

BEFORE THE SESSION

- Make sure the interpreter is up to date with the latest educational frameworks, programs, and events that are referenced.
- If protocol permits, allow the interpreter to ask clarifying questions and be ready to rephrase any unclear segments.
- Try to brief the interpreter ahead of time or provide reference materials.

VIDEO AND OVER-THE-PHONE INTERPRETATION

- Familiarize yourself with the video platform you'll be using for the session (Zoom, Teams, Google Meets, etc.)
- If possible, do a practice run and test the virtual platform with users.
- Be sure to introduce everyone on the line to the interpreter.

DURING THE SESSION

- Speak in your regular pace and tone, pausing for interpretation after each statement.
- Use straightforward language, avoid legalese, professional jargon, figurative language, idioms, ambiguities, and cultural references.
- Address the child or parent directly rather than the interpreter, as though they speak the same language - Avoid saying "Tell them", "Explain to them".
- Allow the interpreter to complete each statement without interruption before continuing to the next statement.
- Keep in mind that the interpreter will interpret everything that is heard. If the parties wish to go off the record, it needs to be explicitly stated.

IMPORTANT TO NOTE

- During long sessions, be conscious of giving the interpreters regular breaks.
- Allow for enough time - Assume this conversation will take twice as long as a typical call.
- For simultaneous interpreting assignments lasting over 2 hours, it is best practice to schedule two interpreters for both spoken and sign languages, as interpreters will need to switch.
- Interpreters are sensitive to cultural nuances. They can make sure messages are understood in cultural context and help moderate when cultural differences cause confusion.



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