OCCUPATIONAL STANDARDS
A SAMPLE FOR THE LANGUAGE COMBINATION SLOVENE-ALBANIAN
(LANGUAGES SHOULD BE CHANGED ACCORDING TO THE LOCAL NEEDS)

OCCUPATIONAL STANDARDS

1. Name and code of the occupational standard

Community Interpreter for Albanian 80483270

Klasius-P16

Language Acquisition (other, foreign, sign language, translation studies) (0231)

2. Name and code of the occupation

3. Level of work complexity

(VI)

4. Professional knowledge and skills

The candidate shows the ability to:

- plan, organize and monitor their activities in the field of interpreting and translation from Albanian to Slovene and vice versa
- participate in institutional, non-institutional and other social settings,
- provide community interpreting and translate short texts from Albanian to Slovene,
- provide community interpreting and translate texts from Slovene to Albanian,
- provide consecutive interpreting supported by note-taking, sight translation or chuchotage (for lectures)
- use technical equipment for remote interpreting
- adhere to the requirements of the international codes of ethics and standards for community interpreting
- communicate with users of interpreting services, various organizations and other beneficiaries
- ensure the quality of community interpreting and invest into their own professional development
- protect their health and promote workplace safety
- develop entrepreneurial skills, abilities and behaviour and use modern information and communication technologies (ICT)

5. Description of the occupational standard

TRAMIG
Training
newly arrived migrants
for community interpreting
and intercultural mediation

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Field of work	Key tasks	Knowledge and skills
Assessment, planning and work organization	Planning and tasks organization	- plan, monitor, organize and document the results of their work in accordance with the standards applicable to the community interpreter profession (e.g. ensuring the confidentiality of information obtained in the course of their work) - use basic computer programmes and other ICT tools - participate in the evaluation of work - understand the organizational and institutional settings of interpreted discourse - plan their activities in cooperation with programme providers from various institutions and organisations - adopt various methods when working with end-users - adequately explain the role of interpreter to end-users - anticipate the time required for a particular activity/method
Operational activities	Consecutive interpreting, chuchotage and sight translation plus translation of short texts relevant for interpreting	- provide community interpreting and translate texts from Albanian to Slovene and vice versa - interpret and translate texts connected to the interpreted task (e.g. medical examination report, instructions for follow-up treatment) as accurately as possible with no unnecessary addition or omission - listen carefully, use various memory techniques - adhere to basic features of interpreting, i.e. initial introduction of all participants, positioning, turn-taking - select and provide interpreting suitable in the given circumstances: consecutive interpreting for a dialogue or a lengthy exchange supported by note-taking, chuchotage (for lectures) or sight translation - use suitable techniques of note-taking - recognise situations when a primary-speaker position has to be assumed and communication interrupted (e.g. asking for clarification, pointing out cultural misunderstanding) - respect different roles of participants (distinguish between the role of an interpreter and that of a healthcare provider, etc.) - invest into additional (self)training and their own professional development
	Interpreting and translation of discourse/source texts in	use Albanian for different language users and adapt it to their age, gender, regional background as well as socio-economic status

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	different registers and from different fields	• understand different language varieties of Albanian (e.g. different dialects, idiomatic expressions, etc.) and different registers (e.g. less formal spoken discourse, formal standard language, etc.) • use register appropriate for the given situation and the type of discourse • use terminology typical of the interpreted field, i.e. terminology used in healthcare or educational settings, administrative procedures or police proceedings • know the field they interpret (e.g. know the basics of healthcare, asylum procedures, educational system in Slovenia, administrative and police proceedings, etc.) • respect cultural differences and respond properly • understand specific behaviour, gestures, tone of verbal and non-verbal communication • show awareness of different culture-specific roles of professionals and identities in different cultures
	Using suitable tools and technologies for translation and interpreting	• use technical equipment for remote interpreting (telephone, web applications) • understand the prospects and limitations of machine translation and interpreting • work with word processing software • efficiently use different computer-assisted programmes for documents, word processing, translation, revision and terminology management
	Acquiring additional information for the field they interpret	• recognise their own information and documentation needs • seek reliable information required for interpreting • obtain additional information for the interpreted field • seek additional information on language use and specific terminology for the interpreted field • make an efficient use of document and terminology sources (e.g. terminology databases, parallel texts, language corpora, etc.) • properly assess reliable documents and sources available online and in other media • create their own terminology databases needed for the interpreted field
	Communicating and establishing contacts with colleagues, professionals and end-users	• are polite, respectful and tactful • recognise their own cultural, political, religious and other prejudices and refrain from them in interpreting and communication with their clients • work efficiently with people from different cultures, respect other cultures and recognise cultural differences

		• respect the rules of collaboration with other participants of interpreting (e.g. in healthcare settings) • know how to obtain information on the nature of the meeting/interaction to be interpreted and know how to agree with other participants on the behaviour protocol and positioning of all the participants
Administrative work	Keeping records	• act in line with the rules of document management for interpreting • follow the rules of office management, respond to e-mail and phone calls • document all activities and tasks performed • use suitable software
Quality Assurance	Assuring quality of the tasks performed	• respect professional standards in the field of community interpreting • advocate human rights and show respect for different cultural, linguistic, religious and other beliefs and practices • maintain an appropriate relationship with institutions and organization with which they provide interpreting • invest in (self)training • perform (self)evaluation and are ready to further improve based on the obtained feedback • comply with the laws, regulations and international standards applicable to community interpreting
	Adhering to the codes of ethic	• adhere to international standards and codes of ethics for community interpreting • respect the principle of confidentiality, protect personal and work-related data • show neutrality and respect the autonomy of end-users • only perform job-related tasks and refrain from giving advice to end-users • show self-control, remain impartial in all circumstances, avoid inappropriate contact with the participants of interpreted discourse and representatives of institutions for whom they provide interpreting • show respect and solidarity to their colleagues (e.g. refrain from commenting on their work)
Health and environment protection	Protecting health and the environment	• follow the rules of workplace safety • use techniques for maintaining vocal health • manage stress and know how to seek professional help in case of work-related stress overload

		• understand the relationship between health and the protection of a healthy environment • maintain order and cleanliness • alert the participants of any danger that could compromise their health and safety during the implementation of the task • rationally manage the energy, materials, natural and other resources (premises, equipment) used for work • understand the basic principles of sustainable development related to the protection of health and the environment