

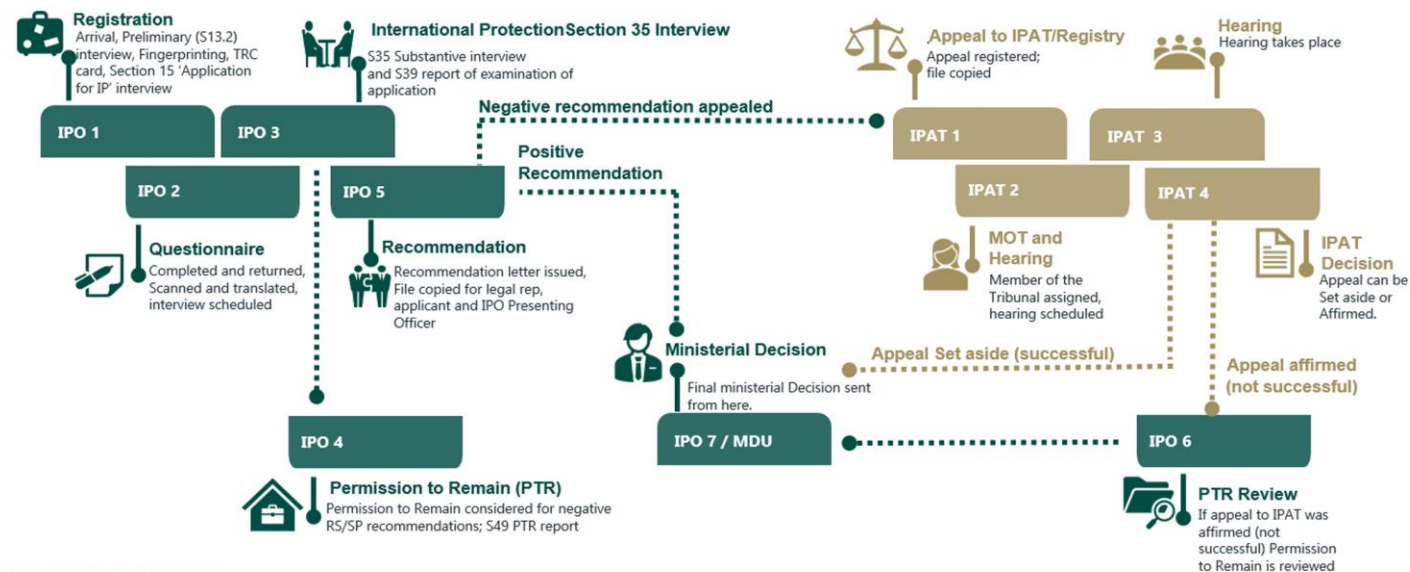
# IPAT ASSIGNMENTS

INTERPRETING AT THE INTERNATIONAL PROTECTION APPEALS TRIBUNAL



# IPAT – INTERNATIONAL PROTECTION APPEALS TRIBUNAL

**Figure 5. High Level overview of the International Protection Process**



**Note on End to End process:**

- Not all applicants will follow all steps in this process
- Some applicants will follow the Dublin procedure/inadmissible procedure, subsequent application procedure, withdrawal procedure, non-cooperation procedure

# IPAT ASSIGNMENT

Your commitment to the assignment is finalised when you receive an email with **JOB CONFIRMATION** in the heading.

Examples:

**Job ID: 98765 (please state it in your invoice)**

Service required	Consecutive Interpreting
Dates	01/04/2024
Start Time	14:30
Estimated duration, hrs	3hrs
Location	6/7 Hanover Street East, Dublin D02 W320
Languages	English (ENG) <> <b>Arabic (ARB) Algerian</b>
Type of appointment:	Client: <u>IPAT International Protection Appeals Tribunal</u> The role of interpreters at the IPAT appointments is enabling the interviewer and the applicant (who is the asylum seeker) to communicate with each other. Throughout the asylum procedure, including the access to the procedure, the examination phase and the appeal procedure, it is essential that the applicant, the interviewer and the other participants understand each other fully.

**Job ID: 98765 (please state it in your invoice)**

Service required	Consecutive Interpreting
Dates	01/03/2024
Start Time	14:00
Estimated duration, hrs	3hrs
Location	<a href="https://ipat.webex.com/ipat/j.php?MTID=m2c17d53329da249b88c61259ef4352cc">https://ipat.webex.com/ipat/j.php?MTID=m2c17d53329da249b88c61259ef4352cc</a>  Friday, March, 2024 2:00 PM   3 hours   (UTC+01:00) Dublin, Edinburgh, Lisbon, London  Meeting number: 2744 230 1022 Password: 8QJp5B3r3QB (87575237 when <u>dialing</u> from a video system)  Join by video system Dial <a href="https://ipat.webex.com/join/27442301022">27442301022@ipat.webex.com</a>  You can also dial 62.109.219.4 and enter your meeting number. Join by phone +49-619-6781-9736 Germany Toll Access code: 274 423 01022
Languages	English (ENG) <> <u>Arabic (ARB)</u>
Type of appointment:	Client: <u>IPAT International Protection Appeals Tribunal</u>

# PAY ATTENTION TO THE EMAIL

## On-Site Assignment details

### Payment:

Interpreting Rate	€ XX/per hour. 1 hour is a minimum payment. Rate for the next consecutive hours is calculated according to actual time worked.
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### Terms of the assignment:

#### 1. Before the Event:

- Ensure you have your ID with you to enter the IPAT premises (driver licence or passport will suffice)
- Paper print and bring the Attendance form for this assignment. Please find the template of the Attendance Form enclosed.

NOTE. If the client you were booked to assist didn't show up, please inform your Project Manager promptly.

**IT IS ESSENTIAL THAT YOU BE ON TIME FOR THE ASSIGNMENT.**

## Remote Assignment details

### Payment:

Interpreting Rate	€XX/per hour. 0.5 hour is a minimum payment. If more time is spent, the job is paid per the actual time spent (e.g., 1 h 5 mins = 1.08 hr) multiplied by the hourly rate.
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**Should the assignment take more time than booked, please let us know IMMEDIATELY once you finish the job. Otherwise, the job will be compensated for the booked time.**

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### Terms of the assignment:

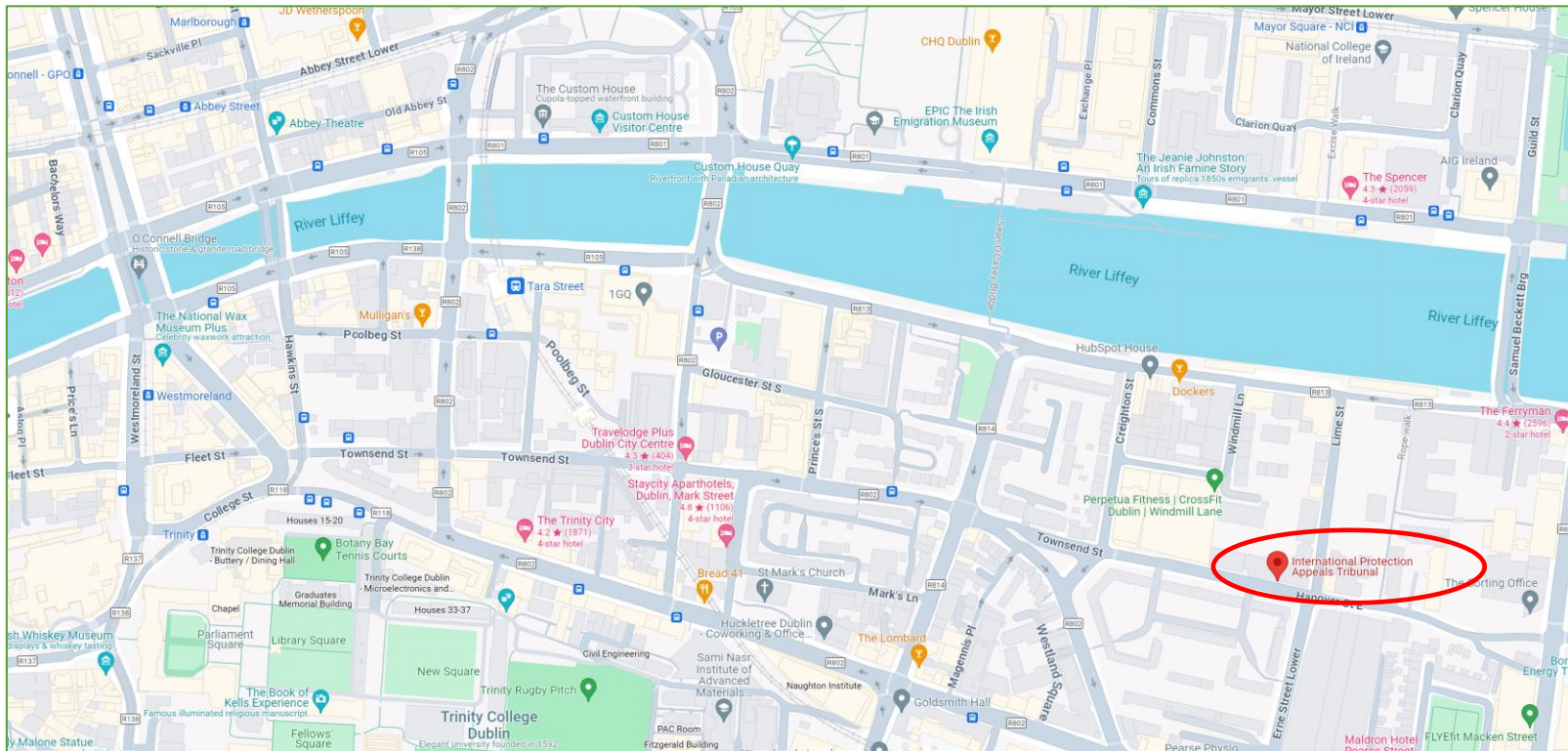
#### 1. Before the Event:

- \* should there be any software involved (Zoom, Webex, etc.), please ensure it has been installed on your device in advance.
- \* ensure the appropriate working conditions (quiet place, stable Internet connection (if applicable), headset)

**IT IS ESSENTIAL THAT YOU BE ON TIME FOR THE ASSIGNMENT.**

# IPAT: ON-SITE (FACE-TO-FACE) HEARING

- Arrive on time (at least 15 minutes early)



# IPAT: FACE-TO-FACE HEARING

- Report to the security officer located just inside the main door of the building
- Identify yourself to the security officer and show an identity document (Passport or Driver's Licence) and go through a metal detector
- You will then be shown to the Reception area, where one of the Tribunal's Reception staff will record that you have arrived, and ask you to wait in the waiting area until the hearing starts
- Other appellants, their legal representatives and witnesses who are attending hearings on the same day may also be in the waiting area. **YOU MUST NOT SPEAK WITH ANY OF THEM** prior to the commencement of the hearing.
- If anyone tries to speak to you, explain that **you are not allowed** to do so
- When the hearing is ready to start, a member of the Tribunal's Reception staff will show you to the hearing room
- Make sure your phone is switched off, or is on silent

# PEOPLE AT THE HEARING

A hearing, whether online or in person, will have the following people in attendance:

- You - the **interpreter** (if the hearing is not conducted through English)
- A **Tribunal Member** who will generally be the last to enter the room
- The **Appellant** and his or her **legal representative(s)**
- A **Presenting Officer**. This is an officer of the Minister for Justice whose role it is to explain to the Tribunal the decision under appeal
- Any **witnesses** (where applicable)

# APPROPRIATE BEHAVIOUR:

- Dress appropriately
- Refrain from eating, drinking (aside from water)
- No smoking or vaping
- Treat everyone with respect and dignity
- Do not misuse facilities and equipment
- Be on time: any delay of more than 15 minutes may necessitate a postponement of the hearing because of the consequent effect that the delay may have on any other hearings scheduled for that day [IPAT Administrative Practice Note]



# RULES OF INTERPRETING:

- Confidentiality
- Impartiality
- Accuracy
- Professionalism

[Covered in the general IPO/IPAT training course]

# INTERPRETER INTRODUCTION

- The Tribunal Member should introduce the interpreter and explain the role of the interpreter
- If this does not happen, raise your hand and ask to introduce yourself to the appellant and/or witness(es) and explain your role, e.g.

*My name is Maria, and I will be interpreting for you today. I will repeat everything that is said by you and to you, as accurately as possible, and everything will be interpreted in first person. I am bound by the rules of confidentiality and impartiality in my work. To ensure accuracy, please keep your statements short and clear. If i raise my hand like this [stop signal], please pause so I can catch up.*

# INTERPRETER'S DISCLOSURES

Notify the Tribunal Member immediately if:

- there are any real **or perceived** communication difficulties or
- There is any real **or perceived** conflict of interest between you and the appellant or any of the witnesses
- If you have met an appellant or any of the witnesses previously, or know who they are, or have had any direct or indirect contact with them previously
- If the matter is sensitive, ask to speak with the Tribunal Member privately.
- In the event that the hearing is stopped for reasons arising from such a situation the interpreter will still be paid for his/her services.

# OATH

- At the start of the hearing parties to the hearing, including the interpreter, may be asked to declare that they are going to speak the truth.
- For religious people, an oath on a holy book from their religion may be required:
  - Christians - the New Testament
  - Jews - the Old Testament
  - Muslims – Holy Quran

*“I swear by Almighty God that I shall speak the truth, the whole truth and nothing but the truth.”*

*“I swear by Almighty God that the evidence I shall give shall be the truth, the whole truth and nothing but the truth.”*

# SOLEMN AFFIRMATION

- Alternatively, a Solemn Affirmation will be required:

*“I, [name], do solemnly, sincerely and truly declare and affirm that I shall speak the truth, the whole truth and nothing but the truth. I am aware that if I knowingly speak untruth I may be prosecuted for perjury.”*

*“I, [name], do solemnly, sincerely and truly declare and affirm that the evidence I shall give shall be the truth, the whole truth and nothing but the truth. I am aware that if I knowingly give false evidence I may be prosecuted for perjury.”*

Perjury – a crime of wilfully telling an untruth or making a misrepresentation under oath.

Wilfully = deliberately

Misrepresentation = distortion of truth

# USE OF DICTIONARY / PHONE FOR INTERPRETING

- You may the Tribunal Member a permission to use a dictionary during the hearing if absolutely necessary
- If the Tribunal Member consents, you may use a mobile telephone for a language or translation related application or online dictionary,
- In this case **make sure** that other functions of the telephone, in particular its telephone and any text messaging functionalities or applications, are disabled and the phone is in silent mode. Have this organised prior to the hearing

# DEALING WITH CHALLENGES

- If anyone who presents at the hearing speaks in a manner that is too fast or too long for you, raise your hand to indicate that this is so
- If you do not know how to translate a word or a phrase, do not guess but stop and tell the Tribunal Member that you need a clarification, and request the Tribunal Member to explain the word or expression
- If you do not understand the meaning of what an appellant/witness says, tell the Tribunal Member that you would like the appellant/witness to clarify or repeat what they have said, to avoid misunderstandings or miscommunications
- If you notice that there is a misunderstanding to do with the language, ask the Tribunal Member's permission to address the Tribunal in order to explain the misunderstanding so that it may be corrected
- If you are tired and require a break, or find it difficult to deal with emotionally-challenging content, inform the Tribunal Member

## REMEMBER:

- Use the first person singular when interpreting
- Interpret as close to the original speech and its meaning as possible
- Do not engage in discussion with an appellant or witnesses
- Insist on finishing interpretation if cut off mid-way through translation
- Not give information about an appellant's country
- Interpret personal, sensitive or graphic matters if they arise



# WHISPER (SIMULTANEOUS) INTERPRETING

When the Tribunal and lawyers/presenting officer are discussing legal matters, you are expected to carry out whisper interpreting for the benefit of the appellant. You should:

- Position yourself close to your target audience (appellant)
- Listen, analyse, relay
- Remember: the summary / result of what has been discussed will most likely be announced at the end of the discussion
- Speak loud enough for the client, but not too loud so that not to be a distraction for others
- Summarise: “Your solicitor is explaining the situation with your family” or “They are discussing what parts of Regulations exactly should apply to your case”
- Answer questions: “Did he mention that my mother is very ill?” – “I am not sure, I did not hear as I was speaking to you”
- Explain: “Sorry, I did not catch that, they were all talking at once”
- If the appellant says “You don’t have to interpret this, I’ll wait for the summary” – it’s OK not to interpret

## SENSITIVE & GRAPHIC MATTERS

- You must translate accurately what is said, even when personal, sensitive or graphic, in the same way that you translate any other matter
- If you feel uncomfortable with any aspect of the hearing, you should let the Tribunal Member know immediately, if necessary asking to speak to them in private
- If you are affected by the subject matter of the hearing and this leads to the reduction of your accuracy or capacity, ask the Tribunal Member for a break
- If you feel that, for any reason, you are unable to continue in accordance with your Code of Practice, bring this to the attention of the Tribunal Member immediately

## AFTER THE HEARING

- Leave the Tribunal as soon as the hearing is over, to reduce chances of the appellant / witnesses making conversation with you
- If the appellant or witness asks you for your phone number, or asks to meet you outside the premises of the Tribunal at any time, you should inform them that this is not permitted
- If you meet an appellant/witness outside the premises of the Tribunal by chance, you should not discuss the case with them in any way, as to do so would breach your code of conduct

# REMOTE AV (AUDIO-VISUAL) HEARING

Remote Tribunal Hearing Details are contained in your JOB CONFIRMATION EMAIL

- Date and time of scheduled hearing, and
- Link details

**Job ID: 98765 (please state it in your invoice)**

Service required	Consecutive Interpreting
Dates	01/03/2024
Start Time	14:00
Estimated duration, hrs	3hrs
Location	<p><a href="https://ipat.webex.com/ipat/j.php?MTID=m2c17d53329da249b88c61259ef4352cc">https://ipat.webex.com/ipat/j.php?MTID=m2c17d53329da249b88c61259ef4352cc</a></p> <p>Friday, March, 2024 2:00 PM   3 hours   (UTC+01:00) Dublin, Edinburgh, Lisbon, London</p> <p>Meeting number: 2744 230 1022 Password: 8QJp5B3r3QB (87575237 when <u>dialing</u> from a video system)</p> <p>Join by video system Dial <a href="mailto:27442301022@ipat.webex.com">27442301022@ipat.webex.com</a></p> <p>You can also dial 62.109.219.4 and enter your meeting number. Join by phone +49-619-6781-9736 Germany Toll Access code: 274 423 01022</p>
Languages	English (ENG) <> Arabic (ARB)
Type of appointment:	Client: <u>IPAT International Protection Appeals Tribunal</u>

# CONNECTION AND SOFTWARE

- The virtual hearing room can be accessed using an array of internet browsers including Chrome, Safari and Firefox
- Please download the **Cisco WebEx Meetings App** in advance, and check that it works on your device
- Ensure that your internet connection for the virtual hearing room is strong and stable. A stable internet connection is key to achieving a successful video call and avoiding disruption
- Test your connection in advance of the hearing, so that any issues can be rectified. Your assigned virtual hearing room will be opened 10 minutes in advance and you may use the connection detail to test your access prior to the sitting
- Ensure all applications on your laptop or device are closed, apart from your video stream. Additional applications may interfere with the quality of your video call and access to the virtual hearing room

# HARDWARE

- The use of a mobile phone for joining a hearing is not endorsed by the Tribunal, any other device is preferable (laptop, PC, tablet)
- Headphones, microphone or a headset are recommended as they will improve the quality of video and audio
- Camera & microphone are required and must be switched on and “allowed” for use (not “blocked”)

# PLACE

- Due to confidentiality considerations, make sure you are in a quiet, private space
- You should ensure you have a good light source directed towards the face and avoid having any light sources behind or directly above you
- Ensure professional appearance: proper dress, clean & tidy space around you
- Use virtual background feature if necessary

# JOINING THE HEARING

- It is advisable to join the hearing 15-10 minutes before the start time. This allows time to check everything is working correctly and ascertain which parties have joined the hearing
- Using the link provided in your JOB CONFIRMATION email, you can test your camera and microphone on the preview screen before joining the Virtual Hearing
- When you join the hearing an official from the Tribunal will be in the virtual hearing room to greet you, ensuring that all participants are present and that the system is operating properly
- Once this is done the Tribunal official will sign out of the virtual hearing room and the Tribunal Member will proceed with the hearing



# DURING THE HEARING

- Treat the virtual hearing room as you would a physical hearing room
- Your image will be displayed on the screen. Please ensure that your head and shoulders are visible at all times throughout the hearing
- If you mute yourself at any point, do not forget to “unmute” when you are interpreting
- If you experience any issues or lose connection during a hearing, please try to log back in. If unsuccessful, call your Translit Project Manager urgently
- Should you need to make a disclosure, ask for clarification or a break, need a break, or if there is any matter that you do not understand please make this request to the Tribunal Member by raising your hand or using the **raise hand facility** on WebEx.
- Once the hearing has been completed the Tribunal Member will inform all participants that the hearing is concluded and once all parties have acknowledged this the audio video connection will be terminated by the Tribunal Member

# AFTER THE ASSIGNMENT

Do not forget to submit the necessary documents to Translit:

- Attendance form (for on-site assignments)
- Invoice and data sheet at the end of the month
- An email describing any issues that may have arisen during the assignment, such as:
  - You were late
  - The assignment was cancelled for any reason
  - You had to make a disclosure
  - There were any complaints about your performance
  - You were not happy with any aspect of the assignment

# FINAL THOUGHTS....

- Stay calm
- Remain in the interpreting role (not any other role)
- Refer to the Tribunal Member if you have any difficulties
- Be guided by the rules of confidentiality, impartiality, accuracy and professionalism
- Ask for a break if you need it
- Best of luck!

