



BSI Standards Publication

Simultaneous interpreting delivery platforms — Requirements and recommendations

National foreword

This British Standard is the UK implementation of EN ISO 24019:2022. It is identical to [ISO 24019:2022](#). It supersedes [PD ISO/PAS 24019:2020](#), which is withdrawn.

The UK participation in its preparation was entrusted to Technical Committee TS/1, Terminology.

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Simultaneous interpreting delivery platforms - Requirements and recommendations (ISO 24019:2022)

Plateformes de distribution
d'interprétation simultanée - Exigences et
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Simultandolmetschplattformen - Anforderungen
und Empfehlungen (ISO 24019:2022)

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CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

European foreword

This document (EN ISO 24019:2022) has been prepared by Technical Committee ISO/TC 37 "Language and terminology" in collaboration with CCMC.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by April 2023, and conflicting national standards shall be withdrawn at the latest by April 2023.

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Endorsement notice

The text of [ISO 24019:2022](#) has been approved by CEN as EN ISO 24019:2022 without any modification.

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

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For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 37, *Language and terminology*, Subcommittee SC 5, *Translation, interpreting and related technology*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/SS A07, *Translation and Interpretation services*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

This first edition cancels and replaces [ISO/PAS 24019:2020](http://www.iso.org/iso/pas/24019:2020), which has been technically revised.

The main changes are as follows:

- the document has been restructured to attribute requirements and recommendations to the different parties in the audio and video path;
- a simultaneous interpreting delivery platform can be used in conjunction with another system;
- a new clause has been added, entitled “Overall performance”;
- the clause on continuity of transmission has been altered;
- a new clause has been added, entitled “Information on the quality of the speaker or signer’s input”;
- requirements for signed language interpreting have been added;
- communication between interpreters with sound and image has been added;
- requirements about the working environment of both speakers and signers have been added;
- the original annex on information security has been incorporated into the body of the document;
- an annex on audible and visual disturbance has been added;
- an annex including recommendations for microphones has been added;
- an annex including recommendations for test protocols has been added.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

Using simultaneous interpreting delivery platforms is relatively new to conference organizers, participants and interpreters alike. Parameters and conditions for using these platforms in settings where the interpreters are not at the same venue as participants, speakers and signers or each other are evolving.

In January 2020, [ISO/PAS 24019](#) was published to provide guidance to those developing simultaneous interpreting delivery platforms. At the same time, it was decided that an International Standard was needed to go into more depth regarding the requirements and recommendations for such platforms.

This document covers simultaneous interpreting delivery platforms for spoken and signed language interpreting.

Equipment and facilities for simultaneous interpreting are covered in [ISO 2603](#), [ISO 4043](#), [ISO 20108](#) and [ISO 20109](#). Conference systems, and their related interpreting systems, are covered in [ISO 22259](#).

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Simultaneous interpreting delivery platforms — Requirements and recommendations

1 Scope

This document specifies requirements and recommendations for using simultaneous interpreting delivery platforms at communicative events where interpreters are not at the same venue as participants, speakers and signers.

In conjunction with [ISO 20108](#), this document also provides requirements and recommendations for ensuring the quality of sound and images and their transmission from speakers and signers to interpreters, and from interpreters to participants, and for the configuration of the interpreter's working environment.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

[ISO 639-3](#), *Codes for the representation of names of languages — Part 3: Alpha-3 code for comprehensive coverage of languages*

[ISO 2603:2016](#), *Simultaneous interpreting — Permanent booths — Requirements*

[ISO 4043:2016](#), *Simultaneous interpreting — Mobile booths — Requirements*

[ISO 20109:2016](#), *Simultaneous interpreting — Equipment — Requirements*

[ISO 22259](#), *Conference systems — Equipment — Requirements*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

3.1 Terms related to interpreting and language

3.1.1 interpreting interpretation

rendering spoken or signed information from a source language to a target language in oral or signed form, conveying both the meaning and language register of the source language content

[SOURCE: ISO 20539:2019, 3.1.10, modified — The words “language register” and “meaning” have been inverted.]

3.1.2

interpret

render spoken or signed information from a source language to a target language in oral or signed form, conveying both the meaning and language register of the source language content

[SOURCE: ISO 20539:2019, 3.1.9, modified — The words “language register” and “meaning” have been inverted.]

3.1.3

interpreter

person who *interprets* ([3.1.2](#))

[SOURCE: ISO 20539:2019, 3.1.12]

3.1.4

simultaneous interpreting

mode of *interpreting* ([3.1.1](#)) performed while a *speaker* ([3.2.4](#)) or *signer* ([3.2.5](#)) is still speaking or signing

[SOURCE: ISO 20539:2019, 3.4.12]

3.1.5

relay interpreting

interpreting ([3.1.1](#)) in which the source language content is another *interpreter's* ([3.1.3](#)) interpreting

3.1.6

spoken language

language expressed orally

[SOURCE: ISO 20539:2019, 3.4.4]

3.1.7

spoken language interpreting

interpreting ([3.1.1](#)) between two *spoken languages* ([3.1.6](#))

[SOURCE: ISO 20539:2019, 3.4.5]

3.1.8

signed language

language which uses a combination of hand shapes, orientation and movement of the hands, arms or body, and facial expressions

[SOURCE: ISO 20539:2019, 3.2.3]

3.1.9

signed language interpreting

interpreting ([3.1.1](#)) between two *signed languages* ([3.1.8](#)) or between a signed language and a *spoken language* ([3.1.6](#))

[SOURCE: ISO 20539:2019, 3.4.6]

3.1.10

signed language interpreter

interpreter ([3.1.3](#)) who performs *signed language interpreting* ([3.1.9](#))

3.2 Terms related to communicative events and participants

3.2.1

communicative event

encounter between two or more parties during which information is transmitted

[SOURCE: ISO 20539:2019, 3.4.8]

3.2.2

participant

person who takes an active part in a *communicative event* ([3.2.1](#))

[SOURCE: ISO 20539:2019, 3.4.25, modified — The word “communicative” has been added.]

3.2.3

audience

group of listeners or spectators at a *communicative event* ([3.2.1](#))

[SOURCE: ISO 20539:2019, 3.4.27, modified — The word “communicative” has been added.]

3.2.4

speaker

person addressing others using *spoken language* ([3.1.6](#))

[SOURCE: ISO 20539:2019, 3.4.9]

3.2.5

signer

person addressing others using *signed language* ([3.1.8](#))

[SOURCE: ISO 20539:2019, 3.4.10]

3.2.6

moderator

person responsible for facilitating interaction between people at a *communicative event* ([3.2.1](#))

3.2.7

end user

person or group of persons that ultimately uses the service delivered

[SOURCE: ISO 20539:2019, 3.2.6]

3.3 Terms related to interpreting equipment

3.3.1

simultaneous interpreting delivery platform

SIDP

virtual environment used in *simultaneous interpreting* ([3.1.4](#)) for managing the processing of signals during the transmission of information from *speakers* ([3.2.4](#)) or *signers* ([3.2.5](#)) to distant *interpreters* ([3.1.3](#)) and the interpreters' rendition to a distant *audience* ([3.2.3](#))

Note 1 to entry: Other equipment necessary in simultaneous interpreting, such as *interpreter interfaces* ([3.3.3](#)), microphones, *headphones* ([3.3.6](#)) and cameras, attach to the simultaneous interpreting delivery platform.

3.3.2

booth

simultaneous interpreting booth

self-contained unit enclosing the *interpreter's* ([3.1.3](#)) workspace

Note 1 to entry: One of the purposes of booths is to provide sound insulation, both from the noise transmitted from the booth's external environment into the booth itself and vice versa, and from noise passing from one booth to another.

[SOURCE: ISO 20539:2019, 3.5.2.1]

3.3.3

interpreter interface

equipment containing controls used by the *interpreter* ([3.1.3](#)) to facilitate *simultaneous interpreting* ([3.1.4](#))

EXAMPLE Controls for listening, viewing, speaking and signing.