



RECOMMENDED FEES FOR REMOTE INTERPRETING SERVICES

Addendum 2020
REMOTE INTERPRETING

Macedonian Association of Translators
and Interpreters (MATA)

May 2020

Contents

RECCOMENDED FEES FOR REMOTE INTERPRETING SERVICE	3
Remote interpreting in ordinary conditions	3
Working day of the interpreter	4
Fees	4
Remote interpreting during the pandemics	4

This document does NOT cover interpreting of telephone calls and audio-conferences.

These Recommendations are intended to provide guidance to recruiters of remote¹ interpreting services, as to what to expect in terms of working conditions and the cost of the service, as well as to set the professional standards for interpreters when providing and valuing their services on the market. The fees recommended herein, pertain to the local market only, whereas the rest of the text is generally applicable.

¹ Remote interpreting is also called distance interpreting

RECOMMENDED FEES FOR REMOTE INTERPRETING SERVICE

Remote interpreting in ordinary conditions

1. **Remote interpreting** occurs when the interpreter works off-site and is not located in the same location of the speaker. The interpreting process is enabled through ICT (ISO 20108), predominantly via the Internet.
2. **MATA strongly recommends the use of SIMULTANEOUS remote interpreting only.**
3. **Consecutive remote interpreting is not recommended**, due to several factors which make the process difficult. There must be at least two interpreters for each language combination; standards listed in item 7 must be met and efforts should be made to provide the interpreter with a good view of the speaker, (including the lip movement), the panel, the audience and the materials/documents presented to the audience. All background noise must be eliminated. Given the fact that the interpreter has no control over the external factors which affect his/her work, **the interpreter should not be expected to guarantee the highest quality of service.**
4. In order to ensure high quality of interpreting and to protect the interpreters' health, the working conditions as prescribed with AIIC, MATA and ISO standards must be fully met. For more information, please refer to AIIC², and MATA Guidance for Remote Interpreting³.
5. The interpreter should be enabled to work in a team with at least one more interpreter of the same language combination, as well as to work with the teams working in other language combinations (at online events with more than two working languages)
6. In order to ensure unimpeded and effective collaboration, all interpreters should be located in the same room or facility which is called **Remote Interpreting Hub.**
7. **Remote Interpreting Hub is a location** which enables the use of an appropriate platform and which allows one language team (booth) or several languages teams (booths) to work together. The working space, the interpreting platform and the audio and video quality must fulfil the standards set forth by ISO/PAS 24019:2020 (remote interpreting platforms), ISO 20108:2017 (audio and video quality), ISO 2603:2016 (permanent booths), ISO 4043:2016 (mobile booths) and ISO 20109:2016 (equipment for simultaneous interpreting)
8. There must be a person for technical support (technician) present in the Hub.
9. All language teams (booths) need to be in the same location in order to avoid additional **cognitive burden** for the interpreters.
10. Recording and web-streaming of the remote interpreting will require prior consent of the interpreter, pursuant to the intellectual property regulations.
11. **Remote interpreting from home does not meet the professional standards of quality of the service and the health protection of the interpreter.** When working from home, the interpreter has no control over the working conditions, the background noise, the wi-fi connection, the communication with the booth partner, the audio and the video transmission, the acoustic shocks and incidents. As a result, under such conditions, **the interpreter cannot be held responsible or expected to provide high professional service.**
12. For all other issues not covered with these Recommendations, please refer to the MATA "Recommended fees for translation and interpretation 2019" (<https://bit.ly/2ZcYbWz>)

² "Guidelines on distance interpreting" by the International Association of Conference Interpreters (AIIC) and endorsed by MATA

³ <https://aiic.net/page/8734/>

Working day of the interpreter

1. Remote interpreting imposes **additional cognitive burden and fatigue** for the interpreter due to several reasons: interruptions in the transmission or problems with the Internet connection, problems with the adjustment of the video or audio data due to the limited options of the platform; weariness of the eyes due to a constant looking at the screens; inability to adjust the sound accordingly (no high or low tones, just volume); absence of the non-verbal expressions of the speakers due to the remoteness or lack of visibility, audio echo and shocks, ineffective communication with the booth partner if the latter is located elsewhere, etc.
2. Due to all of this, **the working day of the remote interpreter should not exceed 5 hours, breaks included.** Breaks are necessary every 120 minutes so that the interpreters can retain their focus and rest.
3. If the assignment lasts more than 5 hours, three interpreters, or a second team of two interpreters for each language combination (booth) should be hired.

Fees

1. The fee for remote interpreting is given in **gross amount** and includes all business and tax expenses borne by the interpreter.
2. The fee for remote interpreting is as follows:
 - An hour 70 €
 - Up to 3 hours 150 €
 - Up to 5 hours 230 €
 - Every over-time hour 70 €
3. The prices refer to the fee paid to the interpreter for his/her service and do not include the lease of the RI Hub or the services of the technician.
4. If the service purchaser is an organization which has concluded an agreement with the International association of Interpreters (AIIC), then the gross fee stipulated in that agreement shall apply.
5. If the service purchaser is an organization which has no agreement concluded with AIIC, but has a seat in an EU member state, then the gross fee of the agreement between AIIC and EU shall apply.
6. For clients which are not from North Macedonia, and are not covered with items 5 and 6, the gross fee shall be 350 €.

Remote interpreting during the pandemics

1. The working conditions described above should be ensured whenever possible.
2. Remote interpreting from home and on platforms which do not provide all necessary option for interpreting **(such as ZOOM) can be accepted only throughout the duration of the pandemics and should be the last resort.**
3. **Interpreters cannot be expected to guarantee the best quality of service if interpreting from home**, due to a number of factors outside their control (problems with the equipment, inappropriateness of the platform, audio and video quality, stability of Wi-Fi, home environment which is not noise-free, etc.) The organizer is obliged to be informed about the home working conditions of the interpreter and shall be responsible for all technical problems which may arise.
4. For more information, please read AIIC's "Guidelines for distance interpreting" and AIIC's "Best Practices for distance interpreting in during COVID-19crisis" (<https://aiic.net/page/8734/>) and <https://aiic.net/page/8956/> respectively. Both documents were endorsed by MATA.