

**Monitoring guide for observing interpreter best practices**

**Instructions:** Monitor will observe an entire interview and will score it based on the interpreter’s display of each of the four categories of best practices listed below, adding to obtain a total numerical score. Minimum score for overall excellent rating is 15, minimum score for overall good rating is 11, and any score below 8 is considered unacceptable. Any rating in the “unacceptable” category automatically caps the total score at 8 or below.

<b>1. Accuracy: Interpreter clearly, completely, and accurately conveys all messages expressed by the speaker(s).</b>			
Excellent (4)	Good (3)	Needs improvement (2)	Unacceptable (1)
<ul style="list-style-type: none"> <li>Message is interpreted completely and clearly, with attention to tone, formality, and emotional content.</li> <li>Mistakes are infrequent and always corrected.</li> <li>Interpretation is grammatical and words are chosen with precision.</li> <li>Interpreter is transparent, interpreting everything said to both parties.</li> </ul>	<ul style="list-style-type: none"> <li>Message is interpreted completely and clearly.</li> <li>Mistakes are infrequent and always corrected.</li> <li>Word choice and grammar are mostly appropriate.</li> <li>Interpreter is generally transparent, with few lapses.</li> </ul>	<ul style="list-style-type: none"> <li>Basic message is interpreted, but may be difficult to understand or incomplete.</li> <li>May make frequent mistakes, some of which are not corrected.</li> <li>Grammar and word choice may interfere with understanding.</li> <li>Interpreter often fails to interpret everything said to both parties.</li> </ul>	<ul style="list-style-type: none"> <li>Message is distorted and is difficult to understand.</li> <li>Mistakes are frequent and not corrected.</li> <li>Interpreter summarizes or gives incomplete interpretation.</li> <li>Grammar and vocabulary usage constantly interfere with understanding.</li> <li>Interpreter is not transparent.</li> </ul>
<b>2. Role boundaries: Interpreter works ethically within the boundaries of his or her role, and presents solutions to communication problems as necessary and appropriate.</b>			
Excellent (4)	Good (3)	Needs improvement (2)	Unacceptable (1)
<ul style="list-style-type: none"> <li>Interventions are appropriate, clear, precise, and relevant.</li> <li>Interpreter always asks permission before speaking directly to an applicant.</li> <li>Interpreter avoids side conversations.</li> </ul>	<ul style="list-style-type: none"> <li>Interventions are clear and relevant. May occasionally lack precision or provide slightly more or less information than necessary.</li> <li>Interpreter generally avoids speaking directly to applicant without permission, with few lapses.</li> <li>Interpreter avoids side conversations.</li> </ul>	<ul style="list-style-type: none"> <li>Interventions are not made, lack precision, or are not entirely appropriate.</li> <li>Interpreter may often speak to the applicant without permission to request repetition.</li> <li>Interpreter may engage in short side conversations.</li> </ul>	<ul style="list-style-type: none"> <li>Interventions are inappropriate or non-existent, resulting in miscommunication.</li> <li>Interpreter may overstep role, such as by offering inappropriate extra information, or answering questions for applicant.</li> <li>Interpreter frequently addresses the applicant without permission.</li> <li>Interpreter engages in short and long side conversations.</li> </ul>
<b>3. Impartiality and Professionalism: Interpreter adheres to high standards of professionalism and impartiality during an interview.</b>			
Excellent (4)	Good (3)	Needs improvement (2)	Unacceptable (1)
<ul style="list-style-type: none"> <li>Interpreter’s conduct and demeanor are neutral throughout the interview.</li> <li>Interpreter is respectful and professional.</li> </ul>	<ul style="list-style-type: none"> <li>Interpreter’s conduct and demeanor are mostly neutral, with few visible reactions to interview content.</li> <li>Interpreter is respectful and professional.</li> </ul>	<ul style="list-style-type: none"> <li>Interpreter often visibly reacts to interview content, or conduct may suggest a lack of neutrality or professionalism.</li> </ul>	<ul style="list-style-type: none"> <li>Interpreter’s demeanor or conduct show bias or otherwise compromise neutrality.</li> <li>Interpreter displays lack of respect or is otherwise unprofessional.</li> </ul>
<b>4. Consecutive Interpreting Technique: Interpreter displays correct consecutive interpreting technique that promotes accurate interpreted communication.</b>			
Excellent (4)	Good (3)	Needs improvement (2)	Unacceptable (1)
<ul style="list-style-type: none"> <li>Interpreter uses 1<sup>st</sup> person consistently.</li> <li>Interpreter demonstrates notetaking techniques or other strategies sufficient to recall longer chunks.</li> <li>Interpreter does not allow speakers to continue for longer than they can handle.</li> </ul>	<ul style="list-style-type: none"> <li>Interpreter uses 1<sup>st</sup> person consistently, but may slip under pressure.</li> <li>Interpreter rarely allows a speaker to go on for longer than they can handle.</li> <li>Interpreter effectively uses notes or other strategies to recall names, dates, places, lists, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Interpreter may switch to 3<sup>rd</sup> person interpreting occasionally.</li> <li>Interpreter often allows speakers to go on longer than they can handle, usually compensating by asking for repetition.</li> <li>Interpreter’s recall strategies are not consistently effective.</li> </ul>	<ul style="list-style-type: none"> <li>Interpreter frequently uses 3<sup>rd</sup> person.</li> <li>Interpreter consistently allows speakers to speak for too long before starting interpretation and does not adequately compensate, resulting in miscommunication.</li> </ul>