted of the following elements:
 - 1) All comparative studies – comparing the various forms of video-mediated interpreting with traditional interpreting
 - 2) All studies based on simulations, using legal practitioners, interpreters and role players as suspects or witnesses.
 - 3) Focus on the early stages of proceedings
 - 4) Focus should be on small-group communication as a first step
- A total of 41 interpreting sessions was conducted, of which 12 included remote interpreting, 14 used the two variants of videoconference interpreting and 15 involved face-to-face interpreting.

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Comparison: traditional and video-mediated interpreting

Outcomes

- Generally speaking, in spite of using partially different methodologies and assessment methods, the three comparative studies came to very **similar results** with regard to the interpreting quality.
- **All forms of video-mediated interpreting found to magnify known problems of (legal) interpreting to a certain extent, e.g.**
 - omissions, additions, distortions, lexical/terminological problems, paralinguistic problems, turn-taking problems.
 - problems associated with processing capacity (e.g. hesitations and repairs).

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Comparison: traditional and video-mediated interpreting

Main results Surrey: 16 police interviews (8 with face-to-face interpreting, 8 with RI; 67000 words in total) ; distribution of problems (in brackets: average per interview)

	FTF	RI	RI / FTF FTF=100%
Inaccuracies	89 (11.1)	110 (13.8)	124%
Omissions	68 (8.5)	108 (13.5)	159%
Additions	10 (1.3)	29 (3.6)	290%
Linguistic problems: lexis/terminology, idiomaticity, grammar, style/register, coherence, language mixing	204 (25.5)	260 (32.5)	127%
Paralinguistic problems 1: articulation, hesitation, repetition	316 (39.5)	417 (52.1)	132%
Paralinguistic problems 2: false start, self-repair	261 (32.6)	287 (34.9)	110%
Turn-taking problems	34 (4.3)	110 (13.8)	324%

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Comparison: traditional and video-mediated interpreting

Correlations between categories

- Strong correlation between turn-taking problems (overlapping speech) and omissions; stronger in RI.
- Surrey study:
 - Traditional interpreting: 3 of the 34 turn-taking problems (i.e. 9%) entailed an omission of information in the target text.
 - Remote interpreting: at least 16 of the 110 turn-taking problems (i.e. 15%) caused an omission.

Det: *Et je travaillais à H et M l'année passée, à *mi-temps**
[And I worked for H and M last year **part-time.**]

Intp: **Last year*, I, I worked with H and M.*

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Comparison: traditional and video-mediated interpreting

Distribution of problems

	FTF	RI
Introduction	12	20
Caution	2	0
Preliminaries	7	11
Suspect's version	24	17
PD's detailed questions	18	44
Conclusion	5	32

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Conclusions

- **At present**, video-mediated interpreting is challenging.
- However, **adaptation and familiarisation** with video-mediated interpreting is yet to take place; hence initial reports on problems may be as 'exaggerated' as oversimplified claims that there are no problems at all.
- Crucial tasks for **further research**: identify problems that prevail after familiarisation; isolate variables; specify conditions that help to improve quality
- Urgently required: **informed dialogue** between all parties involved; awareness-raising, education and **training**
 - **Directive** emphasises training of legal practitioners in "the particularities of communicating with the assistance of an interpreter" (Art. 6) – training in videoconferencing and interpreting is important as videoconferencing is becoming more prevalent.

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Legislation

Use of videoconferencing in cross-border judicial proceedings

National legislation

European legislation

European Legal Acts:

Article 10 of the Convention on Mutual Assistance in Criminal Matters between the Member States of the European Union (OJ C 197, 12.7.2000, p. 8); Article 10 of the Council Regulation (EC) No 1206/2001 of 28 May 2001 on cooperation between the courts of the Member States in the taking of evidence in civil or commercial matters (OJ L 174, 27.6.2001, p. 8); Article 9 of the Council Directive 2004/80/EC of 29 April 2004 relating to compensation to crime victims (OJ L 261, 6.8.2004, p. 17), Article 9(1) of the Regulation (EC) No 861/2007 of 11 July 2007 establishing a European Small Claims Procedure (OJ L 199, 31.7.2007, p. 1), Directive 2008/52/EC of 21 May 2008 on certain aspects of mediation in civil and commercial matters (OJ L 136, 24.5.2008, p. 3).

Use of remote interpreting in criminal proceedings

Recent European legislation

Directive on the right to interpretation and translation in criminal proceedings (2010/64/EU)

"Interpretation ... shall be of a quality sufficient to safeguard the fairness of the proceedings." (Article 2.8)

"Where appropriate, communication technology such as **videoconferencing**, telephone or the Internet may be used, unless the physical presence of the interpreter is required in order to safeguard the fairness of the proceedings." (Article 2.6)

Directive on the right to information in criminal proceedings (2012/13/EU):

"Member States should ensure that, when providing information in accordance with this Directive, suspects or accused persons are provided, where necessary, with translations or interpretation into a language that they understand, in accordance with the standards set out in **Directive 2010/64/EU**." (Preamble 25)

Directive establishing minimum standards on the rights, support and protection of victims of crime (2012/29/EU)

"Member States shall ensure that victims who do not understand or speak the language of the criminal proceedings concerned are provided, upon request, with interpretation..." (Article 7.1)

"Where appropriate, communication technology such as **videoconferencing**, telephone or internet may be used, unless the physical presence of the interpreter is required..." (Article 6.3)

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Legislation

EXAMPLE OF NATIONAL LEGISLATION

Poland's legislation in relation to the use of videoconferencing:

- Videoconferencing in criminal proceedings was introduced in Poland by virtue of an amendment to the Polish Code of Criminal Procedure in force since July 1, 2003. The **new Article 177.1a of the Polish Code of Criminal Procedure** allowed videoconference/remote hearing of a witness only.
- **Defence testimony via videoconference is not permitted.**
- Furthermore, under Article 147 § 1 of the Polish Code of Criminal Procedure, legal proceedings involving videoconference/remote hearings must be **recorded** on a sound and image recording device (DVD recorder).

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Legislation

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Legislation

EXAMPLE OF NATIONAL LEGISLATION

Poland's legislation in relation to the use of videoconferencing –cont.:

- The law provides for the following types of videoconference/remote hearing:
 - videoconference/remote hearing of a witness, including hearings within the frame of domestic mutual legal assistance, also of evidence given by informant defendants and minors (Article 185a of the Polish Code of Criminal Procedure) and expert witnesses (Article 197 § 3 of the Polish Code of Criminal Procedure);
 - videoconference/remote hearing of an anonymous witness (Article 184 of the Polish Code of Criminal Procedure);
 - videoconference/remote hearing held within the frame of international mutual legal assistance.

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Legislation

Further study

Videoconferencing and legislation

Study the different pieces of legislation that were introduced in this section.

- Find out what exactly the documents say about the use of videoconferencing in legal proceedings and make a summary of all the situations in which the use of videoconference is allowed and recommended.
- Find out whether this legislation is applicable in your country and to what extent it is actually applied, i.e. whether videoconference technology is used in legal proceedings.

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Guidance



Minnesota Judicial Branch Policy/Procedures

Policy Source: State Court Administrator
Policy Number: 513(b)
Category: Court Operations
Title: Use of Remote Interpreter Services
Origination Date: August 2, 2010
Effective Date: August 2, 2010; March 1, 2013
Revision Date: February 20, 2013
Contact: Director, Court Services Division

Use of Remote Interpreter Services

I. PURPOSE
 Judicial Council Policy 513, permits using technology to provide interpreter services from a remote location in certain circumstances.

This policy serves as a guide for conducting remote interpreting according to the Judicial Council Policy. Variances in local resources, technology, and procedure may determine policy implementation in a particular jurisdiction.

II. APPLICABILITY
 This protocol applies to: (1) all District Court proceedings using interpreter services; (2) all employee and freelance interpreters performing interpreting services for the courts; and (3) all agencies providing interpreting services to the courts.

III. DEFINITIONS
 None

Informations
Telehoren

Videoneuvottelu kansainvälisessä rikosoikeusavussa
ВИДЕОКОНФЕРЕНЦСВЯЗЬ В МЕЖДУНАРОДНОЙ ПРАВОВОЙ ПОМОЩИ ПО УГОЛОВНЫМ ДЕЛАМ

Informational text in multiple languages (Finnish, Russian, English) describing videoconferencing services for international criminal justice assistance.

Videoconferencing as a part of European e-Justice

EN

Practical videoconferencing³

In the following chapters we would like to explain certain practical details of cross-border videoconferencing from an organisational perspective.

- Request for VC**
 - The Actors Involved
 - Form of Request
 - Sending the Request
 - Reply to request
- Setting up the VC**
 - Access to VC Equipment
 - Practical arrangements prior to VC
 - Cost of VC
- The hearing using VC**
 - Court Procedures during the hearing by VC
 - Who is in Charge of hearing by VC
 - Measures after the VC session

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Guidelines

COUNCIL OF THE EUROPEAN UNION

Brussels, 16 May 2012

10097/12

LIMITÉ

JUSTICE 40
JUSTICY 187
COPEN 118
CATS 34

NOTE

from: Presidency
to: Coreper/Council
Subject: Videoconferencing and remote interpreting in judicial proceedings - Update of the Guide

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Tools for courts and practitioners > Videoconferencing > Manual

GUIDE ON VIDEOCONFERENCING IN CROSS-BORDER PROCEEDINGS

This guide covers the use of videoconferencing equipment in cross-border court proceedings in the European Union. It discusses the organisational, technical and legal aspects of the use of videoconferencing technology. Furthermore, it analyzes the use of equipment in courtrooms and witness rooms, and the use of portable equipment. The guidance applies to cases where videoconferencing is used for any part of legal proceedings, in particular for taking of evidence from remote locations in other EU Member States.

CONTENTS

- CROSS-BORDER VIDEOCONFERENCING IN THE EU
 - Scope and Background
 - Overview of the Legal Framework in European Union law
- PRACTICAL CONSIDERATIONS FOR VIDEOCONFERENCING
 - Preparatory arrangements
 - The Request
 - The Necessary Preparations
 - Interpretation
 - The hearing
 - Minutes of the hearing
- TECHNICAL ASPECTS
 - Background to Technical Requirements
 - General Arrangements and Quality Principles

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PRACTICAL CONSIDERATIONS FOR VIDEOCONFERENCING

2.4. Interpretation

In cross-border videoconferencing, there may be a need to have an interpreter either at the requesting court or at the requested court. The interpreter can either work from a remote location, while the main parties are in the same location, for example in the courtroom (remote interpretation), or where a remote participant (e.g. a defendant or a witness) requires an interpreter, the interpreter is either co-located with the remote participant or located at the main site (videoconferencing interpretation).

- The use of interpretation during the videoconferencing... is a challenge to the participants in the hearing and to the interpreter. The witness may not be used to working with interpreters and the hearing of remoteness may cause problems with the interpretation. For the interpreters it is helpful if the judge coordinates the order in which the parties are heard.
- Taking of evidence is usually conducted with consecutive interpreting. In consecutive interpretation the judge plays a central role in administering the interpretation and in giving instructions to the witness or the interpreter during the hearing. Given the complexities of videoconferencing and interpreting in legal settings, it is recommended that the consecutive mode of interpreting should be used when the interpreter is separated from those who require interpreting, as this mode allows more easily for clarifications and interventions that may be necessary to ensure that the interpreting is accurate.
- Simultaneous interpretation is more demanding, since it requires that there is a special booth for the interpreter and that the interpretation is transmitted to listeners by means of separate systems (transmitter, receiver and amplifiers). When written documents are presented during the hearing or trial, there is often the need to use oral "prima vista" translation of written text. If the interpreter is not in the courtroom where the document is presented, document cameras need to be utilized in the videoconferencing.
- When remote interpreters are used in a third location, outside the courtroom, attention should be paid to the preparatory arrangements and prior information on the technical equipment of the third location and to the testing of the connections between the locations before the actual hearing. Furthermore, attention should be paid to the acoustics and quality of sound in the location of the remote interpreter.
- Other aspects that should be considered are the layout of the rooms in which videoconferencing and interpreting are used and the positioning of the interpreter and the other participants. Visual and non-verbal communication play a crucial role in helping an interpreter to understand what is said, to grasp nuances of meaning and to resolve potential ambiguities. Therefore, the interpreter should be able to see the faces, facial expressions and possibly lip movements of remote participants. This has consequences for the position of the participants in relation to the location that delivers the video image for the interpreter. The interpreter should have a frontal view of the remote participants. At the same time, the interpreter should not become the centre of attention simply by appearing on a video screen. In other words, the setup should not create a situation in which the main parties have to turn away from each other in order to see the interpreter.
- Attention should also be drawn to both the reliability and the security of transmissions which should be ensured.

When interpreters are used in the process of videoconferencing, attention needs to be paid to the following aspects:

- High quality communication and interpreting should be ensured.
- During interpretation the impact of technical issues such as control room equipment (e.g. control over camera movement in video-based interpreting). This may be particularly critical for remote interpretation, where view and image from the remote site must be ensured.
- Communication management is essential. There should be procedures of intervention by the interpreter (before and during an interpreting assignment, for question clarifying the content).
- The sound quality is crucial, as is the impact of data transmission delay (approx. 0.5 seconds) on interaction problems during the interpretation.

As regards the quality of interpretation, the qualifications required for court interpreters often Member States. This needs to be taken into account in the requests for using videoconferencing in mutual legal assistance or taking of evidence.

In order to overcome the difficulties of videoconferencing coupled with interpretation and the negative perceptions, which could exist, among the

VIDEOCONFERENCE LINKS WITH INTERPRETERS: A QUICK GUIDE

This guide shows you what to do when you need an interpreter, how to find one, how to book one, how to use one, and how to ensure that the interpreter is able to hear and see you.

Example 1: At the police station

The police want to interview you. If you need an interpreter, the police will arrange this. This means you will see the interpreter on a video screen and hear them through loud speakers.

Example 2: At the court

You might take part in a court hearing from a police station or prison. You will be able to see the court on a video screen and hear what is said through loud speakers.

What you can expect

- Although your interview or hearing takes place on a video link, you have the right to a qualified legal representative.
- The interpreter may not be sitting beside you, but you will be able to see and hear them.
- You will be able to see and hear everything that happens on the other side of the video link.
- You will be able to see and hear everything that happens on the other side of the video link.
- You will be able to see and hear everything that happens on the other side of the video link.

VIDEOCONFERENCING & INTERPRETING IN LEGAL PROCEEDINGS

A Quick Guide for Legal Practitioners and Police Officers

Portal Iberoamericano de la Justicia Electrónica

Portal Ibero-Americano da Justiça Eletrónica

Ibero-American Portal for e-Justice

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International legal framework on videoconferencing

The Ibero-American Convention on the Use of Videoconferencing was signed at the Summit of Heads of State and Government held in Mar del Plata, Argentina

In the framework of the Ibero-American Summit of Heads of State and Government held on 3 and 4 December in Mar del Plata, Argentina, Ibero-American countries signed the Convention on the Use of Videoconferencing in International Cooperation between Justice Systems.

The Convention is the result of a work that began two years ago, in the context of the actions developed by countries participating in the Conference of Ministers of Justice of the Ibero-American Community (COMAJIB), specifically in the line of work of "Technologies Applied to the Administration of Justice".

The signing ceremony was held in Mar del Plata, Argentina, on 3 December 2010. The participating countries were Argentina, Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Spain, Paraguay, Uruguay, Venezuela and Ecuador. Any other country may accede to the Agreement at any time.

With the agreement, the construction of a secure international legal basis to facilitate their use among Latin American states is being advanced, ensuring the proximity and speed in carrying out other legal proceedings. This instrument, through the use of new technologies, allows faster and cheaper court proceedings.

Ibero-American Convention on the Use of Videoconferencing in International Cooperation between Judicial Systems

The Ibero-American Convention on the Use of Videoconferencing in International Cooperation between Judicial Systems (Ibero-American Convention on the Use of Videoconferencing in International Cooperation between Judicial Systems) provides the use of videoconferencing by the competent authorities of Latin American countries, as a practice meant to strengthen and accelerate cooperation.

In the context of Latin American electronic justice, the COJIB promotes the use of videoconferencing, as it recognizes the importance of increasing the use of new technologies as a tool based in the enhancement and administration of justice timely, efficient and effective.

Source: Videoconferencing (ES 567 094 2012)

Ibero-American Convention Additional Protocol on the Use of Videoconferencing

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Guidelines for criminal justice services

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Key guidelines and recommendations

- Inter-institutional minimum standards and a code of best practice for the use of video-mediated interpreting in bilingual proceedings should be defined at European level.
- An expert group should be convened to define and implement these standards and code, basing their work on the findings from relevant research. The group should include legal, linguistic and technological experts and representatives of all relevant stakeholders.
- High-quality VC equipment and a high-speed broadband connection should be used to achieve an appropriate quality of service including clear sound and image, lip synchronicity and connection stability.
- Institutions using VC should agree procedures for deciding whether or not video-mediated interpreting is suitable for a particular situation.
- VC is useful for short-duration communication, especially in a small group of participants. It should not be used for extended, highly interactive communication and communication in a large group with many speakers. This is especially true for bilingual VCs, in which the physical toll of the session on the interpreter (increased fatigue, stress) has to be taken into account to ensure an appropriate quality of the communication and interpretation.
- The introduction of video-mediated interpreting in criminal proceedings should be incremental and should include pilot phases for key stages to allow for additional experience to be gained and adjustments to be made before large-scale purchase and implementation of equipment.
- Professional (i.e. trained and qualified) legal interpreters should be used. In countries where trained and qualified legal interpreters are not available, every effort needs to be undertaken to promote such training and qualifications (in line with Directive 2010/64/EU).

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Key guidelines and recommendations

- The institutional participants and interpreters should be trained in the use of the equipment and in communicative aspects (e.g. effective communication strategies). In the first instance, staff and interpreters with VC and professional experience should be used where possible.
- Thorough preparation of all VCs is essential.
- Interpreters need to be fully briefed about the purpose and content of the communication and about the fact that the communication takes place via VC.
- An induction for the other-language speakers (through the interpreter) is also required. It is the responsibility of the police officer/legal practitioner to provide this induction.
- Where 'videoconference interpreting' is used (see section 1) and where there is a choice for participant locations (i.e. location of interpreter, defence lawyer), the distribution should be such that strong asymmetries in the participant distribution are avoided. If possible, the other-language speaker should not be separated from all other participants and the interpreter.
- Technical assistance should be available before and during a VC to check the equipment and the connection prior to its use and for continuous maintenance. Procedures for dealing with the breakdown of equipment should be available.
- Given the complexities of video-mediated interpreting in legal settings, the consecutive mode of interpreting should be used. Clarifications and interventions, which may be necessary to ensure that the interpreting is accurate, are easier in this mode.

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A. The planning, procurement and installation of VC equipment

- **Needs should be identified:** Specific settings, such as who talks to whom, who needs to see whom, should be mapped out.
- **Expertise should be involved at the planning stage:** It is highly important that the planning involves interpreting/linguistic, legal and technological experts to work out the specifics of the setting.
- **High quality technology should be used:** High-quality sound and video should be provided for all parties involved and additional equipment for the interpreter as required; a separate document camera (for the presentation of documents, images and other material that can facilitate interpreting) should be used. Note that simultaneous interpreting has specific requirements for (higher) audio and video quality and lip synchronisation than consecutive interpreting.
- **A 'trial and error' phase should be run:** Especially before any large-scale purchase, implementation and roll-out of videoconferencing equipment. Critical instances in the communication process should be identified and the necessary adjustments made.
- **A stage-by-stage introduction of new technology should be allowed:** Low-impact cases should be started with, in order to evaluate the effect of the technology at each stage and to assess the implications for the next stage.
- **An appropriate work environment should be provided for the interpreter:** Such as an ergonomic and quiet work environment and allowing the interpreter to control the equipment.

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B. Enhancing the smooth use of videoconferencing and interpreting

- **Qualified participants and interpreters should be used:** Appropriately qualified interpreters and legal staff members who are experienced in working with interpreters should be used to ensure a quality sufficient to safeguard the fairness of the proceedings.
- **Training should be offered to the interpreters and legal staff:** An early-stage induction before rolling out the technology should be offered. Continuous professional training should then be available (including awareness of wider context, mastery of technology, communicative situation and supportive techniques such as stress management).
- **Risk-assessment procedures should be agreed upon:** Procedures for deciding whether or not a video link in combination with interpreting is appropriate should be used and experienced interpreters should be consulted.
- **Guidelines/protocols should be developed:** These should specify who is responsible e.g. for booking, timing, testing, starting and controlling the connection; describe the procedure before, during and after the session (briefing of interpreter, beginning of session, introductions, rules during session, debriefing) for all participants.
- **Provisions for breakdown should be made:** A protocol for communication or technological breakdown should be developed as it should not be left to the interpreter to resolve breakdowns.
- **Code of best practice:** Judicial services, legal practitioners and interpreter associations should continue to cooperate to improve joint codes of best practice for videoconference-based interpreting.

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Guidelines for Legal Practitioners and Police Officers

Before the VC Session...

- Ensure that all participants, especially the interpreter and the other language speakers, know in advance of the session that a video link is required.
- Use a qualified and experienced legal interpreter. If possible, the interpreter should be trained in working via video link.
- Provide the interpreter with practical details, in addition to the normal briefing, e.g. date and time, expected duration, who else is involved, and where they will be located (see diagrams).
- If the interpreter has a choice of location (e.g. court or prison), ascertain their choice. Otherwise, inform them of where they will be located.
- Let the other language speakers know where the interpreter will be located.
- Ensure that the VC connection is tested in advance. The testing should be done in the interpreter's presence.
- Agree communication procedures with the interpreter; for example, how long speech turns should be, how the interpreter will intervene for clarification, and so on.
- Ensure that a course of action is in place in the event of technological breakdown.

During the VC Session...

- Before the start of the interview, hearing or similar, give the interpreter a concise and factual briefing and, where relevant, show exhibits to the interpreter, just as you would in a traditional setting.
- Control the way you are positioned in relation to the camera (or the camera that is nearest to you) and the screen(s).
- Check that all participants can see and hear each other adequately before you start the proceedings.
- Face your speech delivery carefully and ensure you follow the communication procedures you agreed with the interpreter before the session. Do not rush.
- Remember to pause regularly for the interpreter and give them enough time to deliver the interpretation. Keep in mind that it is often more difficult in a VC than in a traditional setting to coordinate who speaks.
- Speak clearly, but do not raise your voice unduly. You should be able to speak as you would in a face-to-face encounter.
- Use clear, unambiguous language as far as possible.
- Check periodically that all participants can be seen and heard clearly.
- If you have to move out of shot, explain what you are doing.
- Respect the interpreter's requests for clarification and resolution of problems, and requests for a break.
- Stop the session if technological adjustments are required, e.g. if the camera zoom needs to be altered.

After the VC Session...

- If possible and appropriate, have a short debriefing with the interpreter after the session.
- If you encountered particular problems during the session, try to identify the source of these.
- Report any recurring problems you may encounter to your institution, technician or, if appropriate, technology provider.
- Keep a record of VC sessions in which you have participated, noting problems, how these were resolved during the session, and what points of good practice you observed.
- Revisiting this record periodically and modifying your VC behaviour will help improve VC for you and for the other participants.

Remember:
The videoconference setting should be as similar to a traditional encounter as possible. Do not change anything just because of the video link if it is not necessary to do so.




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Guidelines for Legal Interpreters

Before the VC Session...

- You should be provided with practical details, in addition to the normal briefing, e.g. date and time of the VC session, expected duration, who else is involved, and where they will be located (see diagrams). If these details are not provided, ask for them.
- Ascertain from the person booking you whether you have a choice of location (e.g. whether you could work from court or from prison). If you do, let the person know of your choice. If you don't, ask where you will be located.
- If possible, ask to visit the site at which you will be located in advance and/or arrive early to acquaint yourself with the setup.
- The VC link should be tested in advance in your presence. If it is not, ask for this to be done.
- Agree communication procedures with the legal professional conducting the session, e.g. how long speech turns should be, how you will intervene for clarification, and so on.
- Ask the legal professional what should happen in the event of technological breakdown.

During the VC Session...

- Before the start of the interview, hearing or similar, ask to be given a concise and factual briefing and, where relevant, ask to see any exhibits.
- Control your position in relation to the camera (or the camera that is nearest to you) and the screen(s).
- Check that you can see/hear and be seen/heard.
- Agree procedures with the legal professional for the start of the session, including how the introductions will be carried out.
- Agree procedures with the legal professional for the rest of the session, including communication management (e.g. visual signals to stop a speaker).
- Face your speech delivery carefully and ensure you follow the communication procedures you agreed with the legal professional before the session.
- Speak clearly, but do not raise your voice unduly. Speak as you would in a face-to-face encounter.
- Monitor your comprehension closely to avoid misunderstandings. Ask for clarification if you are unsure.
- Be clear in your output but avoid repetitions.
- Use the signals agreed at the start to take the floor; if you use gesture, make sure your hands are visible to the other side.
- Control your non-verbal behaviour: create an illusion of eye contact by looking at the screen and towards the camera, and control your facial expression.
- If you have to move out of shot, explain what you are doing.
- Ask for a break if you need one.

After the VC Session...

- If possible and appropriate, ask for a short debriefing with the legal professional after the session.
- If you encountered particular problems during the session, try to identify the source of these.
- Report any problems to the legal professional or the institution for which they work.
- Keep a record of VC sessions in which you have participated, noting problems, how these were resolved during the session, and what points of good practice you observed.
- Revisiting this record periodically and modifying your VC behaviour will help improve VC for you and for the other participants.

Remember:
The videoconference setting should be as similar to a traditional encounter as possible. Do not change anything just because of the video link if it is not necessary to do so.




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Practical Demonstration

- Live video link
- Role play centred around simulation
- Participation and observation

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Practical demonstration

Hands-on practice

At this point of the module, it is time for some hands-on practice. You will need a group of at least 3 participants, scripts of legal proceedings and a VC connection. The following are examples of what you can practise.

VC: One participant takes on the role of a prosecutor or judge and is in room 1. Another participant takes on the role of a remote witness and is in room 2. The third participant is the interpreter and interpreting for approx 10 minutes at either side. Then swap roles and repeat the exercise.

RI: One participant takes the role of a police officer and another the role of a suspect. They are in one room. The third participant is the interpreter and is in another room. Practise for approx. 10 minutes, then swap roles and repeat the exercise.

It is advisable to involve legal practitioners. Use interpreters with matching language combination to play the role of the non-native speakers.

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Practical demonstration

Questions for participation and observation

- (1) What is the most difficult aspect for the interpreter?
- (2) What is more/less difficult than you would have expected?
- (3) What good solutions do you observe?
- (4) What could you have been handled differently?
- (5) Where do you see potential problems?

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Recent developments

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Our Services About

Remote Counsel

Remote Counsel, a service of Courtroom Connect, leverages technology and partnerships to give attorneys and other professionals remote, live access to events, depositions, trials, hearings, jury research, and more. With Remote Counsel products, attorneys can receive live text and video streams from anywhere - including the courtroom. And through Remote Counsel Network, attorneys and their support staff can actively participate in video conferences anywhere in the world in rooms designed for legal events, such as depositions, arbitrations, and interviews.

Remote Counsel Stream
Remote Counsel Stream brings attorneys and other participants remote research, and other events through live text, video, and digital evidence attorneys use this service every day to bring events to an extended live audience and experience, first-hand.

Remote Counsel Network
The Remote Counsel Network is the only worldwide network of video conference providers designed specifically for depositions and other legal events from eventrooms to meeting to the actual event - is designed with large

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GOVERNMENT ZONE
Central government
Devolved government
Education
Health and social care
Home affairs
Local government
Transport

Scottish prisons and police cells get telehealth

15 January 2013

AREA OF INTEREST
Built environment
Culture, heritage and museums
e-government
Energy
Finance and pensions
Innovation, science and technology
International
Management and HR
PFI and partnerships
Procurement
Property
Scotland

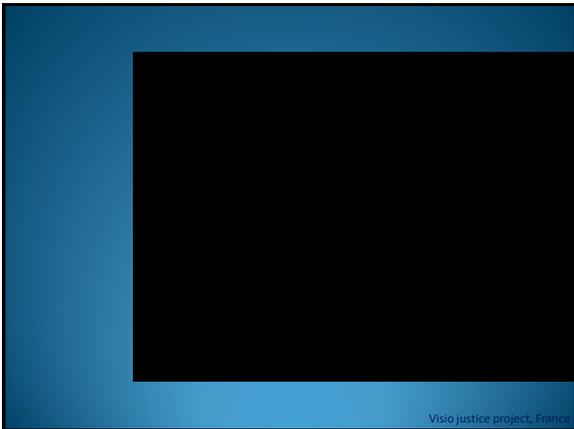
GOVERNMENT ZONE
Central government
Devolved government
Education
Health and social care
Home affairs
Local government
Transport

No plans for telehealth in prisons

17 January 2012

The government has confirmed it has no plans to roll-out telehealth to prisons, despite promises to roll the technology out to millions of homes in a bid to improve health services save huge sums for the NHS.

Questioned on potential savings that could be made by using telemedicine technologies in prisons, care





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About us and contact

AVIDICUS
 AVIDICUS 1 – JLS/2008/JPEN/037, 2008-2011
 AVIDICUS 2 – JUST/2010/JPEN/AG/1558, 2011-2013

Website: <http://www.videoconference-interpreting.net>

Contact: Dr Sabine Braun, s.braun@surrey.ac.uk

Project consortium (AVIDICUS 1 and 2):
 University of Surrey (UK) (co-ordinator), Lessius University (BE), Local Police Antwerp (BE), Institut Télécom (FR), Dutch Ministry of Security and Justice (NL), Dutch Legal Aid Board (NL), Polish Society of Sworn and Specialised Translators TEPIS (PL), Ann Corsellis (UK)

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