



**Policy:
Interpreting**

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Policy: Interpreting

1. PREAMBLE

The mandate of the Language Unit of the University of Johannesburg is the implementation of the University's multilingual Language Policy. One of the aspects to give effect to this is providing interpreting services at all official gatherings of the University on request. This service will not only contribute to the University's commitment to institutional efficiency and effectiveness, but also encourage and create a culture of multilingualism.

2. PURPOSE

The purpose of this policy is to:

- 2.1 identify a specific audience, within the University, to whom the service is provided;
- 2.2 establish a clear set of directives regarding the whole procedure of the service provided;
- 2.3 ensure that a professional and high quality service is provided during meetings and other events;
- 2.4 identify alternative support measures open to constituents or stakeholders if their specific interpreting needs cannot be met "in-house".

3. SCOPE

This policy applies to all University employees requiring interpreting services across all managerial, faculty, academic support and administration and support divisions across all campuses.

4. PRINCIPLES

- 4.1 The Language Unit provides the following types of interpreting: simultaneous and consecutive.
- 4.2 Interpreting services provided by the Language Unit are determined by the following:
 - a) receipt of meeting schedule (requiring interpreting services) by the client a year in advance;
 - b) reasonable limitations set by the availability of human resources;
 - c) the guidelines and protocols recommended by the South African Translators' Institute (SATI).

5. SERVICE PARAMETERS

Interpreting services are at present limited to the following categories within the University:

5.1 Category A

- 5.1.1 Senate meetings
- 5.1.2 MEC campus visits

5.2 Category B

- 5.2.1 Academic faculties' meetings

Interpreting services under this category are rendered at a cost.

6. MAKING REQUESTS FOR INTERPRETING SERVICES

- 6.1 All interpreting service requests are directed to the Administrative Assistant of the Language Unit who then drafts a schedule and updates it throughout the year. He or she, in consultation with the Head of the Language Unit, is responsible for prioritising the service provided and ensuring that there is no overlapping or overburdening. The procedure is as follows:
 - 6.1.1 The Administrative Assistant requests dates of meetings which require interpreting from the clients a year in advance.
 - 6.1.2 The Administrative Assistant drafts the interpreting schedule for the coming year.
 - 6.1.3 The clients send documents pertaining to the meeting in hard or electronic copies to the Administrative Assistant (three working days prior to the interpreting session).
 - 6.1.4 The interpreters use these documents to prepare for the session.
 - 6.1.5 The service is rendered.

NB. Refer to the workflow on the last page of this document.

7. FREELANCE RESOURCES

- 7.1 Freelance resources are listed on <http://translators.org.za>.
- 7.2 The responsibility of liaising with and remuneration of freelancers lies with whoever requires this service.

8. WORKFLOW CHART

INTERPRETING SERVICES



