

# DeafSA



## **POLICY ON THE Provision and Regulation of South African Sign Language Interpreters**

Presented by:

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Non Profit Organization No: 000 701

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As approved on 28 June 2009  
Updated: February 2011  
Amendments approved: November 2011

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## **GLOSSARY**

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DeafSA	–	Deaf Federation of South Africa
SASL	–	South African Sign Language
SASL interpreters	–	South African Sign Language interpreters
SATI	–	South African Translators Institute
CPD	–	Continues Professional Development
CEU	–	Continues Education Units
EPS	–	Ethical Practices System
NPO	–	Non Profit Organization
Work day	–	8h00 to 16h00
CODA	–	Children of Deaf Adults
DI	–	Deaf Interpreter

## **FOREWORD**

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The dream of a fully democratic South Africa for all its citizens was realized with the dawn of the Government of National Unity in 1994. Since arriving at this momentous stage in the progress of this nation, real opportunities of personal empowerment for all its citizens have become a reality.

Likewise the South African Deaf community who have been marginalized for so many decades is now theoretically in a position to reach a more complete state of self-actualization. The reality means that without the official recognition of the natural language of this community i.e. South African Sign Language (SASL) – and the development of interpreter services, this dream still remains a vision.

The primary objective of this policy is to ensure that Deaf South Africans also enjoy the benefit from democracy alongside other South African citizens. The policy clearly states that access to communication and information through the medium of SASL is a Deaf person's human right which should be enforced. In order for Deaf people to enjoy this inalienable right, it is necessary for DeafSA to make conscious and determined efforts in ***promoting*** and ***maintaining*** SASL and interpreter services.

DeafSA as a national organization representing the South African Deaf community trust that these efforts will go a long way towards integrating Deaf people into mainstream South African society.

DeafSA's SASL interpreters work alongside Deaf individuals and organizations to improve the quality of interpretation services through promoting the use of professional interpreting services.

### DeafSA is committed to:

- Providing SASL interpreters with professional development and networking opportunities
- Offering platforms for interpreters to share best practices, discuss trends and issues in the field in order to develop the profession further
- Upholding the standards as set by the Code of Ethics that emphasizes confidentiality, impartiality, integrity and accuracy of all interpreted information
- Regulating the profession to the benefit of both Deaf and Hearing
- Acting in an advisory capacity to service providers, agencies and interpreter training programs
- Raising awareness about the field of SASL interpreting through public education

### Non-discrimination policy

DeafSA serves all persons regardless of race, ethnicity, national origin, sexual orientation, marital status, age, gender, education, disability or deafness in accordance with provincial and national laws.

## ***SASL INTERPRETER SERVICES***

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### *Situation Analysis*

Fully trained SASL interpreters are viewed as the most crucial “human resource” needed by Deaf people in South Africa. In those countries where sign language receives official recognition /status, registries of interpreters exist, many of whom specialize in certain fields of interpreting, i.e. educational interpreters, legal/court interpreters, medical interpreters, conference interpreters etc. In these countries a Deaf person requiring the services of an interpreter may contact the registry and contract with an interpreter who will meet his/her personal interpreting needs. The fees of these interpreters are either paid by county, district, city, state or federal budget. / National, provincial, local, district, municipality, private or public budgets.

A trained professional SASL interpreter is recognized nationally and internationally as the only current means of making the world in which Deaf people exist, accessible to them.

Owing to the fact that SASL has as yet no official recognition / status in South Africa it has seriously impeded on the establishment and recognition of an official registry for SASL interpreters, whereby the profession can be regulated and quality controlled.

In respect of interpreter services, the following actualities are prevalent:

- Hearing children of Deaf parents (CODA) act as interpreters with no formal training, knowledge of ethics, etc.
- Friends or family of Deaf people with little interpreting knowledge act as interpreters
- Teachers for the Deaf with no training act as interpreters.
- No proper market related unified subsidized system is in place for SASL interpreter services. Also not all state Departments budget for SASL interpreter services

**DeafSA will continually strive to provide SASL interpreter training and build relationships with relevant institutions**

*Table 1: SASL Interpreter statistics in South Africa*

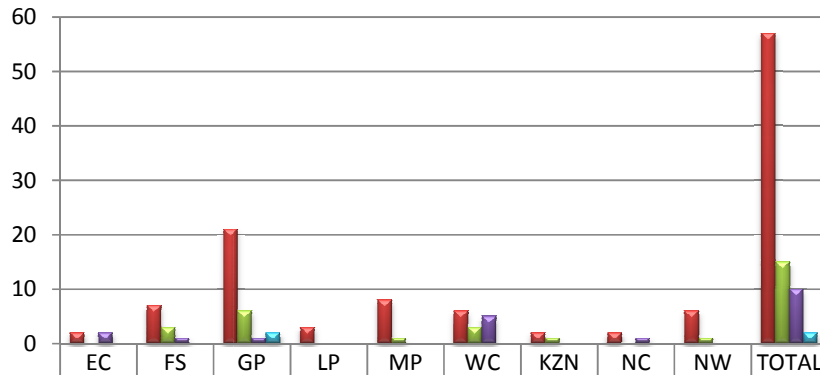
These numbers are based on current statistics available and will be updated accordingly

BY CATEGORY, BY NUMBERS, BY RATIO OF INTERPRETER TO SASL USERS – BOTH BY LOW ESTIMATES OF USERS EG 500 000 AND BY HIGH ESTIMATE OF USERS EG 1.5 MILLION

	SASLI	600 000 SASL users
<b>Untrained</b>	43	13953
<b>Level 1</b>	31	19355
<b>Level 2</b>	10	60000
<b>Total</b>	84	7143

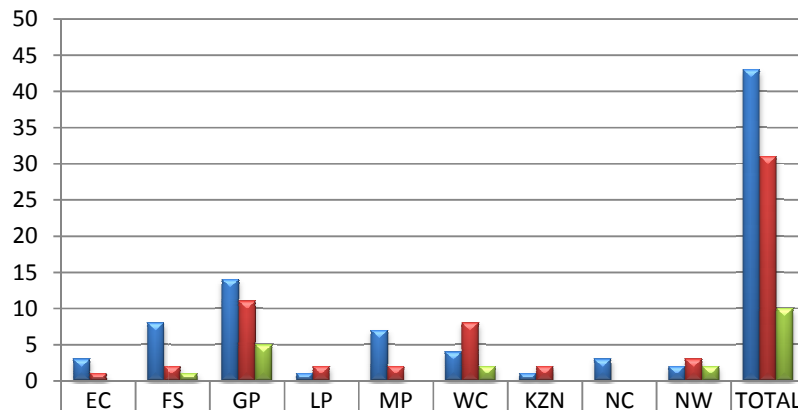
\*These interpreters are on DeafSA's Database of SASL interpreters as at September 2011

### Per province



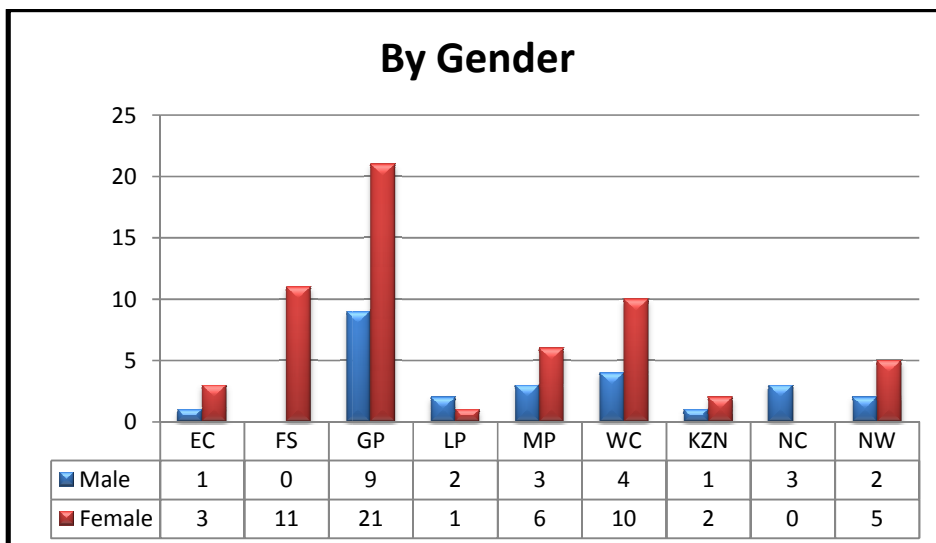
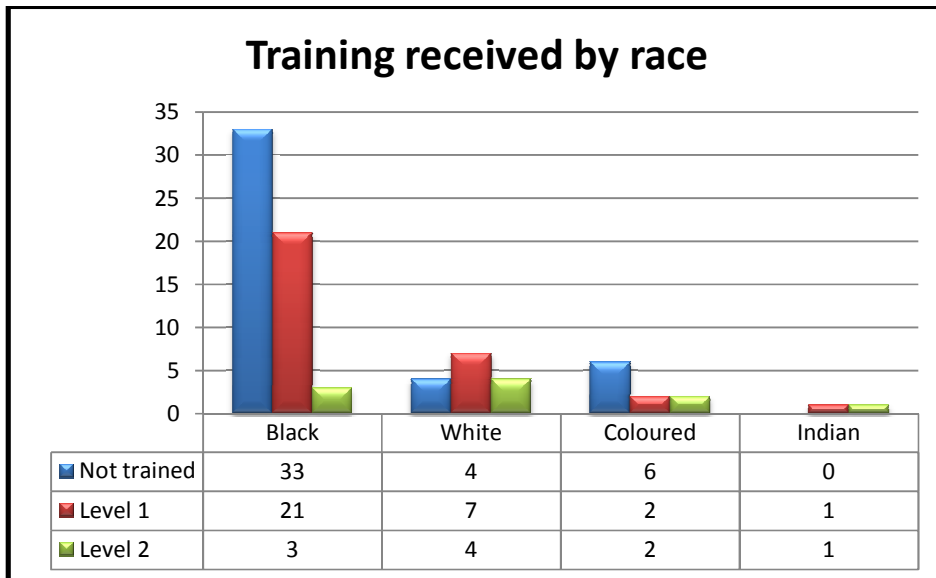
Black	2	7	21	3	8	6	2	2	6	57
White	0	3	6	0	1	3	1	0	1	15
Coloured	2	1	1	0	0	5	0	1	0	10
Indian	0	0	2	0	0	0	0	0	0	2

### Training received per province



Training Level 0	3	8	14	1	7	4	1	3	2	43
Training Level 1	1	2	11	2	2	8	2	0	3	31
Training Level 2	0	1	5	0	0	2	0	0	2	10





**Professional SASL interpreters** are insufficient to service adequately the needs of the South African Deaf and there is as yet no consistency in trained interpreters as training relies on funding received (see Table 1).

SASL interpreters are required in various spheres and fields:

- Medical (hospitals, doctors, clinics, etc)
- Banking

- Legal (courts, attorneys, etc)<sup>1</sup>
- Public meetings and conferences
- Educational (schools, universities, etc)
- Political
- Religious events (funerals, weddings, church services, etc)
- Media accessibility (television broadcasts, especially news, actuality programs, etc)
- Counseling
- General information accessibility
- Employment accessibility

### WHAT IS A SASL INTERPRETER?

- SASL Interpreters are **professionals** who are knowledgeable in the language and culture of **both** Deaf and Hearing people; they ensure that these two groups reach a common understanding.
- **Professional** SASL interpreters are specifically **trained** in providing this service when Deaf, deafened or hard-of-hearing individuals are present.
- SASL interpreting is almost always conducted in the simultaneous mode (without equipment), in any setting where a Deaf person requires interpretation. A SASL interpreter will stand or sit next to the speaker, facing the Deaf audience
- The SASL interpreter converts and must be competent in a source language to a target language, the source language being either spoken/signed(e.g. English, to sign language or sign language to English)
- Sign language interpreters have to “listen” carefully to the message of the source language, extract the meaning and then find an appropriate way to

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<sup>1</sup> This remains a very serious challenge, as many Deaf people who enter court do not have access to adequately trained professional SASL interpreters.

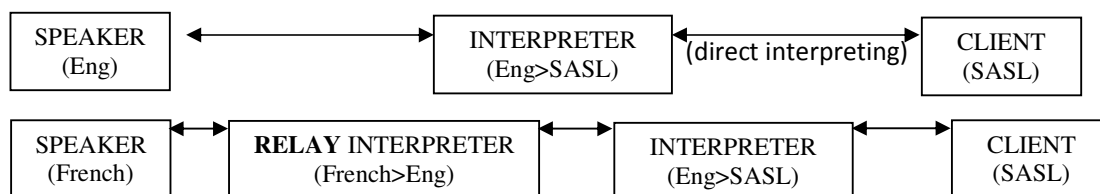
express this into the target language which might sometimes be their 3<sup>rd</sup> or 4<sup>th</sup> language, without altering the meaning

- Interpreting requires intense concentration and **interpreters** roughly **process** up to **20, 000** words per hour. It is for this reason that for any meeting or event longer than 2 hours, two interpreters are necessary<sup>2</sup>.

### RELAY INTERPRETING

In normal circumstances, there are two language combinations when interpreting, for example English to SASL (Eng>SASL) and SASL>English. This results in ‘direct interpreting’, thus directly from the speaker (English) to the Deaf person (SASL). But in some situations it may happen that there is a language being used which is not accessible to the interpreter. For example at an international conference the speaker might speak French, but the interpreter does not understand French. A third interpreter, whose language combination includes French, will then be used.

This second interpreter is called a **relay** interpreter. Therefore, “where the language combination of the interpreters available does not allow for ‘direct interpreting’, recourse is made to relay interpreting, that is, indirect interpreting via a third language, which links up the performance of two (or more) interpreters, with one interpreter’s output serving as the source for another” (Pöchhacker, p.21).



There are Deaf interpreters (DI) who mostly do relay interpreting in settings where there is a deaf illiterate person involved, who does not know SASL, but uses a “home-signing” system. Deaf interpreters have the ability to understand home-

<sup>2</sup> See Team interpreting

signers where hearing interpreters (HI) have difficulty to understand them. This type of interpreting happens at courts, police stations, hospitals etc.



It is important to note that the work of Deaf interpreters is not limited to ONLY relay interpreting. Therefore they are called Deaf interpreters and not Deaf relay interpreters. An interpreter, hearing or Deaf, are only called a relay interpreter when s/he is the second interpreter (third party) needed to construct communication between the source language and the target language, when the original source language is not understood.

- A relay is used when the hearing interpreter and the Deaf client use different dialects of SASL.
- A relay would be a Deaf person who is familiar with the dialects used by both the client and the interpreter.
- A relay interpreter relays the spoken information signed by the interpreter to the Deaf client, and relays the signed information of the Deaf client to the interpreter.

### DEAF INTERPRETER

Deaf interpreters work with hearing feeders and perform the same functions as a hearing SASL interpreter. They receive the same training and adhere to the same Code of Ethics

## DEAF-BLIND INTERPRETING

Currently, there are no accredited courses in South Africa specific to deafblind interpreting. When a person who is deafblind requests an interpreter, there is a high probability that a SASL interpreter will never have had experience in deafblind interpreting. This situation is further compounded by the fact that there are a number of diverse and adapted forms of SASL, sign language and fingerspelling used by individuals who are deafblind. Some factors that can contribute to the diversity in communication with the Deaf-Blind community include:

- Type, degree and age of onset of hearing and vision loss
- Whether current vision and/or hearing is stable, progressive or fluctuating
- Level of language competencies in SASL or other sign systems
- Family, ethnic, socio-economic and education backgrounds
- Physical, cognitive or other disabilities

When requesting the services of a Deafblind interpreter, it is very important to be able to provide the interpreter with as much of this information as possible. This is to ensure that the interpreter has the necessary skills to be able to interpret for the Deafblind client. When booking the services of a Deafblind interpreter, it is important to note that this interpreter will only interpret for the Deafblind participant and not for the rest of the audience. It is therefore important that a separate SASL interpreter be arranged for Deaf participants.

## ROLE AND FUNCTION OF A PROFESSIONAL SASL INTERPRETER

Before a person can deem themselves as a professional SASL interpreter they should possess the following:

- Complete fluency in at least **two** languages (one of which should be **SASL**)

- **Interpretation** skills
- A wide range of general **knowledge**
- Knowledge of the *field* in which he/she interpreters
- **Bicultural** sensitivity, and
- A highly developed sense of **professionalism**

Only then can the Role and function of a Professional SASL interpreter be defined as:

- Ensuring the communication of **words** and **meanings** of each of the parties involved not omitting the factual correctness, intent and spirit of everything that is signed and spoken.
- Express cultural **differences** and **misunderstandings**.
- Have respect for the integrity and right to **confidentiality** of each of the parties involved.
- Establishing a **positive** relationship with clients and the general public
- Explaining the **role** of the Sign Language interpreter and the process of the interpreting to the client (Deaf/Hearing)

### SASL INTERPRETING IN A TEAM

To ensure good quality interpreting, sign language interpreters usually work with a partner when interpreting for 2 hours or more. The interpreters take turns every 20 minutes in order to avoid mental fatigue.

- **Two** interpreters are present at any assignment over **2 hours** in length
- Team interpreting is necessary because one interpreter can only **effectively** interpret for up to **30 minutes**, after which the quality of information may be **downgraded**

- **Both** interpreters are providing a **service** at all times throughout the assignment and this requires extreme **concentration** and **attentiveness**
- While one interpreter is actively **engaged** in the interpreting process, the other interpreter is attentively **processing** the information in order to **monitor** the **accuracy** of interpretation, at the same time being able to feed his/her team member any word, phrase, list of dates, numbers etc. to ensure **correctness** at all times
- Team members will rotate **every** 20 – 30 minutes, at which time the interpretation **continues** without any pauses or distraction
- It is **essential** to have 2 (two) interpreters available to ensure **correct** and **professional** communication. Although this may have a financial impact, the primary purpose or goal should be proper communication and access to information

### USING THE SASL INTERPRETER EFFECTIVELY

- Don't speak directly to the interpreter
- Don't use the interpreter as a human model or outside their role and function.
- Interpreters should **NOT** be used as counselors, advisors or be given an opportunity to interject their opinion

# ***SASL INTERPRETER TRAINING***

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## LEVEL 1

Interpreters are trained on all the skills necessary for entry level interpreting. Areas covered are:

- History of SASL interpreting
- Deaf Education
- Deaf Culture
- SASL Linguistics necessary for effective SASL interpreting
- Interpreting theory
- Interpreting Ethics
- Profile of a professional interpreter
- Effective interpreting
- Gile's models explaining interpreting

Entry requirements:

- Grade 12 or equivalent
- Experience in SASL interpreting

NQF level 5

- 24 Credits (240 study hours)
- 160 hours theory
- 80 hours practical



## LEVEL 2

Interpreters are trained on all additional skills necessary for advanced level interpreting. Areas covered are:

Entry requirements:

- Completed level 1 training
- Subsequently at least 3 years SASL experience

NQF level 7

- 48 Credits (480 study hours)

# ***SOUTH AFRICAN TRANSLATORS INSTITUTE***

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## ***Background***

The South African Translators' Institute (SATI), a national non-profit organization, has been in existence since 1956. It was founded in Johannesburg on 25 August of that year with an initial membership of 17. Its stated aims were "to give the translator professional status and pride and to ensure an honorable position for the translation profession among the other professions'. The Institute wishes to provide protection on two fronts: it wishes to protect its members and it wishes equally to protect the public desiring to make use of translation services."

## ***Aims***

SATI is a promotional institution, aiming to support and safeguard the interests of translators and those in related professions. Its stated objectives according to its constitution are as follows:

- To promote the interests of the translation profession.
- To undertake and promote research in the field of translation and to make the results of such research available.
- To obtain appropriate publicity in newspapers and magazines and through other media and to publish and control a journal of its own.
- To obtain the co-operation of experts and interested persons from universities and other organizations and of associations and bodies both in this country and abroad and to promote common interests and action.
- To compile language and translation guides or to have them compiled.
- To collect and utilize funds for the achievement of its objectives.
- To introduce a professional code for translators and to work to ensure that members comply with it.
- To work towards the establishment of proper training facilities for translators.

## ACCREDITATION OF SASL INTERPRETERS

SASL interpreters are accredited on 2 levels; National and Provincial. Each year all accredited SASL interpreters are assessed on CPD (Continues Professional Development) points accumulated. For every 12 months, each interpreter needs to accumulate 30 CEU's (Continues Education Units), which consists out of the following:

- Two profession related workshops of which one is compulsory
- Volunteer interpreting compulsory
- Mentoring programme participation (either as Mentor/Apprentice)
- Additional points can be accumulated by attending profession related congresses

### CEU'S

- 2 x Workshops 10 CEU's each
- 5 hours per annum voluntary interpreting 1 CEU per hour (5 CEU's)

#### **Mentoring**

- Mentor 2 hours per month  
(24 hours per annum) 5 CEU's
- Apprentice 2 hours per month  
(24 hours per annum) 5 CEU's

#### **ADDITIONAL POINTS**

- Congress attendance 3 CEU's
- Congress presentation 5 CEU's
- Publishing article 5 CEU's

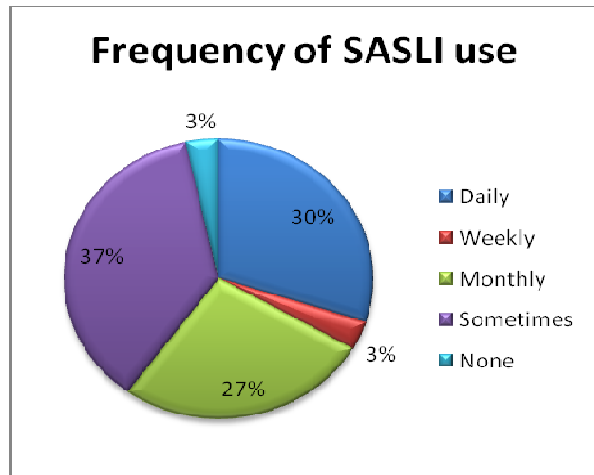
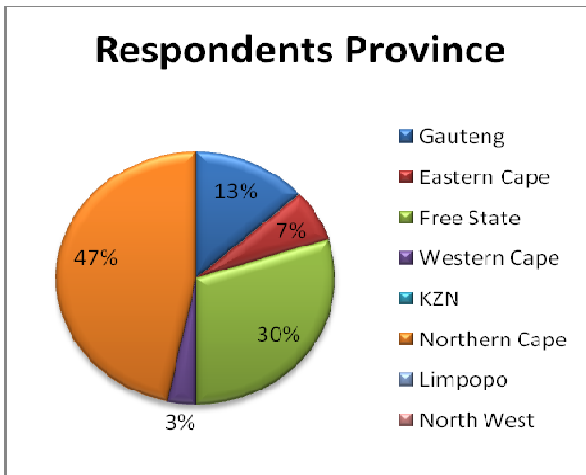
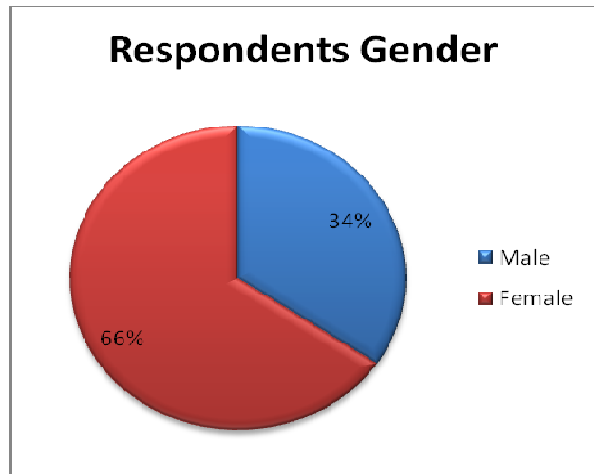
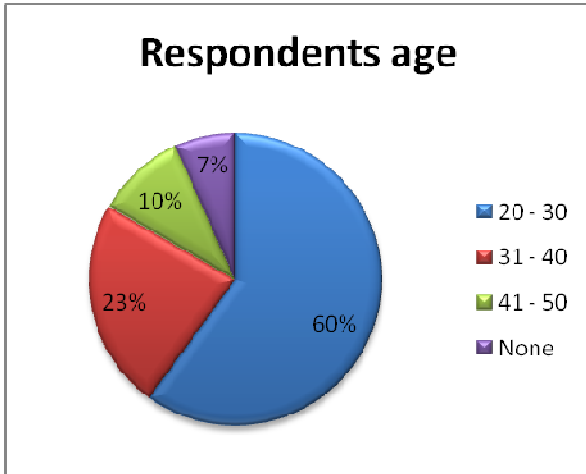
Each workshop presenter should be able to provide attendees with an endorsed attendance certificate with a clear indication of CEU's achieved. The presenter of each workshop should be added as a reference in order to verify authenticity.

Every year, each SASL interpreter will gather evidence of their CEU's accumulated, in order to remain accredited.

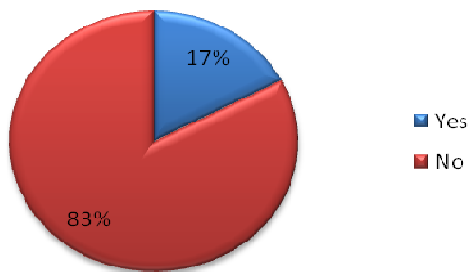
## USE OF INTERPRETERS

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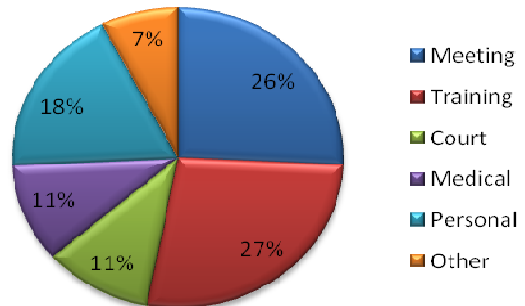
DeafSA conducted a survey on the use of South African Sign Language Interpreters during 2011. The survey was intended for Deaf people who use SASL Interpreters, to ascertain how often they are used, who they contact for interpreters, who should pay for the service, amongst other things. 30 respondents participated.



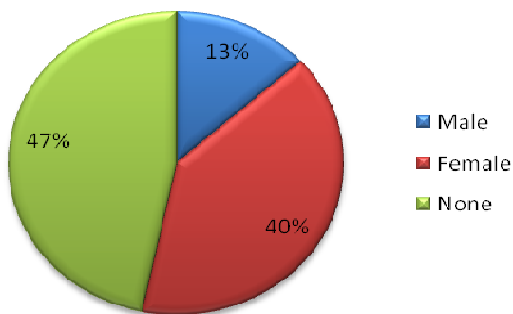
### Sufficient trained SASL available



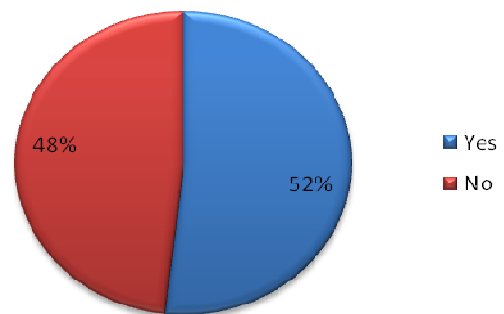
### Settings used



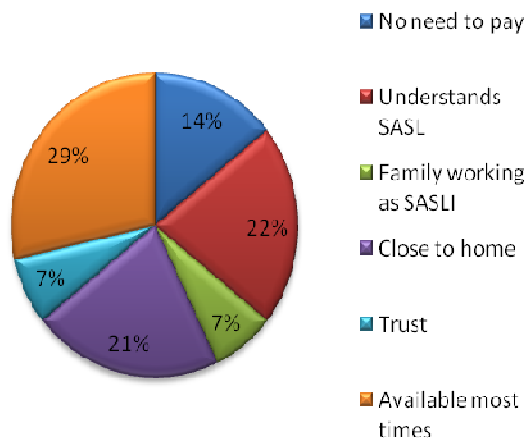
### Gender preference



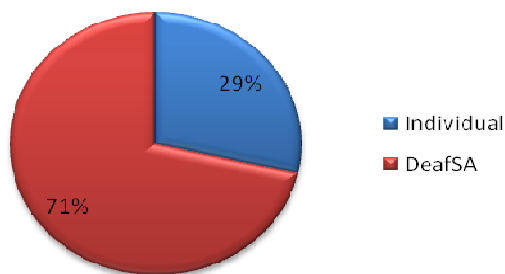
### Use of Family or Friends



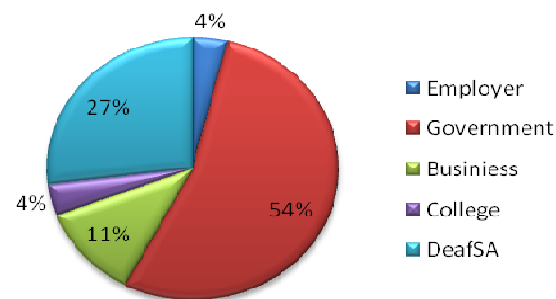
### Why do you use Family or Friends



### Who do you contact for this service



### Who should pay for this service



## ***REGULATING THE PROFESSION***

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### *Rights of the Deaf clients*

The right to:

- Equal access to information
- Choose their interpreters
- Refuse to accept an unqualified or unskilled interpreter
- Inform an interpreter about difficulties in understanding or feeling uncomfortable with the interpreter
- Submit opinions regarding interpreter's ability and demeanor

### *Protection of Deaf clients*

Without a regulatory framework in place for SASL interpreters, Deaf people are at a great risk of being discriminated against. This is aggravated by the fact that there are no prevention methods in place for the following scenarios:

- No regulations in place to regulate unqualified interpreters practicing as SASL interpreters

- No censorship or regulations in place to regulate unethical behaviors of SASL interpreters.
- No legal framework or mechanisms in place for SASL interpreters regarding unlawful behavior.

The following factors may escalate the discrimination and infringement of human rights:

- Family members and friends who have Sign Language skills are not necessarily trained interpreters. Confidentiality aspects, emotional feelings and lack of translation skills and voice-over skills can **influence the correctness of the interpreted message and the trust of the interpreter.**
- Look out for and be sensitive towards gender issues, abuse, and rape, legal and other private discussions, when **selecting and booking an interpreter** for Deaf people. Cases were reported where hearing abusers acted as interpreters for their Deaf victims. This is the worst form of violation of human rights and oppression.

Trained and accredited interpreters should be considered when providing sensitive information e.g. during diagnoses of serious diseases or need for major operations; educational and training programs; psychiatric and psychological assessments; legal investigations; court cases and conferences.

**DeafSA has developed a quality assurance procedure which allows for clients (Deaf/Hearing) to raise their concerns regarding inadequate interpreter services. Although this system can only apply to those interpreters who contract their services directly to the organization the aim is to implement this for all SASL interpreters.**



## ***ETHICAL PRACTISES SYSTEM (EPS) FOR SASL INTERPRETERS***

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### *EPS system*

This system is for the purposes of regulating the interpreting profession and prevents deviation from and adherence to the Code of Ethics and/or participation in unsuitable behavior.

### *Ethical practices system guidelines*

**To uphold the integrity of ethical standards amongst SASL interpreters**

### *Glossary*

EPS	-	Ethical Practices System
DeafSA	-	Deaf Federation of South Africa
EPC	-	Ethical Practices Committee
SASLI	-	South African Sign Language Interpreters
Member	-	Those interpreters who apply for membership And accreditation, SASLI staff, agents and students
Recognized interpreter	-	Those interpreters that are members of DeafSA
EPC administrator (As nominated by DeafSA)	-	Person responsible for EPS administration
MPA	-	Mediation Participation Agreement
MRA	-	Mediation Resolution Agreement

## JURISDICTION

DeafSA will investigate, address and resolve complaints or disputes of DeafSA which shall extend to all National, Provincial, local DeafSA members and/or recognized SASL interpreters. Incidents involving such members/recognized interpreters shall only apply to those, while rendering interpreting services. Action shall only be taken once a complaint has been filed according to the written procedures as published by DeafSA and will only be considered and investigated should the complaint allege that a specific violation was committed on the officially adopted and duly published Code of Ethics for SASL interpreters. The reporting of an alleged contravention or into misconduct will be done after submission of the standard documentation at the offices of DeafSA. Aggrieved person must contact the offices of DeafSA who will then serve the documents to be completed on the complainant. After receipt thereof, DeafSA will proceed to investigate the matter and this may result in requesting the alleged offender for evidence and/or statements. Should a matter be considered (at the sole discretion of DeafSA) to be serious or may lead to various interpretations, then DeafSA will convene a meeting between the complainant(s) and respondent. During such an enquiry the basic rules of fair administration and justice will be applied and the chairperson be elected by DeafSA. The decision of the chairperson will be binding on the parties but does not exclude criminal or other litigation for damage, loss or infringement.

## ***EPC ADMINISTRATOR***

### ROLE AND RESPONSIBILITY

- To file the original complaint and submit such to relevant parties
- To ensure that all parties are informed of the date and venue of the mediation process
- To ensure that the mediation process is conducted fairly

- To submit the signed/unsigned MRA as received from the mediator to the EPC
- To ensure that copies of the MRA are submitted to the complainant and respondent
- To ensure that actions required emanating from the MRA are implemented and completed
- Ensure that proper records are kept relating to the case
- Submit a final report once a case has been completed
- Ensure the correctness of all documentation, processes and procedures

## ***ETHICAL PRACTICES COMMITTEE (EPC)***

### *Composition of EPC*

Such a committee shall consist out of but are not limited to the following members:

- EPC administrator – a person with at least 3 (three) years experience in the coordination field
- Minimum 2 Deaf SASL experts and expertise in the field of offence – with at least 3 (three) years experience
- Minimum 2 Hearing SASL interpreters and expertise in the field of offence with at least 5 (five) years

Committee members will be elected by DeafSA

### *Term of office*

Committee members will hold office for a period of 12 (twelve) months from date of confirmation by which time the position will automatically become vacant.

Upon death, liquidation (whether temporarily or permanent), resignation or as made provision for in this document such a person will cease to be a committee member with immediate effect.

### Committee role and responsibilities

The panel will be a standing committee to investigate allegations made against any member and may be rotated upon the discretion of DeafSA. Should a complaint be filed against a sitting member of the EPC, the member shall not conduct any business of the EPC until the complaint filed against him/her has come to a final resolution, or should there be a negative resolution, the member cannot continue to serve on the EPC

The committee will decide, with every case the best action to be taken.

The committee may decide whether to resolve the issue or refer the matter for mediation

Committee members can make recommendations to DeafSA on the improvement of the EPS

### Committee powers

The committee may decide to discard a complaint based on the following:

- If the correct procedure was not followed
- If the documentation does not state the offence clearly
- If the complaint does not reflect a specific violation of the Code of Ethics
- If the time of submission has lapsed

Committee members may not:

- Take decisions based on personal grievances
- Discuss any case or its outcome with any member outside of the committee

### Liabilities of committee members

Committee members will not be held liable for the outcome of a mediation process. All decisions taken are based on merits of individual cases and a fair and just administrative process and investigation will precede any decision or action taken.

### Quorum of meetings

Members will meet once every 3 (three) months, irrespective if there are any complaints to be investigated.

## **MEDIATION**

### Approval and selection of Mediators

1. Mediators are independently elected per annum and such election may be extended at the discretion of DeafSA
2. Mediators must act independently and objectively
3. Mediators shall enter into a written agreement with DeafSA when elected
4. Mediators will not be considered as employees of DeafSA in any way whatsoever
5. If for any reason a mediator should wish to vacate his/her position, 30 day prior notification in writing shall be given to DeafSA
6. No mediator shall simultaneously be a member of any other committee or hold an elected office within DeafSA structures or DeafSA itself

### MEDIATOR ROLE AND RESPONSIBILITY

- To conduct the mediation in a neutral manner

- To explain the rules and procedure of the mediation to all parties and ensure that all parties understand the process
- To ensure that all participants sign the Mediation Participation Agreement (MPA) before proceeding with the mediation process
- To ensure that both parties have an opportunity to state their case before making a final decision
- To ensure that both parties sign the final Mediation Resolution Agreement (MRA)
- Submit the signed MRA to the EPC administrator at least 14 (fourteen) working days after the dispute has been resolved with a recommendation
- Should the MRA not be signed, a written report explanation should be submitted together with the unsigned copy of the MRA

### COSTS

Reimbursement to mediators for expenses incurred, such as travel and lodging, while on EPS business shall be assumed by DeafSA only when authorized in advance

Complainants, respondent and witnesses shall be liable for all their own costs and expenses in connection with or in relation to the mediation review

## **COMPLAINT PROCEDURE**

### WHO

A complaint may be filed by:

- a) Any person utilizing DeafSA interpreting services Deaf/Hearing, or,
- b) Any person having a direct or professional interest in the occurrence specified in the complaint

## WHY

Should any recognized interpreter fail to comply with the DeafSA Code of Ethics for SASL Interpreters, a complaint should be filed. Any other misconduct outside such Code must also be reported in a similar manner.

## PROCEDURE

A complaint must be submitted in either one of the following methods:

- a) In writing
- b) Video recorded
- c) Translated from SASL – English / English – SASL and must bear the signature of both the translator and complainant

The complaint should be submitted to the EPC administrator as listed on the complaint form, whereby a case number will be assigned and any further notices or correspondence shall contain the case number. Copies of the complaint shall be forwarded to EPC members and the respondent of the complaint.

The EPC shall select a suitable mediator for the complaint and suitable dates for a mediation meeting shall be communicated to the EPC administrator.

Should immediate action be required by the complainant, a request of such nature should be attached to the complaint with specific reasons for the urgency.

## COMPLAINT

Complaints **MUST** be filed within 30 (thirty) days of the date of the alleged violation.

Complaints should be completed on the attached form and must include the following:

- Name of the person against whom charges are being alleged
- Address of the person against whom charges are being alleged
- Contact details of the person against whom charges are being alleged

- Date and location of the alleged violation
- Specific reference to the exact portion of the Code of Ethics which have been allegedly violated
- Specific reference to all the details of the alleged offence to enable DeafSA to make an evaluation on face value

Should a complaint not be done within the prescribed period, it may not be entertained. Any submission outside this time period must be accompanied by a condonation application in which the complainant must allude expressly to:

- Reason for lateness
- Prospects of a successful submission of the complaint
- Prejudice to both complainant(s) or the alleged offender
- Community interest in resolving the matter in terms of the process

### COMPLAINANTS RIGHTS

- Complainants have the right to submit complaints in any of the above methods
- Complainants have the right to protection from any discrimination based on race, gender or disability
- Complainants have the right to protection from any form of intimidation by any parties
- Not to be victimized for exercising any of their rights in terms of any law
- To state their complaint without threats or intimidation
- To be protected from the aforesaid

### RESPONSE

Responses should be filed within 14 (fourteen) working days after receiving the complaint. The response should consist of a detailed written report and statement



from the alleged offender and must be of such nature that the nature of the defense or justification (if any) is clear to any third person. Responses submitted should address the following:

- Either admission, denial or further explanation on each relevant aspect of the allegation(s) set forth in the complaint

Responses should be submitted to the EPC administrator by means of hand delivery / fax transmission / registered post.

In the event of the allegations being admitted by the offender, such admission should also be done in writing and served in the manner above.

### RESPONDENTS RIGHTS

- Respondents have the right to counter file/complain in any of the above methods
- Respondents have the right to protection from any discrimination based on race, gender or disability
- Respondents have the right to protection from any form of intimidation by any parties
- To state their case reply without threats or intimidation

### INITIAL ACTION

After a complaint has been received and a response has been filed within 14 (fourteen) working days, copies of the complaint and response shall be forwarded to the EPC.

Should the 14 (fourteen) working day period lapse without a response the mediation process shall continue. Failure to submit the response does not necessarily exclude the alleged offender from presenting his/ her case. It may lead to a decision without scheduling a meeting and this may prejudice the alleged offender as he/she caused the matter to be finalized in his/her absence. In such event that a decision may be

made on only the version of the complainant(s). Should a decision be made without mediation process and in the event that DeafSA is satisfied of the claim or complaint on face value of the documents, the alleged offender will have 5 (five) working days to submit a written appeal consisting of:

- Reasons why there was no response
- Possibilities of successfully defending the allegations
- Prejudice should this not be reviewed

## ***MEDIATION ACTION***

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A mediation process must be completed within 60 (sixty) days from the date that the EPC administrator has received a response. Should a response not be submitted within the prescribed deadline, the 60 (sixty) day rule will still apply.

In extreme circumstances, an extension may be requested by either party.

Postponements will only be allowed if by mutual written consent of parties involved and if DeafSA was informed thereof at least 14 (fourteen) days prior to the mediation. Should the parties not agree to a postponement, the application for postponement must be done in writing and served on both the complainant and the EPC by hand, registered post or fax transmission. DeafSA reserves the right to hold the party responsible, causing or requesting the postponement of the matter liable for costs incurred in scheduling the mediation.

Both the complainant, respondent, EPC and mediator shall be informed by the EPC administrator to confirm date and location of the mediation session in writing at least 21 (twenty one) days prior to the date of the mediation. This will be served by means of registered post, fax transmission, by hand or by Short Message Service to the cellular number of the party. Proof that it was served in the aforesaid manner will be sufficient to confirm receipt thereof by the party it was send to.

## PROCESS

The mediation process will be attended by the EPC administrator, the mediator, complainant, respondent and witnesses (when required). Only the complainant, respondent, witnesses and mediator can participate in the mediation process.

Witnesses may not be present at the commencement of the process. Witnesses will only be allowed after the complainant and the alleged offender rendered evidence.

Witnesses will also be called on an individual basis and will not testify together or in a group.

## MEDIATION RESOLUTION AGREEMENT (MRA)

Should both parties be satisfied by the actions required, they should sign the MRA.

Should either parties not be satisfied by the outcome and actions required, a written objections should be submitted to the EPC administrator within 7 (seven) working days after the mediation process. The EPC administrator shall submit this to the EPC for further recommendation and investigation.

## RECORDS

Mediators shall record the mediation process of all proceedings. All notes or recommendations shall be submitted to the EPC administrator together with the relevant documentation.

All documents relating to any individual case shall be stored with a case number for a maximum of 3 (three) years by the EPC administrator. A copy must also be retained with the mediator for the same period.

## SUCCESSFUL MEDIATION

A mediation process is successfully completed once the MRA is signed by both parties, a copy thereof submitted to the EPC and actions required implement. Once actions required are implemented, a final report should be submitted by the EPC administrator to the EPC.

The EPC administrator shall submit all the relevant documentation required after an unsuccessful mediation to the EPC at least 14 (fourteen) days after receipt of such documentation.

The EPC shall consider all submissions before making a final decision on the outcome of an unsuccessful mediation. Should no objections be submitted, the EPC reserves the right to implement the recommendation by the mediator. The EPC also reserves the right to terminate membership should no objections be received.

### ACTIONS TO BE TAKEN

Should SASL interpreters be found deviating from specific articles in the Code of Ethics and successful mediation has taken place, SATI will be notified (depending on accreditation status), to remove the SASL interpreter from the list of accredited interpreters

COMPLAINT FORM  
PLEASE COMPLETE THE FOLLOWING FORM

**Complainant details:**

Name and surname	
Postal Address	
Contact details	
Telephone number	
Fax number	
Cell phone number	
E-mail address	

**Respondent details:**

Name and surname	
Postal Address	
Contact details	
Telephone number	
Fax number	
Cell phone number	
E-mail address	

**Witness details:**

Name and surname	
Postal Address	
Contact details	
Telephone number	
Fax number	
Cell phone number	
E-mail address	
Name and surname	

Postal Address	
Contact details	
Telephone number	
Fax number	
Cell phone number	
E-mail address	

**Date and location of alleged violation:**

When and where did the incident happen?

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**Which sections of the Code of Ethics were violated? Please indicate reasons:**


Please ensure that you submit proof, if any, along with this complaint. Complaints can be submitted to:  
The EPC administrator

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Signature of Complainant

Date submitted

For office use: Case number: _____ Date received: _____
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DEAFSA'S CODE OF ETHICS FOR SOUTH AFRICAN SIGN  
LANGUAGE INTERPRETERS

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Interpreters shall:

1. Adhere to all aspects of the Code of Ethics at all times during and after assignments
2. Keep all assignment-related information strictly confidential and adhere to professional standards of confidentiality
3. Render the message faithfully, always conveying the content, intent and spirit of the speaker using the language most readily understood by the person(s) whom they serve
4. Not counsel, advise, or interject personal opinions even when asked to do so
5. Accept assignments using discretion with regard to skill, setting, and the consumers involved
6. Be required to possess the professional skills and knowledge necessary for any specific interpreting situation
7. Request compensation for services, adhering to the current accepted DeafSA rate, in a professional and judicious manner
8. Not request compensation or any form of payment from any individual Deaf person

9. Be requested at times to carry out voluntary service
10. Conduct themselves in a manner appropriate to the interpreting situation
11. Be punctual for every assignment
12. Demonstrate respect for consumers, colleagues, co-interpreters and students of the profession
13. Dress in an appropriate manner, fitting to the interpreting situation
  - 13.1 Dark skin = Light clothes
  - 13.2 Fair skin = Dark clothes
  - 13.3 No excessive cosmetics
  - 13.4 Moderate and appropriate jewelry
14. Engage and Endeavour in professional development
15. Maintain ethical business practices and high professional standards in compliance with this Code of Ethics.



## **SASL INTERPRETER FEES**

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### Introduction

DeafSA's National Executive Committee published a national structured fee guideline for SASL interpreters. As an organization representing the Deaf community of South Africa, these are the recommended tariffs to be charged by individual SASL interpreter. These fees include Deafblind interpreters.

Should DeafSA be requested to coordinate the interpreting service an administration fee will be applicable, which will be utilized to ensure quality control and mentoring and also assist with interpreter development in provinces..

### Government departments, private businesses

Excluding 14% VAT, Fee's are calculated per individual interpreter

<b>ACCREDITED</b>	SASLI
<b>Weekdays</b>	
30 min	R180
Per hour up to 4 hrs	R350
Daily fee	R1700
<b>Weekends/After hours</b>	
30 min	R240
Per hour up to 4 hrs	R450
Daily fee	R2000

<b>NON ACCREDITED</b>	SASLI
<b>Weekdays</b>	
30 min	R150
Per hour up to 4 hrs	R300
Daily fee	R1500
<b>Weekends/After hours</b>	
30 min	R210
Per hour up to 4 hrs	R400
Daily fee	R1800

### NGO's, and DPO's

<b>ACCREDITED</b>	SASLI
<b>Weekdays</b>	
30 min	R120
Per hour up to 4 hrs	R250
Daily Tariff	R1500
<b>Weekends/After hours</b>	
30 min	R180
Per hour up to 4 hrs	R350
Daily Tariff	R1800

<b>NON ACCREDITED</b>	SASLI
<b>Weekdays</b>	
30 min	R90
Per hour up to 4 hrs	R200
Daily Tariff	R1300
<b>Weekends/After hours</b>	
30 min	R150
Per hour up to 4 hrs	R300
Daily Tariff	R1600

- From time to time DeafSA will outsource interpreting services to assist with voluntary services
- SASL interpreters should be able to negotiate fees, in order for the primary focus to be that of access to information towards the Deaf client.

### Deaf Schools

<b>ACCREDITED</b>	SASLI
<b>Weekdays</b>	
30 min	R120
Per hour up to 4 hrs	R250
Daily Tariff	R1500
<b>Weekends/After hours</b>	
30 min	R180
Per hour up to 4 hrs	R350
Daily Tariff	R1800

<b>NON ACCREDITED</b>	SASLI
<b>Weekdays</b>	
30 min	R90
Per hour up to 4 hrs	R200
Daily Tariff	R1300
<b>Weekends/After hours</b>	
30 min	R150
Per hour up to 4 hrs	R300
Daily Tariff	R1600

*Universities, FET's and Universities of technology*

<i>Freelance</i>						
Per class/per hour	<b>Developing</b>	<b>SASLI</b>	<b>Level 1</b>	<b>SASLI</b>	<b>Level 2</b>	<b>SASLI</b>
		R 80.00		R 100.00		R 120.00
<i>Full time</i>	<b>Developing</b>	<b>SASLI</b>	<b>Level 1</b>	<b>SASLI</b>	<b>Level 2</b>	<b>SASLI</b>
	Per month		R 4 500		R 6 000	R 10 000
			R 5 000		R 6 500	R 11 000
			R 5 500		R 7 000	R 12 000
			R 6 000		R 7 500	R 13 000

*Deaf Interpreters and Feeders*

<b>ACCREDITED</b>	DI	Feeder
<b>Weekdays</b>		
30 min	R180	R90
Per hour up to 4 hrs	R350	R175
Daily fee	R1700	R850
<b>Weekends/After hours</b>		
30 min	R240	R120
Per hour up to 4 hrs	R450	R225
Daily fee	R2000	R1000

<b>NON ACCREDITED</b>	DI	Feeder
<b>Weekdays</b>		
30 min	R150	R75
Per hour up to 4 hrs	R300	R150
Daily fee	R1500	R750
<b>Weekends/After hours</b>		
30 min	R210	R105
Per hour up to 4 hrs	R400	R200
Daily fee	R1800	R900

### Transport

R2.20 per kilometer

## ***Maintaining Quality of Service***

In order to receive the full benefit of interpretation services a few straight-forward arrangements should be in place. Providing conditions that facilitate the work of the interpreter will ensure smooth, seamless communication with all parties. Through arrangements such as these you can protect the caliber of service and make responsible use of interpreters. Interpreters are also trained to follow-up on working conditions and are always requested to be present at any assignment at least 30 (thirty) minutes before the time. It is best to consult with the interpreter and Deaf person regarding these arrangements.

### Venue Set-Up

The Deaf person must always have a clear view of the interpreter. It is therefore advisable to consult the Deaf person on any preferences relating to seating arrangements. Where possible, the interpreter should sit/stand next to the main speaker so that the Deaf person can watch both persons with ease. Also, the interpreter should be positioned in front of a plain background.

### Audio-Visual Equipment

When setting up audio-visual systems the following needs to be taken into consideration:

The interpreter must be positioned where he/she will be able to hear clearly, i.e. not directly in front of large speakers.

The interpreter must be positioned where he/she will be able to see/glance at the projection screen when in use by the speaker.

### Lighting

Lighting is very important for the interpreting process. There must be sufficient light in order for the Deaf person to see the interpreter. The Deaf person must be consulted before the event if lights will be dimmed or turned off at any point during the programme.

Switching the lights off causes a break in line of communication between Deaf participants and the interpreter.

### Preparation Material

Providing interpreters with sufficient information related to the appointment in advance is extremely beneficial. This not only guarantees that the interpreter has adequate time to prepare for the event but also ensures that the information is conveyed clearly without misunderstandings. It also prevents frequent interruptions by the interpreter. Also, when explaining the particulars of an appointment with the interpreter, remember to be as detailed as possible. This ensures that the interpreter will be fully prepared, meet you in the right place and be ready to work. Any preparation material provided to the interpreter will be returned to you or destroyed.

### Team of Interpreters

For some appointments or events, securing a team of interpreters may be required.

Typically, assignments that are longer than two hours require more than one

interpreter. If the material is technical, fast-paced, complex, or involves numerous individuals participating in rapid discussions, two or more interpreters may be required for appointments under two hours. When breakaway groups are part of an assignment, it is always good to be familiar with the number of Deaf participants to ensure that you have enough interpreters. Be sure to talk with the coordinator of interpreters prior to the event or appointment to ensure that an adequate team of interpreters is secured.

### Breaks

Breaks should be scheduled regularly. Depending on the nature of the appointment several breaks may be required. The frequency and duration of breaks depend on the length of the appointment, the type of content being discussed, how many interpreters have been contracted, etc. Check with the interpreter(s) prior to the assignment to negotiate when breaks will be taken and how long they will last. After 2 hours of assignment time, a 15 minute break should be scheduled.

### Pace

For group discussions, it is important that participants speak one at a time. The interpreter can interpret for only one person at a time. Try to remind participants that they should not speak at the same time but should instead take turns ensuring that everyone's comments are adequately interpreted.