

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.

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