

Video Remote Interpreting – Guidance

Benefits

Video remote Interpreting has many benefits, including:

- ✓ There is no need to travel to assignments.
- ✓ Assignments can be taken from all over the UK.
- ✓ Reference materials can be kept close to hand.
- ✓ A larger volume of assignments can be completed per day.

Technology

- ✓ Ensure your webcam is positioned directly in front of you at eye level.
- ✓ Disable notifications from Social media, email, etc.
- ✓ Enable Pop-Up windows in Web Browser.
- ✓ Make sure you have suitable internet connection.

Troubleshooting

- ✓ If you haven't received the link to join the virtual meeting, contact the Helpdesk **03333 445 701** .
- ✓ If are unable to hear all the parties clearly:
 - Advise them you can't hear them.
 - Check the volume on your headset and adjust accordingly.
 - If it is due to a bad connection/line, suggest switching off the video to improve connection.
 - If the problem persists, suggest leaving the virtual meeting and try rejoining.
- ✓ If you are suddenly disconnected:
 - Try to reconnect as soon as possible.
 - If the client has disconnected, wait a short while and contact the Helpdesk 03333 445 701.

Environment

- ✓ Ensure you are working from a quiet space with no background noise. Find a quiet room (in the house or office space) where you can provide a professional service.
- ✓ Ensure that your pets are not able to distract you or interrupt you during the interpreting session.
- ✓ If you have children who are too young to be left alone, please ensure that they are adequately cared for and will not require your assistance, except in an emergency.
- ✓ Make sure the room you are utilising is well lit and has a **plain background**.
- ✓ Check that the room is comfortable (seating, temperature).

You

- ✓ Ensure you log in to the virtual meeting platform on time.
- ✓ Make sure you have a notepad ready to take notes when interpreting.
- ✓ You are potentially going to be servicing assignments which may deal with sensitive and confidential information. We recommend you use a **headset** compatible with your laptop/PC.
- ✓ Remain visible at all times and positioned central to the camera.
- ✓ Pay attention to your appearance and attire. Although you are not attending in person, you can still be seen and should always look presentable.
- ✓ Remember not to consume food during the call.
- ✓ Ensure that when you accept assignments you will be able to apply full concentration to the task, without any distractions.
- ✓ **REMINDER:** if you are temporarily out of the UK, you **must not** accept Video Remote Hearing for the Ministry of Justice.

Hints

- ✓ Run a test on your webcam & audio before the virtual meeting is due to start.
- ✓ Use a friendly approachable tone and introduce yourself at the beginning of the call.
- ✓ Remain professional throughout the call.
- ✓ Be mindful of your body language and facial expressions.
- ✓ Ask for clarification if you are unsure or if you misheard.
- ✓ Don't answer questions directly or offer your own advice.
- ✓ Interpret everything as accurately as possible.
- ✓ Intervene, if necessary to ensure you are able to interpret effectively.