

Toolkit for European national associations of sign language interpreters

A clear roadmap to the different levels of action required to improve the working conditions of sign language interpreters

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Introduction

In 2023, efsli conducted an extensive survey to identify key areas of focus for enhancing the **working conditions of European sign language interpreters**. On the basis of this survey, Efsli created this toolkit, co-funded by the European Union.

The survey, distributed to all full member countries of EFSLI, aimed to comprehensively assess the current working conditions of interpreters within the organisation. Its primary objective was to gather valuable insights into the challenges faced by interpreters in Denmark, Ireland, Portugal, Czech Republic, Italy, Malta, Bulgaria, and France. Key areas of focus included their professional environment, job satisfaction, support systems, and any specific needs or challenges encountered in their daily work.

Additionally, the survey sought to identify areas for improvement and gather recommendations from interpreters to enhance their overall working conditions. The data collected from the mentioned countries played a crucial role in shaping the recommendations.

This toolbox covers the most highlighted findings, as well as the most urgent needs of European sign language interpreters.

During our work with the national associations of sign language interpreters, a strong need for leadership training was identified. This toolkit attempts to respond in part by providing the necessary tools to help **prioritise actions and identify the steps to achieve them**.

This toolkit is designed to streamline your efforts by providing a **clear roadmap at different levels of action** for each national association of sign language interpreters (NASLI), categorised as follows:

Action within civil society:

Encompassing legislation, lobbying, and outreach to society, including the deaf community as the primary beneficiaries of sign language interpreter services.

Action as a representative entity:

Encompassing legislation, lobbying, and outreach to society, including the deaf community as the primary beneficiaries of sign language interpreter services.

Individual actions:

Encompassing legislation, lobbying, and outreach to society, including the deaf community as the primary beneficiaries of sign language interpreter services.

 **Action within civil society:**

Representing the interpreting profession

The working conditions of interpreters directly arise from relevant legislation, which itself directly depends on the recognition of the national sign language.

The recognition of sign languages and the profession of sign language interpreters vary considerably between European countries.

Here is the official resolution adopted by the European Parliament on 23 November 2016 on sign languages and professional sign language interpreters.

The text is foundational and should serve as a reference for all legislative advocacy efforts.

The European Parliament resolution² from 23 November 2016 focuses on the rights of deaf and hard-of-hearing individuals, with a particular focus on sign languages and professional sign language interpreters in the European Union. The key recommendations are as follows:

1. Recognition of sign languages

Official recognition of national and regional sign languages in EU Member States.

Recognition of sign languages within the EU institutions.

2. Training and accreditation

Formal training for SLIs equivalent to **three years of full-time** studies.

Establishing a registration system & **official accreditation** for interpreters, **including continuing professional development**.

3. Quality assurance

Implementation of **objective quality assessments** for sign language interpreting services.

Involvement of expert representatives from the deaf community in the assessment process.

4. Access to information and communication

Ensuring deaf, deafblind, and hard-of-hearing citizens have **access to information in various forms**, including sign language interpretation, subtitling, and speech-to-text.

² Source: [Texts adopted – Sign language and professional sign language interpreters – Wednesday, 23 November 2016](#)

5. Accessibility in public services

Public and government services, including online content, should be made accessible through on-site and alternative internet-based sign language interpreting services.

6. Political inclusion

Commitment to making political processes, including elections and public consultations, accessible through the use of professional sign language interpreters.

7. Language technologies

Recognition of the increasing role of language technologies in providing equal access to digital spaces for sign language users.

8. Reasonable accommodation

Emphasis on the denial of reasonable accommodation as constituting discrimination.

Recognition that provision of sign language interpretation may constitute an accessibility or reasonable accommodation measure, depending on the situation.

9. Employment, education and training

Implementation of reasonable accommodation measures, including professional sign language interpreters, to ensure equal access to employment, education, and training.

10. Data collection and reporting

Urging statistical agencies to collect data on sign language users.

Encouraging the implementation of pilot projects, such as INSIGN*, for the provision of real-time sign language services.

11. Role of EU institutions

EU institutions should set an example by providing reasonable accommodation and accessibility, including sign language interpretation.

Recognition of the importance of sign language interpreters and their equal status with spoken language interpreters.

* [Source](#)

Advocating for the regulation of the profession

European legislation regarding the recognition of sign language varies from one country to another. It is important that this recognition acts a cultural shift from viewing assistance as a response to disability towards fostering self-determination within the deaf community.

This shift is essential for true emancipation and comprehensive accessibility. To realise the goal of self-determination, it is imperative to involve the representative bodies of deaf citizens in the advocacy process.

This aligns with the principle of "Nothing About Us Without Us," emphasising the importance of including the voices and perspectives of the deaf community in decision-making and advocacy efforts.

The initial step involves forming alliances with representative institutions of the deaf community and identifying the relevant legislative steps required to implement accessibility for the deaf population.

Securing the political recognition of sign languages is pivotal, but ensuring a reliable provision of financial support for interpretation services is equally indispensable for achieving standardised accessibility. In the absence of adequate funding, the deaf community faces considerable challenges in attaining full accessibility across diverse facets of life, spanning from educational pursuits to daily activities.

Recognising that accessibility for the deaf community is an ongoing, everyday necessity rather than an exceptional requirement, the expeditious reassessment of interpreter contract structures is imperative. The prevalence of temporary and insecure contracts poses a significant risk of a mass change of career of interpreters who struggle to sustain themselves under such precarious conditions. It is urgently necessary to establish more secure and consistent terms of engagement for interpreters, enabling them to pursue their profession reliably and to make a sustainable living.

🔑 **Key consideration:**

Working conditions and salary

In advocating for the dignity of the profession, our focus is on promoting respect and dignified compensation for the competencies of sign language interpreters.

This involves lobbying for an increase in interpreter remuneration to address the cost of living crisis. Additionally, we advocate for the recognition of the need for two interpreters co-working on assignments lasting over one hour across various sectors. Simultaneously, we are working towards sector development to create more job opportunities, ultimately enhancing the overall status of the profession.

The NASLI can advocate for a legal framework to protect the working conditions of interpreters.

Working conditions cover everything from booking the service to its actual delivery. The extent of service preparation is determined by the nature of the service. If substantial preparation is needed, the cost of preparation time should be factored into the interpreter's fees. In terms of the specific service and its duration, multiple interpreters may be required.

An important aspect of working conditions highlighted in the survey is the duration of an interpretation session. The longer an interpreter works alone, the more it impacts the quality of interpretation and, consequently, the accessibility provided to the deaf client.

These aspects should be set out in legislation to avoid any subsequent misinterpretation and to protect the framework of practice of interpreters.

Remuneration should be appropriate to the level of education required and be similar to that of spoken language interpreters.

Hours outside of normal working hours should also be subject to additional charges, such as evening/night and weekend rates. Costs related to travel, whether by personal or collective means of travel, must also be taken into account.

Did you know?

AIIC* (International Association of Conference Interpreters) rules are intended to emphasise quality and well-being during conferences, it's recommended that certain guidelines be followed. Interpreters should not exceed two 3-hour working sessions per day, with a minimum 90-minute break in between. Extended sessions are feasible with a larger team.

Regular coffee and meal breaks are appreciated by interpreters and delegates alike. If there are planned break-out sessions, careful initial planning is crucial to recruit additional interpreter teams if necessary.

* [Source](#)

🔗 **Key consideration:**

Calls for tenders

Calls for tenders can represent a risk of making the profession more precarious, such as in the following areas :

Quality of service

Asserting that a focus solely on cost-efficiency in the tender process may compromise the quality of sign language interpretation services provided.

Specialised skills requirement

Emphasising the unique and specialised skills required for sign language interpretation, which may not be adequately assessed via a standard tender process.

Understanding deaf culture

Asserting that sign language interpreters should have a deep understanding of deaf culture and nuances, which may not be effectively evaluated in a traditional tendering approach.

Continuity of service

Highlighting the importance of maintaining a consistent team of interpreters for effective communication, as changes in interpreters could disrupt continuity.

Legal and ethical compliance

Emphasising the legal and ethical aspects of sign language interpretation, including adherence to professional standards and regulations, which may not be adequately addressed in a generic tender.

Flexibility and adaptability

Pointing out that sign language interpretation often requires flexibility and adaptability to different contexts, and a tender process might not effectively assess these dynamic skills.

Advocating for inclusivity

Advocating for a more inclusive and participatory approach that involves the deaf community in the decision-making process to ensure their needs are accurately represented.

🗨️ **Key consideration:**

Regional availability of interpreters

Rural areas often face more significant challenges in securing sign language interpreters, exacerbating the urban–rural disparity in access to essential services for the deaf community.

Limited availability of sign language interpreters in a region may restrict deaf individuals' access to essential services such as healthcare, legal assistance, and government services.

Regional scarcity of interpreters can also hinder educational opportunities for deaf students, affecting their ability to fully participate in mainstream educational settings.

In order to make the interpreter profession feasible under optimal conditions, it is crucial to have a supportive professional environment.

This includes establishing a network where interpreters can exchange best practices, receive supervision, and benefit from team support. It's important to recognise the significant pressure on individual interpreters, especially when they are the only ones in a region.

During emergencies or crises, the lack of available interpreters can impede effective communication with emergency services, putting the safety and well-being of deaf individuals at risk.

🔗 **Key consideration:**

Deaf sign language interpreters

Deaf sign language interpreters (DIs) in Europe are currently facing a lack of recognition, hindering the progress of this emerging profession. The status of recognition varies across countries, with key measures influencing the recognition and awareness of deaf interpreting as a profession. The following three measures have been identified as crucial for enhancing recognition*:

Formal, publicly-funded interpreter education for deaf students

Action: The national association (NASLI) can advocate for and collaborate with educational institutions to establish formal interpreter education programmes specifically designed for deaf students. This includes securing public funding for such programmes to ensure their sustainability.

Public system of registration or authorisation of DIs

Action: The national association can work towards establishing a public system for the registration or authorisation of deaf interpreters in countries where it is not yet applicable. This involves engaging with relevant authorities to develop and implement official mechanisms for recognising the professional status of DIs.

Public funding of deaf interpreting

Action: The national association (NASLI) can engage in legislative advocacy to secure public funding for deaf interpreting services. This includes lobbying for financial support for interpreter training and interpreting services, emphasising the importance of these services in various contexts.

By actively pursuing these actions, NASLIs can significantly contribute to the recognition and advancement of deaf interpreters in their respective countries. This involves strategic collaboration with educational institutions, government bodies, and stakeholders to establish formal education and registration systems, and secure public funding for the profession.

* [Source](#)

Sign language interpreters for deafblind people

The profession of deafblind interpreter is currently emerging. It is important to supervise this profession from the start to ensure its successful development. Below are the key priorities of the WFDB* (World Federation of the Deafblind).

Recognition and legislative framework

Recognise deafblindness and interpreter services in legislative and policy frameworks.

Define or refer to minimum standards and budgetary measures for services, based on consultations with deafblind organisations.

Accessibility as reasonable accommodation

Consider assistance / interpreter services as a reasonable accommodation for deafblind individuals to facilitate work, education, healthcare access, and social interaction.

Providing free assistance / interpreter services is an immediate obligation of states to ensure the right to independent living and community inclusion.

Progressive realisation

Acknowledge that the realisation of this right is progressive, and states should strive to ensure comprehensive assistance / interpreter services for all deafblind individuals over time.

Budget cuts should be considered retrogressive. The process may take several years, necessitating interim measures like voluntary services or trainee interpreters.

Inclusion of deafblind individuals in decision-making

Involve deafblind individuals and their representative organisations in determining essential services.

Ensure that the preferences of deafblind individuals are considered when accessing guide / interpreter services.

* [Source](#)

🔗 **Key consideration:**

Guidelines and criteria for services

Develop guidelines in consultation with deafblind individuals and their organisations, covering technical and behavioural skills, training, certification, and ethical codes.

Aim for services that promote autonomy, independent living, communication, mobility, and access to information, considering diverse individual capacities and needs.

Elements for guide / interpreter services

Include guidelines for technical and behavioural skills, training, certification, and ethical codes.

Establish a system for recording and booking services, remuneration, and quality control measures.

Create a professional body for assistance / interpreter services to facilitate knowledge-sharing, advancements, and consultation.

Quality control measures

Implement quality control measures such as complaint mechanisms, feedback, continuous professional development, and data collection to ensure services meet expected standards.

These elements collectively contribute to a comprehensive framework for the provision of high-quality guide / interpreter services for deafblind individuals, fostering autonomy and inclusivity.

Advocating for qualitative training for the profession

Language proficiency

Interpreters are expected to exhibit a high level of proficiency in both the source (e.g. spoken) language and the target (e.g. signed) language. A recommended starting basis is the C1 level of the Common European Framework of Reference for Languages (CEFR)*.

Formal education

Completion of a formal interpreter education programme, which may involve obtaining a degree or certification in sign language interpreting.

Ethics and professional standards

Completion of training on ethical considerations and adherence to professional standards specific to sign language interpreting. This includes issues related to confidentiality, impartiality, and cultural competence.

Interpreting techniques

Comprehensive training in various interpreting techniques, such as consecutive and simultaneous interpreting, with an understanding of when to apply each method.

Cultural competence

Emphasis on cultural competence, including a deep understanding of deaf culture, deaf history, and the cultural nuances associated with sign languages.

Legal and medical knowledge

Familiarity with legal and medical terminology, as interpreters often work in specialised settings such as courtrooms or healthcare facilities.

Internships

Practical experience through a professional internship, providing opportunities to apply theoretical knowledge in real-world scenarios.

Continuing education

Commitment to ongoing professional development and continuing education to stay abreast of industry trends, linguistic changes, and best practices

* [Source](#)

Certification

Pursuit of relevant certifications offered by recognised European organisations in the field, aligning with European standards for sign language interpreters.

As requirements and certifications may vary across European countries, individuals aspiring to become sign language interpreters should consult relevant professional associations or certification bodies in their specific region for detailed guidelines and qualifications.

Here are some potential means of action for lobbying to establish and promote the minimum training requirements for sign language interpreters:

Advocacy campaigns

Launch public awareness campaigns to highlight the importance of well-trained sign language interpreters in various sectors, emphasising their role in ensuring effective communication and equal access.

Collaboration with Educational Institutions

Partner with universities and educational institutions to develop and enhance formal interpreter education programmes. Advocate for the inclusion of sign language interpreter training in relevant academic curricula.

Engagement with policy-makers

Build relationships with policy-makers, legislators, and government officials to advocate for the inclusion of sign language interpreter requirements in relevant laws, regulations, and educational policies.

Involvement of professional associations

Engage with both national and European-level professional associations for sign language and spoken interpreters to collaboratively champion standardised training requirements and certifications. Expanding involvement beyond sign language interpreter associations to include those representing spoken language interpreters at the national level can prove beneficial for sharing CVs, best practices, and standards.

Research and data collection

Conduct research and collect data on the impact of well-trained sign language interpreters on various sectors, presenting evidence to support the case for standardised training.

Public testimonials

Gather and share testimonials from deaf individuals, interpreters, and stakeholders in different fields to illustrate the significance of qualified interpreters and the positive outcomes associated with their services.

Participation in public consultations

Actively participate in public consultations on education, disability rights, and other relevant policy areas to ensure that the voice of the sign language interpreting community is heard.

Media engagement

Utilise media channels to share success stories, challenges, and the broader impact of sign language interpreters. Seek opportunities for interviews, articles, and documentaries to raise awareness.

Collaboration with other advocacy groups

Collaborate with disability rights organisations, deaf advocacy groups, and other stakeholders to amplify the lobbying efforts and advocate for inclusive policies.

Training and workshops for policy-makers

Offer training sessions and workshops for policy-makers, educators, and professionals to increase their understanding of the importance of well-trained sign language interpreters and the specific requirements involved.

Regular updates and progress reports

Provide regular updates and progress reports on the implementation of training requirements, sharing success stories and addressing any challenges faced during the advocacy process.

By employing a combination of these means of action, advocates can work towards establishing and promoting minimum training requirements for sign language interpreters, thereby contributing to the overall improvement of interpreter services and accessibility.

Advocating for continuing professional development

Mandatory CPD requirement

Propose the implementation of a mandatory CPD requirement for sign language interpreters to maintain their certification and professional standing. This ensures that interpreters stay updated with evolving linguistic nuances, ethical considerations, and technological advancements.

Government legislation

Advocate for the inclusion of CPD mandates in government legislation related to sign language interpretation. This would establish a legal framework that recognises the necessity of ongoing professional development for interpreters.

Financial support

Highlight the financial burden associated with accessing quality CPD programmes. Advocate for government funding or subsidies to ensure interpreters have affordable access to a variety of professional development opportunities, including workshops, courses, and conferences.

Collaboration with educational institutions

Work in collaboration with educational institutions to offer tailored CPD programmes. These should align with the specific needs of sign language interpreters, focusing on practical skills, cultural competency, and emerging trends.

Online accessibility

Emphasise the importance of online accessibility for CPD resources, especially for interpreters in remote or underserved areas. Propose initiatives that leverage technology to provide virtual learning opportunities, webinars, and resources.

Regular needs assessment

Advocate for the establishment of a regular needs assessment mechanism to identify the evolving needs of sign language interpreters. This ensures that CPD programmes are relevant, timely, and address the specific challenges faced by interpreters in different contexts.

Collaboration with professional associations

Collaborate with professional associations to establish guidelines and standards for CPD. Encourage these associations to play an active role in accrediting and endorsing CPD programmes to ensure quality and relevance.

Public awareness campaigns

Conduct public awareness campaigns to highlight the importance of ongoing professional development for sign language interpreters. Engage stakeholders, including deaf communities, in supporting the need for well-trained and continuously educated interpreters.

Feedback mechanism

Advocate for the establishment of a feedback mechanism that allows interpreters to provide input on the effectiveness of CPD programmes. This ensures a continuous improvement cycle and tailoring of offerings to meet the diverse needs of interpreters.

By combining these strategies, advocates can work towards the establishment of a robust and accessible framework for continuing professional development, ultimately enhancing the quality of sign language interpretation services.

▣ **Action at the representational level:**

Empowering NASLIs

Being a representative entity is crucial for NASLIs, positioning them as essential intermediaries between the deaf community and legislative bodies. Their primary focus is advocating for the professionalisation and recognition of the interpreting profession, rather than serving as spokespersons for the deaf community.

While NASLIs collaborate with the national deaf association to address accessibility demands, their main role is to champion legislative changes, convey the specific needs of interpreters to decision-makers, contribute to policy development, and collaborate with educational institutions to enhance interpreter training. This unique representation empowers NASLIs to actively shape the system, fostering a more accessible and inclusive society for the deaf community. By bridging the gap between the interpreter community and legislative bodies, NASLIs play a vital role in ensuring the voice of interpreters is heard, leading to positive changes in legislation and policies that support their professional needs.

Supporting interpreters and the deaf community

Being an interpreter involves more than just translating in real time. It includes a whole host of other tasks, from setting up appointments to getting ready for the job. To help interpreters and support the deaf community, it's important to talk openly about what it's really like to work as an interpreter in your country. Your input is key to giving an honest picture of what interpreters deal with every day.

Sharing information

Encourage everyone to share details about how things work for interpreters, such as how appointments are made and what's expected during a job.

Showing the real picture

Tell the true story of the challenges interpreters face. Explain the details of the job so everyone understands how unique and important it is.

Asking for better conditions

Use the information you share to ask for positive changes. This might mean better support, fairer pay, or more comfortable working spaces.

Getting everyone involved

Talk with both interpreters and the deaf community about how things are going. Make a community where people feel comfortable sharing their experiences and concerns.

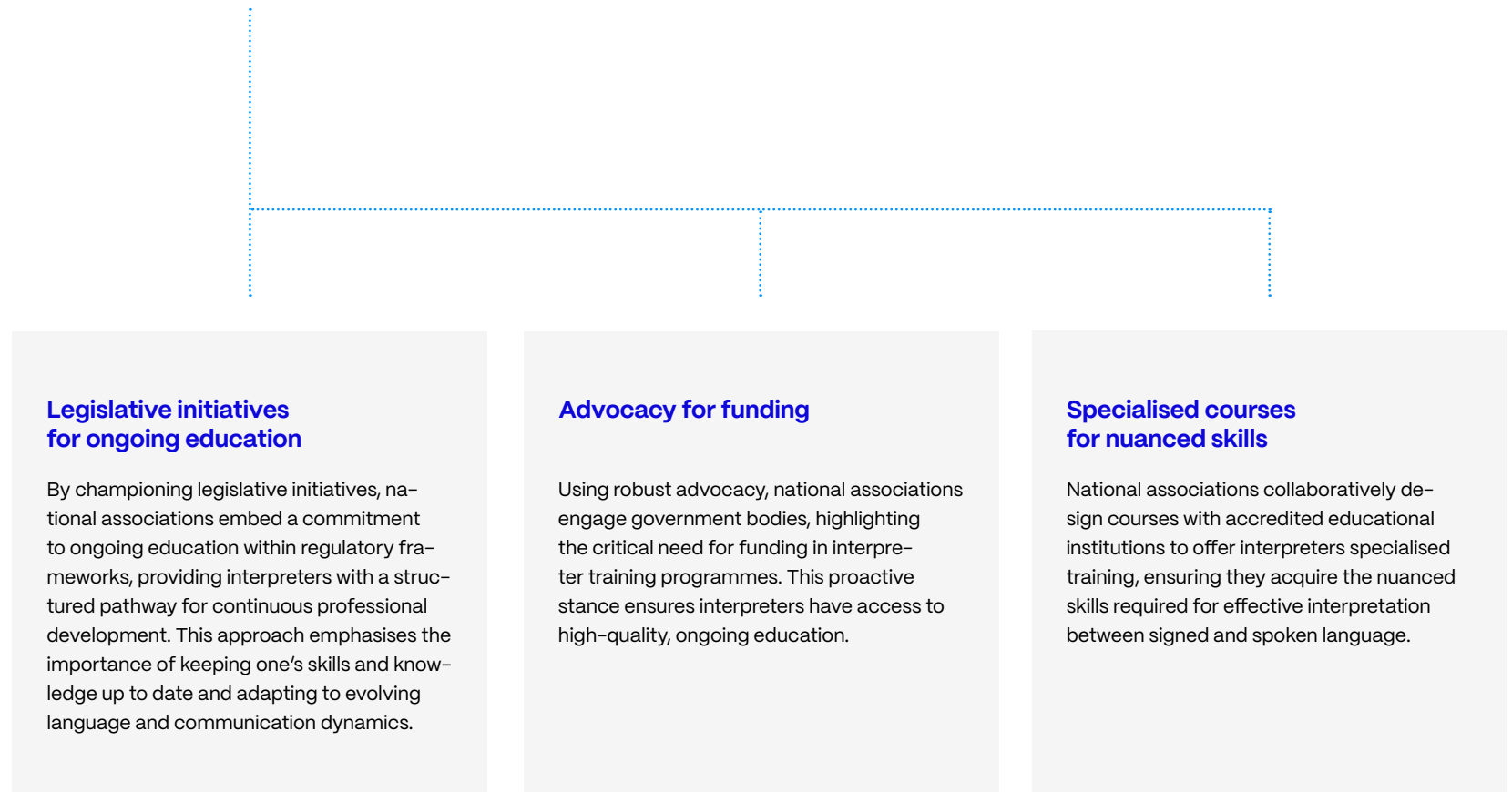
Working together with others

Team up with others like interpreter groups, government representatives, and organisations to solve problems and make things better.

Teaching and letting people know

Tell decision-makers and the public about what it's really like to be an interpreter. Explain why good working conditions are so important for the provision of good, accessible communication.

Continuing Professional Development and Training



Professional improvement practices

Workshops and seminars for diverse exposure

By proactively organising workshops and seminars, national associations create opportunities for interpreters to gain exposure to diverse settings. This exposure is crucial for interpreters to refine their skills, adapt to different contexts, and broaden their professional horizons.

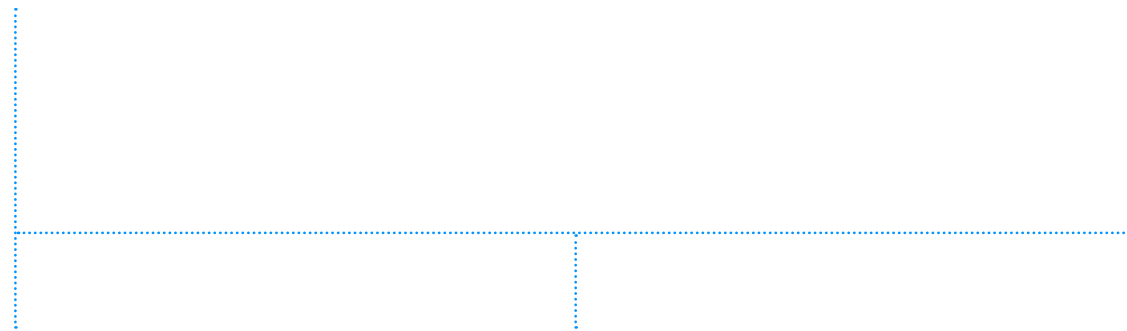
Formal mentorship programmes

By recognising the value of mentorship, national associations establish formal programmes connecting experienced interpreters with those seeking guidance. This mentorship fosters a supportive community, where knowledge and insights are shared, contributing to the overall growth of interpreters.

Resource dissemination for soft skills

By playing a pivotal role, national associations disseminate resources emphasising the importance of soft skills. Conducting workshops focused on effective communication, cultural competence, and ethical considerations ensures interpreters are not only linguistically proficient but also well-rounded professionals capable of navigating complex interpersonal dynamics.

Ensuring respectful working conditions in the labour market



Negotiations for improved remuneration

By taking a lead role in negotiations, national associations advocate for improved remuneration that accurately reflects the invaluable contributions of interpreters. Adequate compensation is essential to recognise the expertise and professionalism of interpreters.

Marketing campaigns for professional image

By initiating marketing campaigns and strategic networking efforts, national associations position interpreters as indispensable professionals in the communication landscape. This not only enhances the professional image but also increases public awareness of the importance of their role.

Advocacy for administrative streamlining

By collaborating with authorities, national associations advocate for administrative streamlining. Simplified procedures reduce bureaucratic obstacles, ensuring interpreters can focus on their core responsibilities without unnecessary administrative burdens, thus enhancing overall working conditions.

Supervision tools and constructive feedback

Structured co-supervision programmes

By instituting co-supervision programmes, national associations provide structured opportunities for experienced interpreters to offer constructive feedback and mentorship. This ensures a continuous learning environment and helps interpreters refine their skills through experienced guidance.

Technology-enabled networking

By leveraging technology, national associations establish online discussion forums. These forums facilitate an open exchange of experiences among interpreters, creating a virtual community where insights are shared, and challenges are collectively addressed.

Campaigns for feedback culture

Through targeted campaigns, national associations emphasise the importance of seeking and providing constructive feedback. Fostering a culture of continuous improvement, interpreters actively engage in reflective practices, promoting mutual support within the community.

Each of these areas plays a crucial role in the development of interpreting practices, addressing diverse aspects from skill enhancement to professional recognition and well-being.

Connecting hearing and deaf–signing worlds

Fostering sign language immersion involves NASLIs actively constructing connections between the interpreter community and the Deaf community, functioning as a resource centre. This entails:

Sharing events on social media

NASLIs use their social media to focus on two things: talking about the interpreting profession and connecting with the broader community, especially Sign language users and the Deaf community. NASLIs could keep a public page for everyone and a private group for their members, creating a friendly online space.

Peer group skill strengthening

NASLIs facilitate peer group sharing sessions to strengthen the skills of interpreters through knowledge exchange.

Collaboration with deaf–led organisations

NASLIs actively collaborate with Deaf–led organisations, fostering a robust partnership that may involve joint initiatives, events, or campaigns.

Collaboration with relevant organisations

NASLIs work collaboratively with other entities pertinent to the sign language profession, such as educational institutions, government bodies, and local authorities. This collaboration serves the dual purpose of lobbying for recognition and informing these entities about the significance of the profession.

Spotlight on the Profession

NASLIs share essential information about the interpreting profession to both interpreters and the Deaf community therefore illuminating the bridge function of the profession and showcasing exemplary practices, thus putting a spotlight on the sign language interpreting profession.

👤 Empowering interpreters:

Personal initiatives for proficiency and comfort

Cultural awareness and confidence

Enhance communication effectiveness by actively engaging with the deaf community, staying informed, and building confidence through learning from mistakes.

Vocabulary mastery and preparation

Master vocabulary in different contexts and consistently prepare for various settings.

Positive professional habits

Foster a positive, supportive work environment. Respond positively to inquiries, acknowledging the important role of experience and learning.

Continuous improvement practices

Committing to ongoing learning empowers interpreters. It is crucial to encourage continual skill enhancement and adaptation through regular self-reflection and accumulating experience.

Collaborative skill development

Enhance skills through diverse experiences.

Collaborate with other professionals for skill development and diversified experience.

Specialisation and adaptability

Enable expertise in specific areas.

Specialise while maintaining adaptability for effective application in various contexts.

Engaging with deaf interpreters

Foster collaboration and mutual understanding. Actively seek opportunities to learn and work alongside Deaf interpreters for a collaborative and inclusive approach.

Self-study and practice

Empowering interpreters to proactively refine skills.

Regular self-study and practice sessions are essential for continual improvement.

Learning attitude

Encourage a mindset of continuous learning.

Embrace learning opportunities, stay updated to enhance effectiveness.

Did you know?

More and more initiatives at European level are emerging to develop vocabulary in the fields of science, technology, engineering and mathematics (STEM) initiated by deaf students and professionals.

Certain events at the national level represent an opportunity for interpreters to communicate directly with deaf users working in this field.

The toolkit

This toolkit is the result of the collaborative efforts of numerous parties. We extend our gratitude to the survey's participants from Denmark, Ireland, Portugal, the Czech Republic, Italy, Malta, Bulgaria, France, and other countries. Special thanks are owed to the representatives of NASLI for their advocacy and for sharing their insights.

We express our appreciation to the efsli's board for their involvement, namely Genny Brusegan Conte (President), Siegrid Leurs (Treasurer), Isabelle Lombard (Secretary), and Androniki Xanthoupolou (Advisor).

Additionally, we would like to acknowledge the contributions of the efsli's staff members for their dedicated work: Simon Bak (Media Officer), Charlotte Berthier (Fundraiser Officer), Sylvia Leclerc (Training Officer), and Lauren Harris (Reviewer).

This toolkit reflects the collective efforts and collaboration of individuals and organizations from various countries. We are grateful for the commitment and support received from each participant, contributing to the successful development of this resource.