

VIDEO REMOTE INTERPRETING SERVICES IN EUROPE

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R1301

TABLE OF CONTENTS

1. INTRODUCTION	2
2. VRI IN EUROPE: A GENERAL OVERVIEW	4
2.1 PHONE CALLS	6
2.2 LEGAL SETTINGS	7
2.3 HEALTHCARE SETTINGS	7
2.4 EDUCATIONAL ENVIRONMENTS	8
2.5 THE WORKPLACE	9
2.6 BUSINESS SETTINGS	9
2.7 OTHER SETTINGS	10
3. TRAINING	11
4. WORKING ENVIRONMENT	11
5. RESEARCH	11
6. NASLIs OPINION	12
7. CONCLUSIONS AND RECOMMENDATIONS	14
ANEX I: SURVEY	16

Report by Lourdes Calle Alberdi, efqli project coordinator

Revised and approved by the efqli Board

I. INTRODUCTION

Over the last years, many changes are occurring in the sign language interpreting field. Technological developments have allowed for the emergence of video remote interpreting (hereafter referred as VRI) throughout Europe. The importance of such phenomenon is reflected in part by the inclusion of references to remote interpreting by video in already adopted and presently emerging European legislation, most notably in the Directive 2010/64/EU on the right to interpretation and translation in criminal proceedings¹.

Within this context, and in step with the topic chosen for this year's annual conference "TECHNOLOGY vs. INTERPRETER: support or replacement?", efsli decided to run an online survey (see Appendix I) to get feedback from its full members, the National Associations of Sign Language Interpreters (hereafter NASLIs). This survey aimed to collect information on the current situation in order to create an overview of the development of VRI in Europe as well as to identify the perceived needs from the professionals in the field.

57%, or seventeen NASLIs of the thirty total number of efsli full members, filled out the survey. The corresponding NASLIs are listed below by country and in alphabetical order:

- Belgium, BVGT (Flemish speaking)
- Czech Republic, CKTZJ
- Denmark, FTT
- Estonia, EVK
- Finland, SVT
- Germany, BGSD
- Hungary, HASLI
- Norway, Tolkeforbundet
- Poland, STPJM
- Romania, ANIALMG
- Serbia, ATSZJ
- Slovenia, ZTZJ
- Spain, FILSE
- Sweden, STTF
- Switzerland, ARILS (French speaking)
- Switzerland, bdg (German speaking)
- Switzerland, ILISSI (Italian speaking)

In the survey, "video remote interpreting" was defined as "the use of video services or webcams to provide sign language interpreting services, through a remote or offsite interpreter". The vast

¹ Video Conference and Remote Interpreting: <http://www.videoconference-interpreting.net/Avidicus.html>

majority of the NASLIs included in their responses both VRI and video relay² interpreting services, with the exception of STTF-Sweden, which only included the VRI services, in the strict sense, in their response. In the latter services, all primary participants are at a single location, whilst the interpreter is at different location and communicates to the primary participants via videoconference.

This report provides in the first place a general overview of the provision of VRI services throughout Europe, followed by an analysis of the different situations where VRI services are implemented. The survey questions regarding this topic were divided into seven subsections covering a variety of settings and situations:

- Phone calls
- Legal
- Healthcare
- Education
- The workplace
- Businesses
- Other settings

In the second part of the questionnaire several topics were raised:

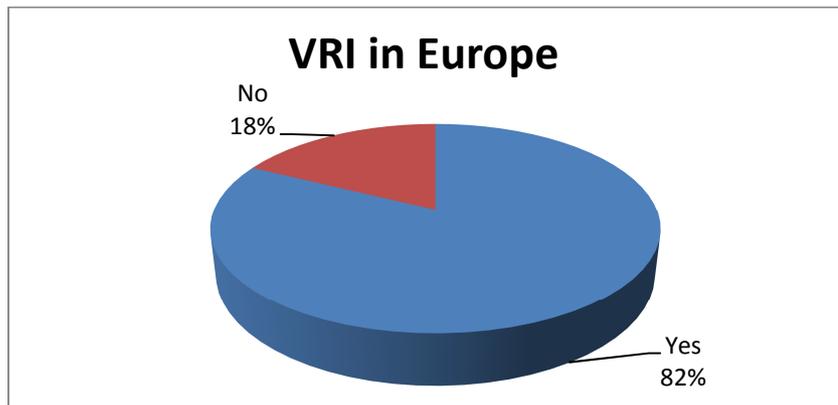
- Training on VRI for sign language interpreters and other users
- VRI Working environment
- Technology and equipment
- Research

This report sheds light on the current situation of the VRI field. The end of the report includes detailed suggestions and comments from NASLIs on the main advantages and disadvantages of VRI for the sign language interpreting profession.

² “Video relay interpreting” is referred to in this report as the service in which Deaf users and hearing users, communicate over video telephones and similar technologies via a sign language interpreter, all of whom do so from different locations.

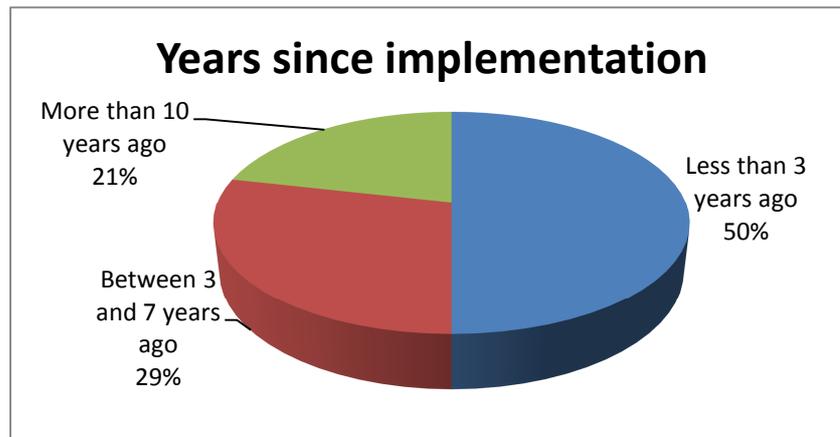
2. VRI IN EUROPE: A GENERAL OVERVIEW

The implementation of VRI services in Europe greatly differs from one country to the next. The percentage of countries with VRI is shown in the following figure:



The majority of the survey respondents declare to have VRI in their respective countries. Only EVK-Estonia, HASLI-Hungary and ATSZJ-Serbia indicate that this service is not available in their countries. EVK-Estonia comments that there are plans to start providing the service in the near future, but it has yet to begin due to financial and technical problems. Participants from HASLI-Hungary affirm that there is remote interpreting, though not as a specialised service in the interpreting agencies, but rather as occasional remote interpreting through video chat applications, such as Skype or Oovoo. For example, a client would make a call for an appointment, the interpreter would call the number from the agency and using Sype, would interpret for the client, who is at home. A pilot programme to set up a specialised remote interpreting service is underway under the *aegis* of the National Association of the Deaf. HASLI-Hungary thinks that the reason why there is not a specialised service yet is principally due to the lack of adequate technology, both on the part of the agencies and of the users.

The percentages shown in the following sections are calculated from the responses of the fourteen NASLIs that declare to have VRI services in their respective countries.



Half of the countries where VRI is offered have recently introduced it in the last three years (BVGT-Belgium, SVT-Finland, STPJM-Poland, ANIALMG-Romania, ILISSI-Switzerland, ARILS-Switzerland and bgd-Switzerland). Only FTT-Denmark and BGSD-Germany indicate that VRI services were launched more than ten years ago.

Most of the NASLIs affirm to have video relay services in their respective countries, in which Deaf and hearing users communicate from different locations. All of those services are included in this report under the heading “Phone Calls”. In the rest of the cases, only the services provided by an offsite interpreter for two users that are in the same place (VRI in the strict sense) has been considered. This kind of interpretation is still much less widespread than video relay interpreting. In this regard, some comments have been gathered from amongst the NASLIs. In some countries, the VRI agency is open 24 hours a day, all year round (ZTZJ-Slovenia). In other regions, however, this service is available on a limited schedule. For example, ARILS-Switzerland explains that the only VRI agency is available from 9.00am to 12.00 am, although in October 2013, this service will be extended to afternoons.

In the countries where there are VRI services, in the strict sense, (service users are in the same location communicating with an offsite interpreter) the situation also differs greatly among countries and regions. For instance, STPJM-Poland mentions that there are a few companies that provide VRI interpreting in Poland. Those companies provide their services mainly to public institutions and offices, usually in the form of subscription. The situation is quite different in other countries. Tolkeforbundet –Norway describes a situation in which remote interpreting is mainly used in the Deaf people’s work place. Equipment for remote interpreting is covered if a person needs it for working purposes. However, the service is used more and more for other things, like personal phone calls to arrange appointments etc. Another case is the one outlined by FILSE-Spain. VRI in Spain is used almost exclusively for phone calls for an extremely wide range of settings. The National Association of Deaf People handles this permanent service which is available at any time all year round. A remote interpreting service via video connection is offered for organisations that wish to communicate with sign language users on-site (e.g. banks), though these situations represent a small portion of the service.

The following subsections lay out a description of the VRI services provided, listed by setting.

2.1 PHONE CALLS

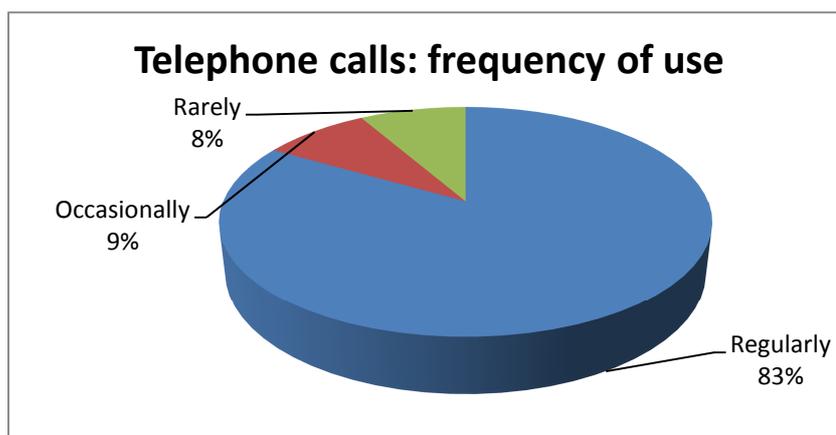
In this section, all kinds of phone calls are considered, including those addressed to professionals who work in the categories described in sections following this one.

This is the most widespread service in VRI. Firstly, all the NASLIs that affirm to have VRI services in their countries state that phone calls are covered by those services. Those NASLIs are BVGT-Belgium, CKTZJ-Czech Republic, FTT-Denmark, SVT-Finland, BGSD-Germany, Tolkeforbundet-Norway, STPJM-Poland, ANIALMG-Romania, ZTZJ-Slovenia, FILSE-Spain, STTF-Sweden, ARILS-Switzerland, BGD-Switzerland, ILISSI-Switzerland.

In the vast majority of the above mentioned countries (in 11 NASLIs, which make up 84% of the total) all types of phone calls are covered. BVTG-Belgium clarifies that all types are covered with the exception of sex chat lines and illegal practices. Tolkeforbundet-Norway explains that all kinds of phone calls are included, but the equipment for video remote interpreting is only given to people who need it for work.

In only two of the countries in which the service is provided, it is restricted to a specific field; STPJM-Poland comments that this service can be used only for professional purposes, and ANIALMG-Romania mentions that the 112 emergency service is the only service in Romania where VRI is used. This service is still in a project phase, having started in January 2013 and only operating with one sign language interpreter.

The frequency of use of the service is as shown in the following figure:



In most cases, this service is used regularly. Only in Romania, where the 112 service is a pilot project, and in STTF-Sweden which only refers to the data related to VRI and not to video relay services, indicate that this service is not used regularly.

2.2 LEGAL SETTINGS

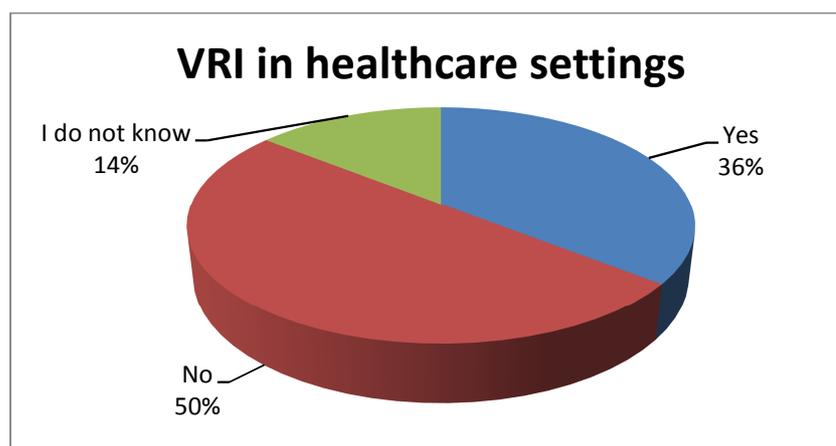
The term “legal settings” refers to all kind of environments related to legal procedures, such as initial police examinations, charges, pre-trials, trials, etc.

There are no indications of the existence of VRI services for legal procedures in any of the countries represented by the NASLIs that filled out the survey. 86% of them respond that they have no legal settings covered by VRI services, and two of them (14%) did not know the answer.

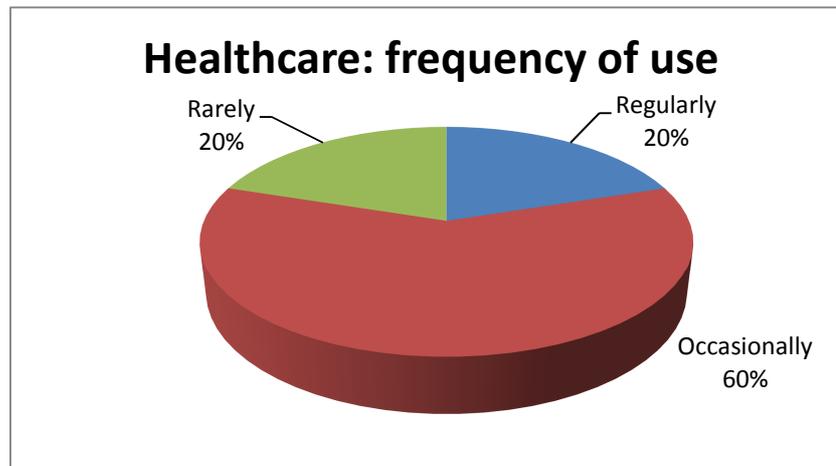
2.3 HEALTHCARE SETTINGS

The term “medical settings” refers to all types of medical situations such as Accident and Emergency Departments, general practitioners, etc.

Less than half of the NASLIs with VRI services declare to have those services implemented in healthcare settings: only 36% of them (BVG-T-Belgium, FTT-Denmark, STPJM-Poland, STTF-Sweden ILISSI-Switzerland) affirm to have those services available in their countries.



The types of healthcare situations where VRI service is provided vary from country to country. In BVGT-Belgium, it is available for all medical situations except for sensitive subject matters. In FTT-Denmark, STPJM-Poland, and STTF-Sweden, VRI service is available for hospital visits. In FTT-Denmark and ILISSI-Switzerland it is provided for medical appointments. The frequency of use of this service is as shown below:



Only in Denmark is this service used frequently. BVGT-Belgium, STTF-Sweden and ILISSI-Switzerland believe that this service is used only occasionally. In the case of STPJM-Poland, people benefit from this service only rarely.

2.4 EDUCATIONAL ENVIRONMENTS

The term “educational environments” refers to all education at all levels, including secondary school, college, university, etc.

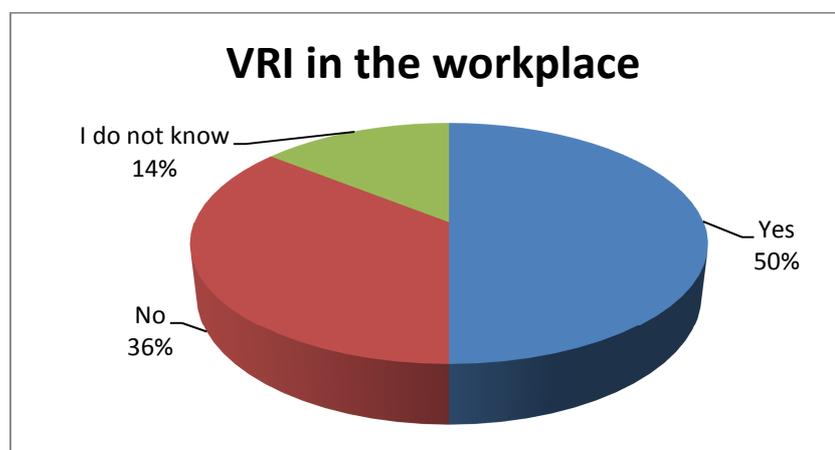
Only 29% of the respondents replied yes to the existence of VRI services in educational settings (BVGT-Belgium, BGSD-Germany, Tolkeforbundet-Norway and ILISSI-Switzerland). Tolkeforbundet-Norway points to one project where VRI has been tested in higher education. In that pilot project, both speech-to-text and sign language interpreting were tested using the same equipment. In the end, the Deaf students preferred to have interpreters physically present during lectures. BVGT-Belgium and ILISSI-Switzerland specify that the services in educational settings are provided during meetings and appointments. In the case of BGSD-Germany, VRI in educational settings is provided exclusively in the university. The rest of the NASLIs consulted that benefit from VRI services in their countries affirmed a lack of VRI in educational settings, with the exception of FTT-Denmark, who responded that they did not know.

In the countries with this service, the frequency of use is quite varied: BVGT-Belgium and Tolkeforbundet-Norway explains that this service is rarely used, while ILISSI-Switzerland affirms it is used occasionally and BGSD-Germany says it is used regularly.

2.5 THE WORKPLACE

Workplace settings are defined as the places where a Deaf person can carry out her/his daily work.

Almost half of the NASLIs claim to have VRI services provided in workplace settings (BVG-T-Belgium, CKTZJ-Czech Republic, FTT-Denmark, BGSD-Germany, Tolkeforbundet-Norway, STTF-Sweden, ILISSI-Switzerland). According to the survey outcomes, in all these cases, the service is put to use in work meetings. Tolkeforbundet-Norway explains that VRI equipment is provided only to those people who need it for work.

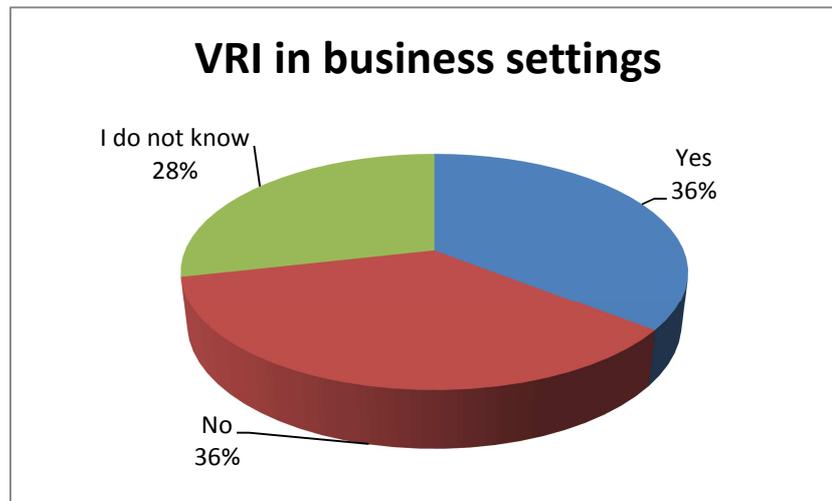


In most of the counties represented by the above mentioned NASLIs, the service is used in workplace settings is on a regular basis, while STTF-Sweden and ILISSI-Switzerland state that the service is used only occasionally.

2.6 BUSINESS SETTINGS

The term “business settings” refers to all types of companies that provide commercial services, such as banks, insurance companies, etc.

Approximately one third of the NASLIs affirm that this service is provided in business settings (BVG-T-Belgium, CKTZJ-Czech Republic, STPJM-Poland, FILSE-Spain, and ILISSI-Switzerland). Most of them mention banks as the sort of companies that offers VRI. BVGT-Belgium and ILISSI-Switzerland also indicate that some shops, travel agencies, and insurance companies offer this service.



With respect to the frequency of use, only BVGT-Belgium indicates that the service is provided regularly. The rest of respondents testify to a lack of information about the frequency or to it being infrequent.

2.7 OTHER SETTINGS

NASLIs were asked in the questionnaire about different settings where VRI services were provided in their countries and which were not included in the list discussed above. The settings mentioned are listed below:

- Roadside assistance (BVGT-Belgium)
- Public institutions and offices (STPJM-Poland)
- Tourist information (ZTZJ-Slovenia)
- Issues at Deaf person's home, such as visits from the police (STTF-Sweden)

3. TRAINING

Specific training on VRI is provided in half of the countries with the service (FTT-Denmark, SVT-Finland, BGSD-Germany, FILSE-Spain, STTF-Sweden, ILISSI-Switzerland and bgd- Switzerland). In all of them, interpreting agencies are responsible for these training courses. The content of the course is focused on equipment use and other technical issues. Only FTT-Denmark indicates that topics such as stress management, ergonomics and reparation strategies are part of the training courses. Besides these in-site training courses, BGSD-Germany and STTF-Sweden affirm to also have workshops provided by other institutions in their respective countries. Only SVT-Finland and STTF-Sweden indicate to have specific training modules included in formal educational programmes.

Regarding the availability of training courses on VRI to participants other than sign language interpreters, only BVGT-Belgium declares to have something of the kind in its country, in which sign language users receive a course on how to use VRI equipment.

4. WORKING ENVIRONMENT

Of the fourteen NASLIs that answered this question, only two (STTF-Sweden and bgd-Switzerland) affirm that in their countries different working conditions apply for sign language interpreters when working in a VRI service. bgd-Switzerland shares that interpreters working in VRI get a higher salary and have maximum four hour shifts.

Among all the NASLI respondents, only ZTZJ-Slovenia indicates to have formulated guidelines for suggested work conditions for VRI.

As far as quality standards, there is no ISO standard or any other standards for sound and video display quality adopted in any of the represented counties for VRI equipment.

5. RESEARCH

Of the seventeen NASLIs that answered this question, only one declares to have knowledge of research conducted on VRI in their country. Tolkeforbundet-Norway comments that some research has been carried out in Norwegian higher education settings.

6. NASLIs OPINION

In the questionnaire, NASLIs were asked about their opinion towards the main advantages and disadvantages of VRI for the sign language interpreting profession. Even though the question was focused on the profession of sign language interpreting, many comments were gathered around the impact of this service on Deaf people's lives. Some of the positive aspects mentioned of this service for the Deaf communities are improvement in accessibility, increased availability (especially in areas with less interpreters), no need to arrange the service in advance, the possibility of getting interpretation at home, and time saving. On the other hand, some of the negative aspects are the difficult access to technology for elderly Deaf people and, in some cases, for most of the members of the Deaf community (ANIALMG-Romania).

When asked about advantages and disadvantages for the sign language interpreting profession, several NASLIs agreed on issues raised. Their responses can be summarised as follows:

- Time and money saving because no travelling is needed. (EVK-Estonia, BGSD-Germany, HASLI-Hungary, Tolkeforbundet-Norway, ANIALMG-Romania, ATSZJ-Serbia, ZTZJ-Slovenia, FILSE-Spain, ARILS-Switzerland)
- Stable working schedule (BVGTT-Belgium, ILISSI-Switzerland and bgd-Switzerland)
- Interpreters may have immediate support at hand rather than working alone in the field, making it easier to resolve certain conflicts (FILSE-Spain)
- Area of specialisation (STPJM-Poland, FILSE-Spain)
- Exposure to a wide variety of language users, dialects and situations (FILSE-Spain)
- New knowledge and practical experience, such as the use of new technologies, adjustment in signing, learning how to deal with a diversity of customers (STPJM-Poland)
- Interpreter's role is misunderstood less. Due to the fact that both service users (Deaf and hearing) can communicate without an interpreter close to them, the idea of the interpreter as a "Deaf person assistant" is less likely to appear (ILISSI-Switzerland)
- Not having the obligation of going to strangers' homes (SVT-Finland)

On the other hand, several disadvantages for the profession are identified:

- No personal contact between interpreter and service users (BVG-T-Belgium, CKTZJ-Czech Republic, EVK-Estonia, SVT-Finland, ATSZJ-Serbia, ZTZJ-Slovenia, FILSE-Spain and ILISSI-Switzerland)
- The interpreter is not placed in the interpreting situation, making it more difficult to ask for clarification when needed. The interpreter does not have access to all the information needed, such as a full view of the setting and participants, the circumstantial information about the setting (comments, environmental noises) (SVT-Finland, BGSD-Germany, HASLI-Hungary)
- With a 2D image some information is missing that might affect the quality of the interpretation, including getting Deaf user's feedback, as nonverbal clues may be hard to grasp remotely (BVG-T-Belgium, EVK-Estonia, BGSD-Germany, HASLI-Hungary, Tolkeforbundet-Norway, ATSZJ-Serbia, ZTZJ, Slovenia and ILISSI-Switzerland)
- No time for assignment preparation and for client's language skills and preferences assessment (ATSZJ-Serbia and HASLI-Hungary)
- At times institutions responsible for providing the service rely on VRI instead of live sign language interpreters, even when the Deaf person has specifically requested a live sign language interpreter (FTT-Denmark)
- It is harder for the hearing user to understand the situation (lag time, etc). (Tolkeforbundet-Norway)
- Boredom while on duty and waiting for clients (STPJM-Poland)
- Limiting oneself to one type of terminology (STPJM-Poland)
- Dealing with national sign language regional variations might be challenging (ANIALMG-Romania, FILSE-Spain)
- Hard working conditions for the interpreters (STTF-Sweden)
- Not usable in all settings (CKTZJ-Czech Republic)

7. CONCLUSIONS AND RECOMMENDATIONS

Some conclusions can be drawn from the results of this survey:

At present, in the majority of regions and countries represented in this report, some kind of VRI is provided. In the vast majority of cases, those services consist of telephone call interpreting services (video relay interpreting). This service is used with high frequency by Deaf users in most of the countries.

VRI services, in the strict sense, are offered in just a few countries, and the settings covered differ significantly between countries. Legal settings are not covered in any of the represented countries and regions. However, other settings such as healthcare, education, the workplace, and businesses are areas in which these services are being implemented in the last years. The areas with a greater presence of these services are healthcare and workplace settings. In addition, some NASLIs mention several pilot projects in different settings that have been carried out, or are currently on track.

Although this is an emerging and growing professional field, specific training on VRI is yet to be included in formal education training programmes. In most cases, VRI training courses, if any, are given by the interpreting agencies that provide the service.

Although working conditions in VRI services are perceived to be more exhausting than in regular services, different working conditions apply in only two countries. Surprisingly, only one NASLI has prepared a guidelines document with suggestions on working conditions for VRI.

In addition, there is a lack of research in this field. Only one of the NASLIs is aware of research conducted on the topic. This lack of research contrasts with the fact that this new service is extending yet still has many aspects to be improved.

Many of the disadvantages of the service perceived by the NASLIs have to do with the decline in quality of the service when viewing it through a 2D image instead of being part of the situation where the communication process is taking place. On the other hand, some advantages for the interpreters are mentioned, such as stable work schedules and time efficiency.

According to the situation outlined above, NASLIs offer some suggestions on possible improvement measures:

- Equipment:
 - Improve the technology devices, making the connection more stable (CKTZJ-Czech Republic, Tolkeforbundet-Norway, ANIALMG-Romania)
 - Provide screens that are adjustable in height (BVG-T-Belgium,)

- Interpreter's training:
 - Provide specific training for sign language interpreters on VRI (CKTZJ-Czech Republic, Tolkeforbundet-Norway, STPJM-Poland, ANIALMG-Romania, ATSZJ-Serbia, FILSE-Spain and bgd-Switzerland)
- Information:
 - Improve the information given to Deaf and hearing users on how to use the service (BGSD-Germany, Tolkeforbundet- Norway, STPJM-Poland, ANIALMG-Romania, , ATSZJ-Serbia, ILISSI-Switzerland, bgd-Switzerland)
 - Provide information about the service to public institutions (ILISSI-Switzerland)
- Service:
 - Expand the service allowing for its implementation in more institutions (BGSD-Germany)
- Schedule:
 - Extend the available hours (Tolkeforbundet- Norway)
- Users:
 - Extend the number of potential users, not limited to those who require it for the workplace (Tolkeforbundet- Norway)
- Regulations
 - Establish clear regulation documents (ANIALMG-Romania)
 - Establish quality standards (ZTZJ-Slovenia)
- Protocols:
 - Generate protocols/structures in which SLI have possible help/support at hand (FILSE-Spain)
- Research:
 - Conduct field research using the audio-video recordings of the service (STTF-Sweden)

To conclude, the VRI service is a relatively new professional tool that in many countries is in its initial stages. It has some positive aspects for sign language interpreters, such as stable work schedules. Still, the quality of the service provided is perceived to be poorer than the one provided in live interpreting services. In order to improve the quality of the service, aside from better equipment and technological developments, further research and specific training are needed. Moreover, specific research in the field would give some indications of how to guide the implementation of this service and make it run smoothly. Finally, shorter schedules and higher salaries for working interpreters should counterbalance the existence of harder worker conditions.

ANEX I: SURVEY

Introduction

Dear full members,

The profession of sign language interpreting is facing changes across Europe. Technological developments have allowed the emergence of video remote interpreting throughout Europe. Video remote interpreting is defined as the use of video services or webcams to provide sign language interpreting services, through a remote or offsite interpreter. References to remote interpreting by video link are incorporated in already adopted and presently emerging European legislation, most notably in the Directive 2010/64/EU on the right to interpretation and translation in criminal proceedings.

The increasing prevalence of this issue in our professional field makes it of significant importance to collect information in the countries represented by the full members of efsli in regard to the current situation. This survey aims to draw an overview of the development of video remote interpreting in Europe as well as identify the perceived needs occurring in the field.

IMPORTANT:

If you cannot answer a question due to a lack of information, please search for a source which might provide you with the information required. If any of the questions are unclear, please contact Lourdes Calle, efsli project coordinator, for further information. (lourdes.calle@efsli.org)

A summary of the results of the survey will be presented at the AGM in Ljubljana. A full report will be published on the efsli website afterwards

The deadline for filling out the survey is 27th July 2013

Your association

On behalf of which national association of sign language interpreters are you reporting?

Please provide us with your name and email address, so we can contact you when we have any questions on your report.

Your name:*

Your email address*

Video remote interpreting

Are there video remote interpreting services in your country?*

- Yes
- No

When were video remote interpreting services introduced in your country?

- More than 10 years ago
- Between 10 and 3 years ago
- Less than 3 years ago
- I do not know

If there is no remote interpreting services provided in your country, what are the main reasons why it has not been provided yet/ are there any plans to start the provision of these services?*

Settings and frequency of use

PHONE CALLS

Have video remote interpreting services been used for phone calls (e.g. personal calls, professional appointments, etc.)?*

- Yes
- No
- I do not know

Please specify what types of phone calls are covered by video remote interpreting services in your country*

What is the frequency of use of video remote interpreting services for phone calls?

- Regularly
- Occasionally
- Rarely
- Frequency unknown

LEGAL SETTINGS

Have video remote interpreting services been used in legal settings (e.g. initial police interview, charging, pre-trial, trial...)?*

- Yes
- No
- I do not know

Please specify what types of legal proceedings are covered by video remote interpreting services in your country*

What is the frequency of use of video remote interpreting services in legal settings?*

- Regularly
- Occasionally
- Rarely
- Frequency unknown

HEALTHCARE SETTINGS

Have video remote interpreting services been used in healthcare settings (e.g. Accident and Emergency Dept, general practitioners, etc)?*

- Yes
- No
- I do not know

Please specify what types of services in healthcare settings are covered by video remote interpreting services in your country*

What is the frequency of use of video remote interpreting services in healthcare settings?*

- Regularly
- Occasionally
- Rarely
- Frequency unknown

EDUCATIONAL SETTINGS

Have video remote interpreting services been used in educational settings (e.g. secondary school, college, university, etc.)?*

- Yes
- No
- I do not know

Please specify what types of services in educational settings are covered by video remote interpreting services in your country*

What is the frequency of use of video remote interpreting services in educational settings?*

- Regularly
- Occasionally
- Rarely
- Frequency unknown

WORKPLACE SETTINGS

Have video remote interpreting services been used in workplace settings (e.g. job interviews, work meetings, etc.)?*

- Yes
- No
- I do not know

Please specify what types of services in workplace settings are covered by video remote interpreting services in your country*

What is the frequency of use of video remote interpreting services in workplace settings?*

- Regularly
- Occasionally
- Rarely
- Frequency unknown

BUSINESS SETTINGS

Have video remote interpreting services been used in business settings (e.g. banks, companies that supply services and products, etc.)?*

- Yes
- No
- I do not know

Please specify what types of services in business settings are covered by video remote interpreting services in your country*

What is the frequency of use of video remote interpreting services in business settings?*

- Regularly
- Occasionally
- Rarely
- Frequency unknown

OTHER SETTINGS

Is there any other setting in which video remote interpreting services are used?*

- Yes
- No
- I do not know

Please specify other settings covered by video remote interpreting services in your country*

What is the frequency of use of video remote interpreting services in the above mentioned setting?*

- Regularly
- Occasionally
- Rarely
- Frequency unknown

COMMENTS

Do you have any additional comments to your above ratings?

Training

Are there any specific training courses on video remote interpreting for sign language interpreters in your country?*

- Yes
- No
- I do not know

What kinds of training courses are there (tick all that apply)?*

- Included as a module/subject in formal educational programmes
- Given by the interpreting agencies
- Workshops
- Other, namely...

What kinds of topics are covered in those training courses? (e.g. supplementary training to make adequate use of the equipment, environmental controls, etc.)

Is there any kind of training course on video remote interpreting for other stakeholders beside sign language interpreters? (e.g. sign language users, doctors, lawyers, judges...)*

- Yes
- No
- I do not know

Please specify what kinds of training courses on video remote interpreting are there for other stakeholders

Technology and working conditions

Do different working conditions apply when using any video remote technology? (e.g. less working hours permitted, higher fees, etc.)*

- Yes
- No
- I do not know

Which specific working conditions apply when using any video remote technology?*

Has your National Association formulated any guidelines for suggested working conditions for remote video interpreting?*

- Yes
- No

Equipment

Are there any suggested high-quality parameters required in terms of equipment? (e.g. ISO standards or any other standards for sound and video display quality)*

- Yes
- No
- I do not know

Please specify the high-quality parameters required in terms of equipment*

Research

Has there been any research done on video remote interpreting in your country?*

- Yes
- No
- I do not know

If yes, what kinds of topics were covered in the research?*

Opinion

What do you think are the main advantages of video remote interpreting for the sign language interpreting profession?

What do you think are the main disadvantages of video remote interpreting for the sign language interpreting profession?

Which measures could be taken to improve the quality of the service?

Comments

If you have any additional comments, please leave them here

Thank You!

Thank you for providing us with this information. A summary of the results of the survey will be presented at the AGM in Ljubljana and a full report will be published on the efsli website. For any further queries, please contact Lourdes Calle, efsli project coordinator, lourdes.calle@efqli.org

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