
Part 3: Using Welsh face to face



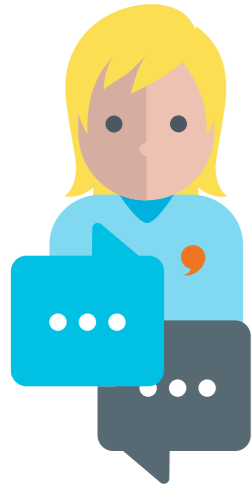
9 Arranging and holding bilingual meetings or events

- 9.1 Holding meetings or events through the medium of Welsh or bilingually, in order to respect the language choice of service users or customers, is one way of offering first-class customer service. However, it can also be much more than this. In some contexts, holding a meeting through the medium of Welsh or bilingually can be vital in ensuring an individual's well-being. Some organisations will have statutory requirements in relation to such situations, and a duty to comply with relevant standards. Other organisations will wish to offer a Welsh language service in these sensitive contexts as a sign of respect for the individuals in question.
- 9.2 The aim of this part of the advice document is to offer guidance on how to use Welsh effectively in all types of meetings in order to ensure the best possible results for everyone taking part. There is a discussion in [section 10](#) about situations that are familiar to us in the modern bilingual Wales, such as conferences or committees. However, [section 11](#) addresses situations where Welsh speakers have relatively new rights as a result of the Welsh Language (Wales) Measure 2011.
- 9.3 This part of the document has also been written with the assumption that the easiest and most cost-effective way of holding a Welsh language or bilingual meeting is to use the language skills of officers. This has clear advantages in terms of:
- o ensuring financial savings
 - o having more control over the timetable for holding meetings
 - o ensuring that the right message is conveyed, in the right way
 - o enabling officers to maintain and develop their verbal skills in both languages.
- 9.4 Meetings or events should be planned purposefully, using officers who can hold Welsh language or bilingual meetings where possible. Officers with the necessary skills should be identified and informed clearly that you would like them to develop specific expertise in holding Welsh language or bilingual meetings.
- 9.5 Other officers whose oral skills could be developed in order to hold meetings – or parts of meetings – through the medium of Welsh should also be identified, with appropriate training and support provided. It may be that some Welsh speakers will have much stronger oral skills than written skills, and would be more confident to try speaking Welsh at a meeting rather than creating a document in Welsh.

10 Using simultaneous interpretation to hold bilingual events or meetings

- 10.1 However, using simultaneous interpretation is unavoidable in some situations. When this is the case, using a professional simultaneous interpreter is a way of ensuring your work has a professional image and that a high-quality service is offered. Using a simultaneous interpreter who is a member of a professional body – and is therefore subject to a professional code of conduct – is also vital in protecting the interests of those taking part in the meeting.¹⁴ Considerations regarding ethics and confidentiality which are dealt with in such a code of conduct can be especially relevant in the context of meetings.
- 10.2 There is more general information about commissioning a professional interpreter in [section six](#) above, but here are some considerations that are specific to this area:
- o This type of translation is very taxing, and if it is expected that an interpreter will need to interpret for more than 30 minutes non-stop, it is important to discuss this with the interpreter and consider employing a second interpreter to ensure they are able to take appropriate breaks.
 - o When simultaneous interpretation from Welsh to English and from English to Welsh is needed in one meeting, it is recommended that the service of two simultaneous interpreters is used, especially if the meeting will last more than 30 minutes, since interpreting back and forth between the two languages would create significant mental strain. Appropriate use of equipment will also need to be planned for such meetings, considering the use of channels or separate equipment for interpretation into Welsh and interpretation into English.
 - o Usually, interpreters charge by the hour for the service, and for the time spent travelling to and from the meeting and setting up the equipment. You could ask the interpreter whether they charge a different rate for travel and setup time and whether other travel costs will be included in the quote. You should also check in advance whether the interpreter charges VAT. However, please note that the National Procurement Service's translation and interpretation framework agreement asks simultaneous interpreters to specify one price for the whole service.
 - o Usually the interpreter will have their own equipment or will be able to arrange equipment hire on your behalf. You should agree hire terms in advance, including any conditions regarding compensation if headsets are damaged or go missing. If you use simultaneous interpretation services regularly, it could be useful for you to consider buying your own equipment, bearing in mind of course that there are costs attached to maintaining that equipment over time.

¹⁴ The only professional body currently offering membership for Welsh to English and English to Welsh simultaneous interpreters specifically is Cymdeithas Cyfieithwyr Cymru, the association of Welsh translators and interpreters.



- A Post-graduate Certificate in Simultaneous Interpretation has been developed by University of Wales Trinity St David in cooperation with Cymdeithas Cyfieithwyr Cymru. They are also in the process of developing a digital learning platform for the profession with grant aid from Welsh Government. This platform will include a series of videos in order for people to practice the art of simultaneous and consecutive interpretation in different contexts.¹⁵

The two methods: simultaneous interpretation and consecutive interpretation

- 10.3 There are two main methods of delivering interpretation services, namely simultaneous interpretation (or simultaneous translation) and consecutive interpretation (or consecutive translation).
- 10.4 Simultaneous interpretation is the usual method of providing interpretation services here in Wales. This interpretation is delivered almost *immediately* after the original is spoken – either by whispering or using special equipment – and this is the method usually employed at conferences and committee meetings. The simultaneous interpreter will provide a *verbatim* interpretation, imitating the tone, emphasis and emotion of the original speaker. This method of interpretation is well-established in Wales, and Cymdeithas Cyfieithwyr Cymru have two categories of simultaneous interpretation membership: simultaneous interpretation into English, and simultaneous interpretation into Welsh.
- 10.5 On the other hand, the examples of consecutive interpretation in formal Welsh language contexts are very rare.¹⁶ Cymdeithas Cyfieithwyr Cymru do not have a consecutive interpretation membership category, and simultaneous interpreters are not trained to work with this method.¹⁷ Techniques that are similar to consecutive interpretation are sometimes used in internal meetings or informal contexts where there is no professional interpreter or appropriate equipment available, i.e. an officer or colleague will usually summarize or explain a discussion for the benefit of those who do not understand Welsh. However, the arrival of the Welsh language standards has for the first time made people aware of this alternative method of translation¹⁸ where the interpreter provides an interpretation after the speaker has finished, often aided by notes.

¹⁵ <https://www.uwtsd.ac.uk/cy/cyfieithu-ar-y-pryd/> (available in Welsh only) (Accessed 12 February 2019).

¹⁶ This is a general trend internationally, and consecutive interpretation has become less common since the arrival of technology that enables simultaneous interpretation with equipment.

¹⁷ Nevertheless, the Welsh language has co-official status within the European Union. In order to facilitate this, simultaneous interpreters from Wales were given the opportunity to sit the European Commission's DG Interpreting exams. Those interpreters were required to pass a consecutive interpretation test as well as a simultaneous interpretation test. 15 individuals from Wales passed this test.

¹⁸ See standard 22A of the Welsh Language Standards (No. 7) Regulations 2018 for example: http://www.legislation.gov.uk/wsi/2018/441/pdfs/wsi_20180441_mi.pdf (Accessed 11 July 2018).

- 10.6 It is a very different skill to simultaneous interpretation, since the interpreter needs to depend on their memory. Experienced consecutive interpreters with advanced note-taking skills can interpret speeches of up to 10 minutes or longer and can do so very accurately, but they clearly cannot repeat everything exactly as it was said.
- 10.7 It is also important to note that speakers who use a consecutive interpretation service need to develop specific skills and experience in using this method. The speaker must adapt their way of speaking, ensuring that they pause at an appropriate and reasonable juncture so that the interpreter can summarize. This can negatively affect the flow of a meeting and interrupt discussions at key moments.
- 10.8 Consecutive interpretation is mostly used to enable people who do not speak the language in which a service is being provided to receive a service in that language. For example, it is used in Wales, and other parts of the UK, to allow people who do not speak English to have access to public services. It is a model that is mainly used when the service user doesn't understand the language in which a service is being offered and when those offering the service do not understand the user's language. This is not the situation for most Welsh speakers who choose to use Welsh language services.
- 10.9 It could be argued that providing an interpretation service via consecutive interpretation can disadvantage the bilingual user since they will need to listen to everything twice. There is also the temptation for those who are completely fluent in both languages to respond immediately rather than wait for the consecutive interpretation, or to correct or make comments about the interpreter's interpretation of their own words. This can interrupt the flow and efficiency of a meeting.
- 10.10 It is also inevitable that consecutive interpretation includes an element of summarizing and interpreting, rather than translating everything verbatim. There is a risk of missing key details or a significant emphasis in the process.
- 10.11 The Welsh Language Commissioner is of the view, therefore, that simultaneous interpretation is the best way of providing first-class bilingual services and ensuring that the rights of Welsh speakers are respected in most contexts. The focus of the rest of this note will therefore be on simultaneous interpretation, but much of the principles can be applied to whichever method is used.

10.12 However, the Commissioner recognises that there may be rare circumstances when consecutive interpretation would be more practical or appropriate for the user, for example cases where it would not be possible to transport or wear equipment for practical reasons or due to health and safety considerations. It is also possible that not every individual will be able to wear equipment due to a physical or mental condition or that wearing equipment could cause confusion or become an additional barrier for a young or vulnerable person.

10.13 However, the experience and training of professional interpreters in consecutive interpretation is limited, at best, and the Commissioner would like to see the translation profession in Wales addressing this alternative method of providing Welsh language services, developing appropriate training, qualifications, guidance and research into it.

The Commissioner is not of the view that the cost of hiring simultaneous interpretation equipment is sufficient justification for favouring the use of consecutive interpretation.



Interpretation from Welsh and into Welsh

10.14 The norm in Wales has mainly been to provide interpretation from Welsh to English, since people have worked under the general assumption that simultaneous interpretation is a service for people who do not understand Welsh.

10.15 There has been little demand for simultaneous interpretation into Welsh until recently, but that situation has changed fundamentally as a result of the requirements of the Welsh language standards. Standard 26 of the Welsh Language Standards (No. 1) Regulations 2015 states, for example:

If you invite an individual (“A”) to a meeting, and the meeting relates to the well-being of A, you must ask A whether A wishes to use the Welsh language at the meeting, and inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose.¹⁹

10.16 As well as these specific standards that cover the requirement to provide simultaneous interpretation into Welsh in contexts involving someone's well-being, organisations have been considering whether providing interpretation into Welsh is an appropriate way of complying with a standard when there are no Welsh-speaking officers available, e.g. when providing a training course.

10.17 However, we should emphasise that providing simultaneous interpretation into Welsh is not expected of all organisations in all contexts, and that organisations will need to refer to their compliance notices and the relevant codes of practice to decide whether they are expected to do so or not.

10.18 Even if there was no legal requirement for them to do so, organisations could decide that providing simultaneous interpretation into Welsh is important for some audiences and contexts and is a natural step towards ensuring the status of the Welsh language in a country where it is an official language.

10.19 Times change, and the expectation is that we will see an increase in the demand for simultaneous interpretation into Welsh, as noted in the Welsh Language Tribunal's first determination on this very matter:

The standards under consideration do not reflect, necessarily, the demand which there has been in the past but set standards for the future, and that on the basis of need. The establishment of the new arrangement would lead, of course, to the creation of demand for the service.²⁰

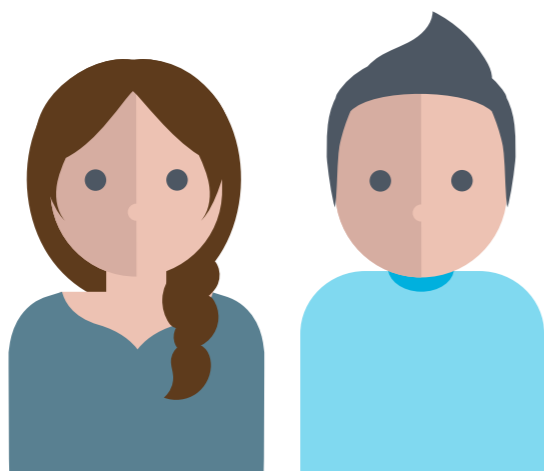
10.20 Responding to this increasing demand, the National Procurement Service has also included interpretation into Welsh for the first time in its framework agreement for procuring translation services for the public sector. The Commissioner wishes to see this area continuing to mature, and specific training for simultaneous interpretation into Welsh increasing in line with demand.

¹⁹ http://www.legislation.gov.uk/wsi/2015/996/pdfs/wsi_20150996_mi.pdf (Accessed 11 July 2018).

²⁰ Welsh Language Tribunal, Case TyG/WLT/165: <https://gov.wales/docs/wlt/170426-decision-pembs-county-council.pdf> (Accessed 11 July 2018).

Simultaneous interpretation into Welsh is a different skill to simultaneous interpretation into English, and it is important to check that the interpreter has relevant experience and qualifications. An interpreter's membership status with Cymdeithas Cyfieithwyr Cymru can be easily checked on their website, for example.

In situations where simultaneous interpretation both ways is required, two simultaneous interpreters should be arranged: one for each language, especially if a meeting will last more than 30 minutes. It would not be practically possible or fair to expect one individual to interpret both ways for an extended period. Having two interpreters would also provide the best and clearest outcome for the user.



Innovation in the courts: case study

- 10.21 Simultaneous interpretation from English to Welsh is not new in all contexts, and HM Courts and Tribunals Service has been innovative in this area by establishing a procedure for providing simultaneous interpretation from English to Welsh.
- 10.22 Section 22 of the Welsh Language Act 1993 gives any party to proceedings the right to speak Welsh in a court or tribunal hearing in Wales. As a result of implementing this right, it became apparent that more needed to be done to facilitate the experience of giving evidence in Welsh. Early experiences showed that witnesses who had chosen to give evidence in Welsh would tend to switch to English involuntarily if they were questioned in English. It was decided therefore to offer witnesses the opportunity to hear the English language questions being interpreted into Welsh.
- 10.23 To support this development, Cymdeithas Cyfieithwyr Cymru worked with HM Courts and Tribunals Service back in 2009 to develop a special examination process for interpreting from English to Welsh. By passing this exam, Cymdeithas Cyfieithwyr Cymru's simultaneous interpretation members can be recognised in an Area of Professional Expertise: Simultaneous interpretation in the Courts and Tribunals.

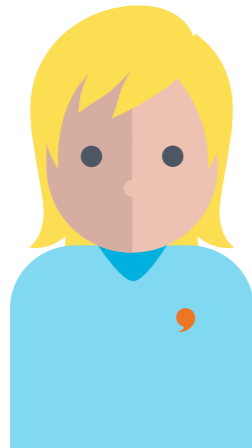
“ Over the years, the requirement to interpret from English to Welsh has increased, and it has been vital in ensuring that witnesses can continue to give their evidence in Welsh if they are questioned in English. Our experience is that this is extremely important for vulnerable witnesses who would otherwise have turned to English. ”

HM Courts and Tribunals Services



This is the view of a simultaneous interpreter who works regularly in the courts:

“ This is the only way that you can have a trial or hearing completely through the medium of Welsh from the perspective of a witness or appellant, and when you are in an emotional situation, being able to hear the questions in Welsh is a great help. ”



11 Holding bilingual meetings or events with the aid of simultaneous interpretation: practical advice

Public meetings (committee, event or conference)

11.1 The aim in a bilingual meeting is to enable people to use their language of choice, and to do so completely naturally and easily. An organisation should put procedures in place to ensure that all of the organisation's staff understand how they should determine whether a meeting should be bilingual, and how to arrange the services of a simultaneous interpreter to enable this to take place. Staff should be made aware of these procedures and their access to them made as seamless as possible. Some organisations will have specific duties under the standards regime, but the following procedures could help all organisations who wish to arrange effective bilingual meetings:

Planning considerations

- Before planning an agenda, consider the need for speakers who can make addresses in Welsh, and encourage them proactively to contribute in Welsh.
- Where appropriate, consider inviting a chair who speaks Welsh or a chair who is confident in facilitating a bilingual meeting. Consideration could be given to drawing up some brief guidelines to support chairs in holding a successful bilingual meeting. (There are practical suggestions [below](#) for points that should be included in such guidelines for meeting chairs and attendees).
- Ensure that every electronic presentation is bilingual – even if those who are presenting do not speak both languages.
- Ensure that you have information about the language choice of attendees as early as possible in the process of arranging the event, and give the information full consideration in drawing up the agenda and timetable. This information could impact the way you choose to arrange discussion groups, for example.

Arranging a simultaneous interpreter

- Ensure that you give enough warning when arranging a simultaneous interpreter. Indeed, it is wise to arrange the interpreter as soon as the meeting date is set in order to ensure availability.
- Explain to the simultaneous interpreter when arranging the service what type of meeting you are holding – public meeting, committee meeting, interview, disciplinary panel, seminar etc. You will also need to confirm in which direction interpretation is required – into English only, or into Welsh as well.
- Ensure that there is no conflict of interest, for example ensure that the simultaneous interpreter does not know those attending a job interview. This will avoid awkwardness on the day.

- Ensure that the simultaneous interpreter receives all relevant documents for the meeting in advance, including background information and speaking notes where available.
- When arranging a room, ensure that it is appropriate and of the right size, and that the acoustics are acceptable.
- Plan and discuss with the interpreter in advance where they will sit. The interpreter should be given a place to sit in a location where they can see the speakers clearly and can lipread as necessary but where they will not affect the audience's enjoyment or draw too much attention to themselves.
- If video conferencing equipment is to be used, the interpreter should be able to hear it clearly and see the screen in order to read the speakers' lips. If the screen is going to show an electronic presentation instead of the speaker's face, the presenter should be advised in advance to speak in a clear and unhurried manner since this will be more challenging for the simultaneous interpreter.
- Also ensure there is space for the interpreter to set their papers and any necessary equipment in a convenient place. Providing the interpreter with water is also good practice.



Appropriate advertising

- Ensure that all correspondence involving the meeting is bilingual, including any temporary signage erected for the purposes of the meeting.
- State on meeting notices and the agenda that people may speak in either language, and that a simultaneous interpretation service will be available. You should also state in which direction the service is provided, i.e. simultaneous interpretation into Welsh or into English, or both.
- Try to find out in advance how many people will want to use the simultaneous interpretation service in order to ensure there is enough equipment available.
- Make use of the Iaith Gwaith (Working Welsh) logo when advertising the meeting in order to ensure that attendees are familiar with it.
- Circulate any relevant vocabulary or terminology in advance if the meeting will be discussing a subject that is not often discussed through the medium of Welsh.
- Distribute practical guidelines to meeting attendees to encourage them to contribute towards making it a successful bilingual meeting. (There are practical suggestions for points that should be included in any guidelines [below](#)).



Before the meeting

- Ensure there is enough time to install the simultaneous interpretation equipment before the meeting begins, that the equipment is clean and works, and that people can access the equipment easily.
- Arrange a quick chat with the interpreter to ensure they understand the nature of the meeting and the arrangements for the day, and to explain any last-minute agenda changes.
- Ensure the simultaneous interpreter has the opportunity to meet the meeting's chair so that the chair understands the interpreter's role in the meeting and can respond to any questions in advance.
- Brief Welsh-speaking officers in advance of the meeting and encourage them to contribute in Welsh and to bring the conversation back to Welsh where appropriate.



During the meeting

- Create an atmosphere in which it is very clear that contributions in Welsh are welcomed during the meeting by ensuring that Welsh is visible during the meeting itself, for example on signage or banners.
- Give the chair or interpreter an opportunity to explain how to use the equipment.
- Ensure that Welsh-speaking members of staff or volunteers are present in key places such as the welcome desk where relevant.
- Ensure that the public are aware which officers speak Welsh by using Iaith Gwaith (Working Welsh) materials or logos.
- Ensure that Welsh is heard during the event. Where possible, the chair can greet the audience bilingually and lead by example, continuing to use the Welsh language naturally so that a bilingual atmosphere is conveyed from the very beginning. Non-Welsh speaking chairs should be encouraged to greet the audience bilingually and to invite Welsh speakers to use the interpretation service.

Guidance for chairs



Chairs have a crucial role in ensuring that people feel confident using their language of choice during a meeting. A chair can chair in Welsh only should they wish to do so, and contribute towards ensuring that the meeting runs smoothly in two languages by following these steps:

- Taking a leading role and showing by example that it is natural for all Welsh speakers to speak Welsh and using as much Welsh as possible during the meeting.
- Encouraging and supporting discussion in both languages.
- Stating at the beginning and during the meeting that Welsh language contributions are welcomed.
- Explaining that people are welcome to respond in Welsh to any points or comments made in Welsh or English if they wish.
- Opening and closing every meeting in Welsh or bilingually.
- Introducing the simultaneous interpreter, explaining how the simultaneous interpretation will work at the beginning of the meeting, testing the equipment and ensuring that everyone has working equipment.
- Helping the interpreter by ensuring that everyone speaks in turn: you could emphasise at the beginning that attendees should refrain from talking across each other for the interpreter's sake.
- Turning the language of the meeting back to Welsh if the meeting has a tendency to stick to English following an English language question or contribution.
- Reminding attendees again that they can contribute in Welsh or English before any question and answer sessions. You could also remind those using the headsets that they may need to use the interpretation equipment once again during this part of the meeting.

Guidance for the attendees of bilingual meetings



- Remember that you are welcome to speak Welsh in the meeting and that equipment will be available to ensure that everyone understands you.
- Remember to provide a copy of electronic presentations or speeches in advance. Discuss with the organiser whether or not it is your responsibility to ensure your electronic presentation is bilingual.
- Remember that jargon, technical terms, jokes, poetry etc. are difficult to translate.
- Remember to pause to ensure that everyone has put their headsets on, or back on, before you speak.
- Remember to speak in a clear and unhurried manner and ensure where possible that the simultaneous interpreter can see your face as you speak. This is particularly true if you are reading aloud, since people have a tendency to speak much faster and to look down as they do so. This can be challenging for the simultaneous interpreter and for those listening to the original.

Video link meetings

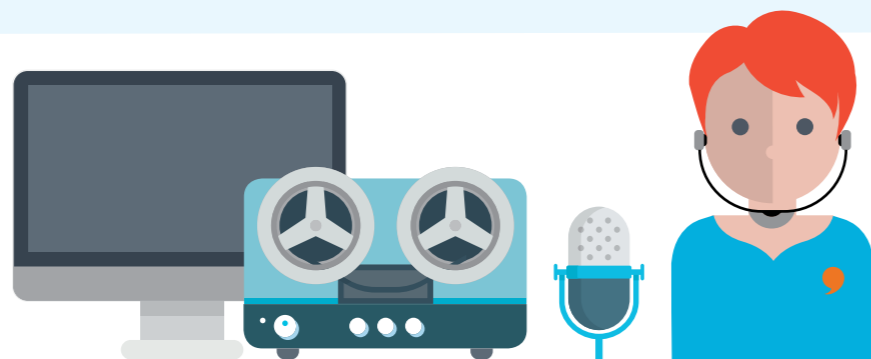
Case study on innovating through technology: Cartrefi Cymunedol Gwynedd



Traditionally, in order to be able to hold meetings bilingually, all of the board's members had to come together in one location where the interpreter and the equipment were located. This could be quite a challenge in such a large county, and became even more challenging as the company grew and started operating in other counties across north Wales. Our vision therefore was to ensure that meetings could take place completely bilingually via video without the need for an interpreter at each location.

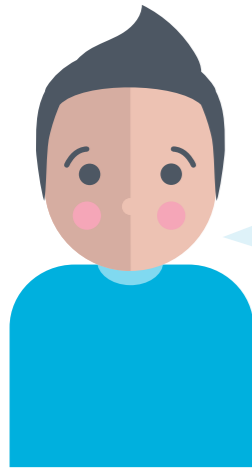
However, it became apparent that there was no easy solution, and no appropriate technology that would meet our requirements existed. Video conferencing systems only have one audio channel, and so we had to go about developing our own bilingual system. As our IT team worked with suppliers and experimented with technology, they found that an element could be added to the video conferencing system we were already using to enable people to choose to listen to a video meeting in Welsh or in English.

We can now hold any meeting across a number of sites using our original video conferencing solution, and all the users need to do is to use headsets and choose a language. This enables us to reduce travel time, be more proactive, reduce costs and operate more efficiently. We are very proud of the work achieved and see a huge potential for organisations and companies across the country to follow this example and ensure that equipment is available to facilitate the use of Welsh in the public, voluntary and private sectors. ”



12 Holding private or personal meetings with the aid of simultaneous interpretation

- 12.1 As already noted, organisations should ideally make the most of the language skills of their officers or staff to hold private or personal meetings in the individual's language of choice without needing to depend on an interpretation service. Indeed, some organisations will have specific duties to do so in accordance with their compliance notices. However, that is not always possible, especially when a meeting needs to include someone with specific expertise. There may be a need to hold such meetings with the aid of simultaneous interpretation if someone wants or needs to use the Welsh language during a meeting.
- 12.2 These can be private or personal meetings where the topic under discussion is sensitive or emotional, when personal information is to be revealed or discussed, or when the individual cannot understand or communicate effectively in a language other than their mother tongue (e.g. monolingual children or older people with dementia who have lost their grasp of a second language).
- 12.3 Such a meeting puts a simultaneous interpreter in a completely different situation to a public meeting, conference or committee. The interpreter's presence is much more conspicuous. For this reason, careful and advance consideration is needed for where the interpreter should sit: this will depend to some extent on the nature and purpose of the meeting and who is attending. Some organisations will have facilities for the simultaneous interpreter to sit outside the main meeting room and contribute to the meeting from a separate room with permanent equipment: this can be more practical and appropriate in some contexts.
- 12.4 In arranging a simultaneous interpreter for private or personal meetings, you should consider in advance whether the interpreter needs to have any expertise in a specific sector (e.g. health or justice) if the topics being discussed are technical or likely to include unfamiliar terminology.
- 12.5 As noted in [10.1](#), using an interpreter who is a member of a professional body is a way of ensuring that the interpreter is subject to a professional code of practice, which protects the interests of those taking part in the meeting.



It is vital to ensure in advance that the simultaneous interpreter does not have a personal interest in the meeting. This will avoid significant embarrassment, risk and awkwardness on the day of the meeting, which could lead to further delay if things needed to be re-arranged. Sufficient information should be shared with the simultaneous interpreter in advance of the meeting in order to check this, emphasising that information is confidential or sensitive when this is the case.

- 12.6 It is important to explain to everyone who will be present at the meeting what the role of the interpreter will be, making it clear that the interpreter respects confidentiality, is neutral and will not express any personal analysis or view. Organisations should consider developing a standard way of introducing the interpreter in such meetings. This can be particularly useful in meetings with young or vulnerable people who are not necessarily familiar with receiving an interpretation service. It is important to ensure that everyone understands that the interpreter will interpret every word without offering their view or advice, that the interpreter is a mediator and that comments or questions should not be referred to them directly.
- 12.7 It can be useful to meet with the interpreter in advance to brief them and to ensure they understand the nature of the meeting and what is expected of them. The interpreter will need to be pre-warned if it is likely that sensitive or difficult matters will arise that could cause distress or anxiety, for example. Organisations should be aware of the emotional strain that some cases could cause the simultaneous interpreter and consider practical methods of supporting the interpreter as a result – during and after the meeting.

- 12.8 You could ask the simultaneous interpreter for guidance about the room's setup in advance and check that they are comfortable being placed in a specific place in the room. This is also an opportunity to discuss practical considerations, such as how the interpreter should draw a speaker's attention to encourage them to speak more slowly or repeat themselves if necessary. The simultaneous interpreter would usually speak in the third person in such a situation, e.g. 'the interpreter is struggling to hear the speaker'.
- 12.9 It is also a good idea to hold a debrief session with the interpreter following the meeting so they can note any ambiguity or errors made. It can be useful, for example, to ensure that the interpreter is happy that they have conveyed all messages correctly, but it would not be appropriate to ask the interpreter's opinion about the meeting's contents.
- 12.10 Where a meeting or appointment needs to be dealt with sensitively or where it would not be appropriate or effective to use simultaneous interpretation, consideration could be given to using the consecutive interpretation method. This type of interpretation can be more suitable for meetings with young children or older people, or when those attending the meeting are hard of hearing. See [10.3 – 10.13](#) for more considerations involving consecutive interpretation.

13 Simultaneous interpretation equipment



- 13.1 As already noted, most interpreters who offer a simultaneous interpretation service have their own equipment, but organisations can also hire or invest in their own equipment.²¹
- 13.2 If an organisation is considering investing in their own equipment, they should bear in mind that there will be costs related to equipment maintenance and that the equipment will need to be cleaned thoroughly after use.
- 13.3 Many types of simultaneous interpretation equipment are available, and your needs can be discussed with the providers when you hire or buy equipment. The systems used in Wales are mostly infrared or radio systems, and it is important to carefully plan the type of equipment to be used in a particular event in order to avoid practical difficulties on the day. Here are some considerations to keep in mind:
- You should be aware of what other audio equipment is being used in a location/room in order to ensure there won't be competing or conflicting signals. If an infrared system has been installed in a room to assist deaf or hard of hearing people, simultaneous interpretation equipment that also uses an infrared transmitter cannot be used. Using two infrared systems simultaneously can cause sound interference. Similarly, plasma screens emit infrared signals, and those signals can also conflict with infrared systems.
 - You will need to consider using several different sets of equipment where there are several discussion groups. Infrared signals cannot penetrate solid walls, and so more than one set of infrared equipment could be used if the discussion groups were separated into different rooms. However, holding two workshops in different areas of one large room would not allow the use of two sets of infrared equipment since the signals could not be separated. There is no difficulty in using infrared and radio equipment side by side, or in using more than one channel on radio equipment, assuming that more than one transmitter is available for interpreters to link into the various channels.
 - Some types of simultaneous interpretation equipment are more suitable than others if the content to be interpreted is sensitive or confidential. Simultaneous interpretation equipment using infrared or digital radio systems are more secure than analogue radio equipment, for example. In a situation where you would need to provide simultaneous interpretation for more than one meeting at the same location at the same time, you can stop people from receiving a translation from another room by:

²¹ A list of the organisations offering to hire out simultaneous interpretation equipment is available on the Cymdeithas Cyfieithwyr Cymru website: <https://www.cyfieithwyr.cymru/en/interpretation/interpretation-systems-database> (Accessed 25 July 2018).

- Using infrared systems in each room.
- Using a digital radio system in each room and locking the channels on the receivers so that nobody can change channels. Note that radio signals do penetrate walls and the distance can vary by system.
- Using an infrared system in one room and a radio system in another. The infrared receivers would not be able to receive the radio signal.

Systems to assist deaf and hard of hearing people

- 13.4 Ensure that you ask attendees before any event or meeting whether those who wear hearing aids will need an induction loop. Hearing aids can vary significantly, and not all systems are compatible with each other. When an interpretation service is being used, you will need to check whether the system being used will be radio or infrared, and provide neck loops or other appropriate equipment that is compatible with the hearing aids where possible. Some users will have their own systems.
- 13.5 Some locations/rooms will have their own permanent internal systems installed to assist deaf and hard of hearing people, for example a magnetic induction loop system or an infrared system that links to hearing aids. It is important therefore to gather as much information as possible about the location's facilities, and to do so at an early stage of arranging the event.
- 13.6 If a permanent infrared system has been installed in a meeting room, it is likely that the system will have only one channel, which will be used to link with hearing aids. Note that infrared systems with more than one channel are available, and these are sometimes seen in larger venues, such as theatres. If such a venue is used, you should ask how the channels on the infrared system are used in that venue. It may be possible to explore the possibility of using one channel for the hearing aids of those who do not need a translation, and another to stream the translation. In doing so, you would need to ensure that there are enough receivers available that can link to the translation's channel.
- 13.7 Careful planning will be necessary in a situation where you will have attendees who wear hearing aids but do not wish to hear the interpretation. If you are using a room where a magnetic induction loop system has been installed around the room, note that it is unlikely that a neck induction loop will work alongside that system. This would stop anyone who is wearing a hearing aid from hearing the interpretation.

13.8 In such a situation, you could consider using a room with an infrared system installed along with appropriate receivers and neck loops to provide for those who do not wish to hear an interpretation and radio equipment with neck loops for those who wish to receive an interpretation through the hearing aid. Depending on the nature of the event, it would also be possible to explore the possibility of using a room without a permanent system installed for deaf or hard of hearing people, and using different channels on radio equipment, or more than one radio system. The radio equipment would provide for those who do not wish to receive an interpretation and those who wish to use the interpretation service, and everyone wearing a hearing aid would need neck loops. You would need to give clear directions about which channels or which receivers to use for both purposes.

13.9 Note that making these arrangements are not the simultaneous interpreter's responsibility, but you do need to discuss your needs when engaging the services of an interpreter.

