



EUROPEAN NETWORK FOR PUBLIC SERVICE INTERPRETING & TRANSLATION

# **ACTION PLAN 2014-2022**

**TITLE:**

**Establishing a European Network for Public Service Interpreting and Translation (ENPSIT), in order to jointly organize:**

- data collection and research for policy building purposes at EU and Member State levels
- training, testing and accreditation programs

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## **THE PLAN: AN 8 YEAR “PROJECT”**

### **1. Context of the project**

#### **1.1. Situation as is: grounds for the project**

Europe has become ‘super diverse’, a neologism for the rapidly changing constellation of Europe’s population. No longer do we only see an influx in EU Member States and their main cities of the ‘classical’ groups of immigrant workers and their families, but now people come in from everywhere.

Our major cities are rapidly becoming places without distinct majorities. Integration programs and processes that do not take these phenomena of superdiversity and multilingualism into account are deemed to fail. Since integration is a two-way process, the receiving side must organize to ensure everyone’s access to human rights, so that newcomers can participate and consequently enjoy their rights and fulfill their duties.

Access to these rights is guaranteed through service provision that is (co-)organized and/or (co-)funded by governments. When language – or not sharing the same language between service provider and client – creates a communication gap, measures need to be taken to close that gap. Public service interpreting and translation does just that.

#### **1.2. Public service interpreting and translation – what is it?**

Public service **interpreting**: Transmitting messages between a speaker ‘A’ to a speaker ‘B’ (or more than two speakers), conveying as accurately and unbiasedly as possible each of the speaker’s message(s) to the other. At least one of the speakers is a public or social service provider, and at least one of the other speakers is his or her client. Service provider and client speak different languages.

Public service **translation**: Is similar to public service interpreting. But now the message is written. And there is not always a dialogue (in the strict sense of the word). There are two major types of public service translation. One is the translation of official documents (acts, driver’s license, identity papers, diploma etc.). The other type is translating information and communication between the service provider(s) (or his/her organization) and the allophone client(s). Then, we speak of documents as letters, appointment notifications, medical reports, (domestic) regulations, folders (supporting health and prevention campaigns, explaining vaccinations etc.), dialysis guidelines for patients, etc.

Public service interpreting and translation will further be indicated by its acronym: **PSIT**, or PSI and PST, when either interpreting or translation are treated separately.

### **2. Starting point**

#### **2.1. What has already been done?**

In October 2013, Kruispunt Migratie-Integratie vzw (“Junction Migration-Integration”) initiated an informal network of professionals, organizations and institutions in the field of public service interpreting and translation.

Kruispunt's initiative emerged from the analysis that PSIT seems to be present in one way or another in many of the Member States. However, the way in which PSIT services are provided is often lacking policy, funding and quality care or control at Member State level. Furthermore, the EU has no legislation or regulatory framework regarding PSIT as one of the tools to enhance integration of migrants into our society.

On 3 and 4 October 2013, Kruispunt and twenty-four other stakeholder organizations met at the Committee of the Regions in Brussels, to see what needed to be done to help prepare clear policy at both Member State and Commission levels. And: how to (further) professionalize PSIT service provision and its practitioners. Surely, the EU could play a significant part in establishing clear EU standards and practices for training, testing and accreditation.

*Only one* of the PSIT domains is regulated by an EU Directive today: the Directive 2010/64/EU on the right to interpretation and translation in criminal proceedings.

## **2.2. What needs to be done now?**

In April 2014, the informal network decided to move forward to become a formal and structured organization – The European Network for Public Service Interpreting and Translation (**ENPSIT**) -, so that, while engaging in a dialogue with EU and Member State policy makers, necessary actions can be prepared and carried out efficiently.

## **3. Innovation**

This ENPSIT project is innovative at several levels:

- For the first time, by mapping the field through research and consequently providing a case file on PSIT in Europe, a basis for Member State and Commission policy on PSIT will become available.
- The project will, also for the first time, harmonize standardizing, training and accreditation schemes for PSIT between Member States, Norway and Switzerland. Simultaneously, new schemes will be developed when none exist.
- The creation of an organization, ENPSIT, that facilitates, coordinates all this and holds it all together, is innovative in itself, especially because the organization aims at multi-stakeholder membership: not only PS interpreter and PS translator associations, but also PSIT providers/agencies, training and assessment institutions, and research facilities.

## **4. Target groups**

The project targets:

- (Future) PS interpreters and translators – often former immigrants - to be trained assessed and accredited.
- The multi-stakeholder network of members mentioned above through harmonized standards, training and assessment, train the trainer.

- (Member) state<sup>1</sup> governments and the European Commission, by mapping the field through research (data collection) and a policy advice case file.

## 5. Four project objectives

- 5.1. **ENPSIT** is set up to connect a diversity of public service interpreting and translation professionals, organizations and institutes. Consequently ENPSIT needs to (1) **become a formal, structured organization** with a clear Constitution regulating its identity, scope, objectives, leadership or mandates, membership, and communication lines. To fulfill its concrete organizational and coordinating role in concrete and practical terms, to connect these professionals, (2) ENPSIT needs **a secretariat**.
- 5.2. An important guiding process to build both ENPSIT as an organization with stable membership and motivate stakeholders to share data, figures, good practices etc., is (3) organized **networking**.
- 5.3. One of the key objectives of ENPSIT is to provide policy makers at European Commission and Member State<sup>2</sup> levels with a clear and comprehensive case file containing data: facts and figures indicating the need for PSIT, how it could be integrated into legislation or a set of regulations, funded and how quality control can be ensured through proper training, testing and accreditation. Therefore ENPSIT aims to set up (4) **a transnational data collection research program** and (5) **carry out the research**. Once research is completed, (6) its results will be **integrated in a policy support case file**.
- 5.4. Another key objective of ENPSIT is (8 + 9) adequate **training, testing and accreditation**, specifically for public service interpreters and translators, and their trainers. And, (7) as a basis for training and testing, fitting **competency profiles and standards** need to be built. Throughout the EU, PSIT competency profiles, standards, training, testing and accreditation need to be **integrated into one program or a harmonized set of programs**.

## 6. Nine project actions

- 6.1. ENPSIT is to become a formal and efficient organization with a clear structure and transparent communication lines
- 6.2. Set up a secretariat for ENPSIT
- 6.3. Organize effective networking strategies
- 6.4. Develop a data collection research program in EU Member States
- 6.5. Carry out a data collection research program in EU Member States
- 6.6. Construe and write an integrated policy support case file for the European Commission and Member State Governments on PSIT

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<sup>1</sup> EU Member States, Norway and Switzerland.

<sup>2</sup> Again: and Norway and Switzerland. The same note goes for the whole project text.

- 6.7. Develop a professional PSIT competency profile and standard for the EU
- Developing competency profile
  - Developing a standard (from the competency profile)
- 6.8. Develop and exchange and adequate PSIT training, testing and accreditation programs in EU Member States (one integrated program or a harmonized set of programs)
- Basic training program, introduction to and exercises:
    - Interpreting/translation techniques and strategies
    - Note taking
    - Deontology/ethics
    - Terminology
    - Transfer
    - Work contexts: education, (psycho)social (welfare) work, health (incl.: mental health), (civic) integration, asylum and refugee related work, child and youth care (incl.: working with minors), employment agencies, working in prison environments, police etc.
  - Assessment/testing – testing units/agencies:
    - Evaluation criteria: reliability, objectivity, validity and conformity with competency profile
    - Source (national) language proficiency test
    - Target ('other') language proficiency test
    - Transfer
    - Deontological/ethical conduct and dealing with ethical conflict
  - CPD (Continuing Professional Development)
  - Optional: establishing national/regional/European register
- 6.9. Establish adequate PSIT training, testing and accreditation programs in EU Member States (one integrated program or a harmonized set of programs)

**Implementation: Joint development and implementation of joint transnational training. Training takes place on-location in member states. Developers and assessors operate cross-nationally.**

Similar modules are applicable to other interpreting domains: welfare, education, youth care, employment agencies etc.

## 7. Duration of the project

2014-2022

## 8. Expected results and outcomes

- ENPSIT as an autonomous, independent EU organization and platform for PSIT
- A skeleton or repository for research purposes
- Detailed and cross-national description of the situation as is regarding PSIT as a result of the research
- A case file for future policy and funding of PSIT in the EU

- Shared EU PSIT competency profiles and standards
- A shared training, testing and accreditation program or a harmonized set of possible programs throughout the EU or at the very least in the Member States involved

## 9. Number and types of final beneficiaries

- Public service interpreters and translators
- All the PSIT professionals on the list of partners
- Universities and assessment centers on the list of partners
- All the PSIT agencies on the list of partners
- Member state governments
- European Commission

## 10. Risks and mitigating factors

- Drop-out of partners
- Research and the case file as a result of research, may possibly not lead to EU and Member State policy
- Policy does not always lead to structural funding of PSIT and PSIT training and testing

## 11. Indicative timetable

For actions, cf. 6.1. to 6.9.

2014	2015	2016	2017	2018	2019	2020	2021	2022
6.1	6.1							
	6.2	6.2	6.2	6.2	6.2	6.2	6.2	6.2
6.3	6.3	6.3	6.3	6.3	6.3	6.3	6.3	6.3
	6.4							
		6.5	6.5	6.5	6.5	6.5	6.5	6.5
6.7	6.7	6.7						
		6.8	6.8	6.8	6.8	6.8	6.8	
							6.9	6.9