

## Protocol for Requesting Interpretation Services

We are able to provide **in-person voice interpretation for meetings** in Spanish-English and in Arabic-English with enough advance notice.

Interpretation in other languages may be provided through our phone service: *Language Line*. We will provide you with instructions for using the *Language Line* services if necessary.

Complete the [Interpretation Services Request Form](#) to the Translation Department at least 10 days before the event or meeting.

- If you need translation of **documents** prior to (or instead of) in-person interpretation, please use our [Document Translation Services Request Form](#)
- When planning an event with simultaneous Interpretation, always plan more time than you would expect for the event—possibly twice as long.
- Remember to provide an appropriate space for the interpreter. If interpretation equipment is needed, please provide a table for the equipment
- Invite the interpreter to make an announcement about his/her services at least 10 minutes before the event starts; this will allow time to the interpreter to provide the headsets to listeners.
- Please speak in one language during the entire presentation and allow the interpreter to use the other language.
- Use short and simple sentences, pausing for the translation.
- Speak slowly and clearly.
- Stay on topic.
- Avoid idioms, such as “cut from the same cloth” etc., and jokes. Is a great challenge to find an equivalent in a split of a second.
- Avoid highly technical words or phrases, abbreviations, acronyms, etc or provide them to the Interpreter before hand. You can request the latest Spanish-English handout with commonly used BUSD and education terms from [translate@berkeley.net](mailto:translate@berkeley.net)
- Speakers should speak one at a time.
- Interpreters need a break of at least 10 minutes after one hour of simultaneous interpretation.



- Address the person or people you are speaking to directly, even if the person does not understand English.
- Speak at a normal volume.
- Pause and encourage the person to ask for clarification if needed.
- Avoid side conversations while the interpreter is performing his/her job.

**PLEASE SAVE THIS PAGE FOR YOUR REFERENCE**