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**Interpreting services within the EU**

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Prohlašuji, že jsem práci zpracovala samostatně a použila jen uvedených pramenů a literatury.

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# 1 Introduction

The European Union represents a unity of many nations, cultures and languages. Such diversity requires the presence of certain services, which helps the Union to fulfil itself without any obstacle. Communication between the nations would be inconceivable without the existence of interpreting. Despite the upward trend of studying foreign languages and exploring cultures would be unreal to believe that all humans could understand each other. Therefore the interpreting plays a significant role in the cotemporary world, especially in the European Union, which follows the principle of multilingualism.

This thesis “Interpreting services within the European Union” basically aims to cover a comprehensive overview of interpreting services in the institutions of the European Union. Furthermore it describes their development, organizational structures and emphasizes their importance. The main intention of the paper is to summarize and process data relevant to its topic.

The paper is divided into 5 chapters with relevant subchapters related to interpreting services within the European Union and also interpreting and the European Union individually. Such division offers the reader necessary introduction to the field of interpreting and introduces the basic operation of the European Union.

The first part of the thesis describes the current language situation in the European Union. Firstly, it gives overview of the development of official languages on the historical background of the European Union. Furthermore, it explains the principles of language unity and diversity and the language rights of European citizens. This chapter also analyses the citizen's language knowledge and their ability to use language. Finally, it enhances the importance of interpreting in the European Union.

The second part introduces the discipline of interpreting and explains how it may vary in its types and modes. It mentions several prerequisites, which are closely related to interpreting, such as the workplace of an interpreter and its technical facilities or the perspective of interpreting as a career, whereas etiquette and character play an important role.

The third chapter is focused on characterization of the most significant institutions of the European Union, where interpreting services are being used. It briefly describes their functioning, organization and field of activity.

The following part of the thesis deals with particular institutions in the European Union, which are concerned with interpreting services. It mentions three main interpretation directorates and gives their thorough historical development, organizational structure, system of their activities and overview of provided services. It also explains the process of recruiting new interpreters for the European Union, which is highly connected with specific education and courses. Therefore is this part concluded with the European Union's cooperation with universities and mentions several ways of supporting future interpreters.

The fifth and concluding chapter of this paper introduces the Czech Republic and its interpreting representation within the European Union. Furthermore, it deals with activities of the Czech Republic, which had to be made in connection with its presidency of the Council of the European Union and also with the current situation and a place of Czech interpreters in the interpreting institutions of the European Union.

The main purpose of this thesis is to gather information and data corresponding with its topic, which are accessible in various sources and broaden the knowledge and skills gained during studies. The method applied to achieve the aim of the thesis was a thorough study of available information and their further processing, while respecting logical structure, scientific character of the thesis and readability. Another contribution to the thesis is the glossary of important European expressions, which was created by the author of the thesis.

Due to the character of the thesis, many sources have been used, primarily electronic ones, since it can be complicated to keep printed sources updated when dealing with such extensive institution as the European Union. Official websites of European institutions played in this thesis a major role to gain actual facts and figures. The printed sources were used primarily for basic theory about interpreting discipline or history of the European Union.

## **2 Languages in the European Union**

### **2.1 Official languages**

The European Union is a democratic community, which is currently constituted by 28 member states. The main aim of establishing the European Union was to stop and prevent wars, which led to World War II. In 1950 the European Coal and Steel Community (ECSC), whose main goal was to secure long lasting peace, begins to unite European countries economically and politically. The six founding members were Belgium, France, Germany, Italy, Luxembourg and the Netherlands. The original official languages were therefore French, German, Italian and Dutch. In 1957 the ECSC was joined by two other communities with similar character, which led to gradual expansion. The first new member states Great Britain, Ireland and Denmark joined the Community in 1973 raising the number of member states to nine. In 1981 Greece becomes the 10th member of the EU and Spain and Portugal follow five years later. In 1995 came the next expansion with accession of Finland, Sweden and Austria, which increased the number of official languages to 11. The biggest wave of expansion, however, came in 2004 when no fewer than 10 new countries joined the EU. Those were Cyprus, the Czech Republic, Estonia, Latvia, Lithuania, Slovakia, Slovenia, Hungary, Poland and Malta. At that time there were 25 member states and 20 official languages. Romania and Bulgaria followed three years later in 2007. So far the last member of the EU is Croatia, since now the EU has 24 official languages.

Although the EU has 28 member states, the number of official languages is only 24. By the time of the accession, each member state has the right to decide about the official language of their country. Germany and Austria have German in common. Great Britain and Ireland use English together. Irish language in itself came into force up in 2007. The official language for both Cyprus and Greece is Greek. Also Belgium and Luxembourg have French, Dutch and German in common with their neighbouring states. At the present the official languages of the EU are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Irish, Italian,

Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish and Swedish.[1]

## **2.2 Language diversity and unity**

The European Union uses a broad range of official languages, since it is a democratic organization. Therefore it is necessary to communicate with its citizens, governments, authorities of each member state, enterprises and other organizations within the EU in their native language. The citizens have the right to know what is happening on behalf of their name and they need to be capable of participating actively without learning other language. The EU also accepts the laws, which are legally binding for everybody, so that every citizen of the EU, but also law courts of each member state must understand them. That means that they need to be available in every official language. Using the official languages increases the transparency, legitimacy and effectivity of the EU and its institutions, which is necessary for the right functioning of the democratic system of the EU.[2]

The cultural and language diversity of the EU has always been perceived as an advantage. Multilingualism can be seen as an expression of such diversity. The principle of the language unity and diversity of the EU is already contained in its fundamental contracts. The motto of the European Union is “*unity in diversity*” and it refers to diversity of members states in terms of culture, habits and opinions – and also languages. The legislation of the motto has its base in the Charter of fundamental rights of the European Union, which was accepted in 2000. According to Article 21 “Any discrimination based on any ground such as sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation shall be prohibited.” Article 41 claims that “Every person may write to the institutions of the Union in one of the languages of the Treaties and must have an answer in the same language.”[3] Also in the European institutions every official language has the same value: every official document must be translated and published in all official languages of the EU and every member of the European institution has the right to express himself in any official language.

## **2.3 European charter for Regional or Minority languages**

The amount of languages spoken in the European Union is even higher than the number of official languages. The EU has over 60 indigenous regional and minority languages, spoken regularly by up to 40 million people.[4]

Regional languages are languages, which are distinctive only for a certain region or territory. These are: Catalan in Spain, Lower Sorbian in Germany, Kashubian in Poland, Gaelic in Great Britain etc. The second group of languages is represented by minority languages, which are used by minorities at specified state territory, in which nevertheless they do not have an official status. To this group belongs Czech in Slovakia, German in Poland, Slovakian in Ukraine, Arabic in Spain etc.[5]

The aim of the EU is to support these languages and keep them in original state for future generations, since they are also a part of its culture heritage. Almost all of these language minorities struggle with difficulties while trying to ensure the survival and development of their language. The European Commission cooperates with the governments of the member states and supports their efforts in this area with financing several projects and increasing awareness about minority languages. For instance, it funded the EUROMOSAIC Study, which provided an overview of the minority languages within the EU. CRAMLAP (Celtic, Regional and Minority Languages Abroad Project) and NPLD (Network to Promote Linguistic Diversity) are other projects included in funding, which support the regional and minority language policy.

A big step for supporting the indigenous languages was adopting the European Charter (ECRML) for Regional or Minority Languages in 1992. This treaty was designed by the Council of Europe in order to protect and promote the historical, regional or minority languages of Europe. Its main purpose is to develop Europe's cultural traditions and heritage and to respect the right to use a regional or minority language in private and public life. The charter enacts a large number of measures, which state parties can take to protect historical regional and minority languages. These measures cover education, justice, public services, media etc.[6]

## 2.4 Eurobarometer Europeans and their Languages

In June 2012 has the European Commission released a survey Special Barometer 386: *Europeans and their Languages*. “The survey was carried out by TNS Opinion and Social network in the 27 Member States of the European Union between the 25<sup>th</sup> of February and the 11<sup>th</sup> of March 2012. Some 26.751 respondents from different social and demographic groups were interviewed face-to-face at home in their mother tongue on behalf of DG Education and Culture, DG for Translation and DG for Interpretation.”[7]

The whole report is divided in five sections – Multilingualism in the EU today, Use of language, Attitudes to language learning, EU citizens' attitudes to multilingualism and Attitudes to translation. For the purpose of this thesis has the author decided to concern with the first section, the aspects of Multilingualism.

The first part is an overview of the mother tongues in the EU, followed by focus on foreign languages, which are Europeans able to speak. The survey then examines the level of spoken language ability and concludes with passive language skills.

In the first part of research, respondents were asked about which language they spoke is their mother tongue. The mother tongue is the same for the majority of European population as an official language of their birth country. The result was diverse, but in general it proves that there is a reflection of distribution of population in the EU. The outcome of the research is that German (16%) is the most spoken first language, then Italian and English (both 13%), followed by French (12%), then Spanish and Polish (both 8%)<sup>1</sup>. [8]

The second part of multilingualism survey contains the research of other languages spoken. Respondents were asked about the quality of other languages, they are able to speak with, other than their mother tongue. The general result is that over a half of all European inhabitants (54%) speak at least another language in addition to their mother tongue. A quarter (25%) and one in ten (10%) are fluent in at least three. Half of all Europeans (46%) are not able to speak any additional foreign language<sup>2</sup>. [9]

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<sup>1</sup> See appendix 12.1.

<sup>2</sup> See appendix 12.2.

After examining the status of respondent's knowledge of other languages spoken, they were asked to rate their ability and skills. The research was carried out with the help of simple three-point scale including columns with very good, good, basic appraisals. The result claims that the majority of Europeans, who speak English, German, Spanish and Russian as a foreign language responded that they have better than basic skills. In fact, almost a quarter (24%) of Europeans who speak Spanish claim their ability to be very good. Around a fifth of those who speak English (21%), German (19%) and Russian (18%) claim it as well. On the other hand those who speak French as a foreign language have slightly the same level of basic evaluation (49%) and better than basic evaluation (50%), which is made up from good (38%) and very good (12%)<sup>3</sup>. [10]

The concluding section of the multilingualism chapter focuses on the ability of Europeans to communicate with foreign languages in more passive situations. Respondents were asked which foreign languages they understood well in various passive situations e.g. when following the news on the television or radio, when reading newspapers and articles or when communication online in foreign language. The result is that the same amount of Europeans (44%) is able to fully understand when listening to the radio or watching television and also read newspapers (44%). A smaller amount (39%) is able to communicate online in other than mother language<sup>4</sup>. [11]

## **2.5 The relevance of interpreting within the European Union**

If we take into consideration that the European Union is a community formed by 28 culturally and politically different member states and it is also a community with 24 different languages, where each of them has to be respected, it is necessary to understand how difficult it is for the authorities to ensure that there are no inadvertencies due to the language misunderstandings.

To keep all the principles of multilingualism and equality conserved, it is necessary to create a method for mutual communication not just between the member states, but also between their representatives in the European institutions and of course, between the individuals. The main argument for such massive

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<sup>3</sup> See appendix 12.3.

<sup>4</sup> See appendix 12.4.

translation and interpreting system, which is constituted by the EU is to make the status of all official languages equal. The basics of the language policy are the equal value of all language versions. The essential thing is to ensure trouble-free progress of all meetings, sessions, law preparations and law approvals. This method supports and strengthens the policy of multilingualism and the policy of the EU is available for every single European citizen, who can be easily informed. With diverse cultures and languages worldwide, translators and interpreters serve as a medium for three essential human functions: communication, development and cultural self-realization. It is a basic need for people to communicate. And communication means that the original message will be sent in its equivalent context to the target audience. Therefore has the EU developed a system of translators and interpreters, whose main role is to send the message across without any form of distortion.

### **3 Introduction to Interpreting**

Interpreting is a specific part of mediated communication process. The official definition of interpreting according to the European Commission is “rendering a message from one language into another, naturally and fluently, adopting the delivery, tone and convictions of the speaker and speaking in the first person.”[12]

It is necessary to mention that interpretive communication is a whole specific communication strategy that is used to translate the information for people, from the technical language of the provider, to the everyday language of the recipient. The communication process of interpretation did not spontaneously appear one day. Interpretation (the profession, and the techniques and approaches) are a mix from communication principles from many other professions.

The situation context is very important if we compare written and spoken text from the point of view of interpreting. During every communication act a common communicative situation (situation context) comes into existence between communication partners, which influences the difficulty of interpreting. The speaker then opts for a character of his behaviour according to the situation context. For the interpreters the situation context means a certain support, because it allows them to interpret economically and use also non-verbal methods. The situation context is combined with language context and its role changes according to the type of communication. The determinative factors for interpreting are the time factor, speaker's speech tempo, level of language, ability of expression, but also suitable environment or technical equipment.[13]

3 phases can be distinguished in bilingual communication act. The first phase is the communication between the sender and the interpreter. Interpreter is here the recipient. In the second phase performs the interpreter his own transfer, which means that he decodes the information based on the source language and encodes it according to the rules of the target language. Third phase is the final transfer of information between the interpreter and the recipient.[14]

### **3.1. Types of Interpreting**

According to different occasions and opportunities, the type of interpreting service may vary. Each milieu requires miscellaneous approaches and on that account, interpreters can specialize themselves on specific field of interpreting.

Conference interpreting takes place in formal occasions such as international conferences or meetings, where a paper full of specific information is being read out loud without pausing and the interpreter is not allowed to interact with the speaker.

Interpreters are sometimes called up for technical interpreting of meetings of experts in specific field, such as IT or engineering. Asian languages have generally more specialized terminology than other languages and that is why it is necessary for interpreters to possess a proper background in technology. Appreciated are materials provided before the interpreting service starts.

In any type of interpreting, interpreters must have a broad knowledge of the language they work with. This is chiefly accurate in the field of business interpreting, which includes business negotiations and management meetings. Interpreters must understand the economy and business practice, because they are evaluated on their accuracy and fast delivery. Also the personal skills play an important role, because interpreters are often involved in the meetings directly.

When it comes to court interpreting it is very important to pay attention to accuracy and completeness. When working in law environment, training and experience are essential entities to be successful. The language of court trials is very specialized and formal. In the case of most countries, it is necessary to be certified with a special certificate allowing the interpreter to work in a court.

Community interpreting represents basic personal interpreting for individuals. Therefore is no technical base required and the interpreter has free interaction with the private individual.[15]

### **3.2. Modes of Interpreting**

Directorate General for Interpretation secures two main modes of conference interpreting. These are consecutive and simultaneous interpreting. The main difference between them is the period of time, when the interpreter interprets the given speech. In the case of consecutive interpreting is the speech interpreted as far as the speaker ends his talk. The interpreter is present among the recipients and does notes to himself during the speech. Just after the end of the speech, the interpreter transfers gained information to the other language. In fact, the speech can have rather long periods of time, so it is necessary for the interpreter to possess excellent memory capabilities. Lately is being abandoned from consecutive interpreting, which is replaced with simultaneous. Although it still can be used during business lunch.

In the process of simultaneous interpreting the interpreting happens concurrently with the speech of the speaker. The interpreter listens to the speech and immediately interprets it simultaneously. Simultaneous interpreting requires a usage of appropriate technical equipment, such as microphone for the interpreter and headphones for the recipients. Another option are the soundproofed booths.

There are several more modes of interpreting, such as relay, retour, pivot, cheval, asymmetric, whispering or sign language interpreting.

Relay stands for interpreting between two languages with the help of the third language. This method is used when the speaker uses a language, which is not active for any interpreter in the booth, and therefore come to a connection with another booth that does cover such language and “take the relay” of the interpreting.

Some interpreters have the ability to speak in a second language well enough, so that they are able to interpret into that language from their mother tongue. Retour is the inverse interpreting, when the interpreter works from his mother tongue into a foreign language. Retour interpreting is used to provide relay out of less known language into the world languages.

Pivot represents relay via one language, while only one or two interpreters, who are able to speak for example Dutch as a passive language and

provide relay to other booths. When creating a large team of interpreters, Directorates-General tries to provide relay through different language families in order to avoid any difficulties in the interpretation that could result into interpreting through only one relay language.

Cheval is reciprocal interpreting, where there is one interpreter, who masters one language to such an extent that he is able to interpret it. This interpreter sits astride two booths, moves between them according to need, and in the second booth provides retour.

Asymmetric interpretation stands for a situation, when the delegates use their mother tongue, but interpreting is provided only into a few languages. It is assumed that the delegates understand at least one world language.

Chuchotage alias whispered simultaneous interpreting is used solely at the meetings with a small number of participants. The interpreter sits next to the delegates and interprets directly into the ear of a delegate. Whispering is an alternative method to consecutive interpreting, but is less time-consuming.

Interpreting into sign language is used during meetings with deaf participants. The interpreter interprets simultaneously both from the spoken language to the sign language and vice versa.[16]

### **3.3. Language regimes**

Important terms in the field of interpreting are active and passive language and language regime. Active language is such language, into which is the interpreter able to interpret professionally. Every interpreter has ordinarily at least one active language, which is usually his mother tongue. Active language involves two types of languages, language A and B. Language A is the interpreter's native language (or another language, but the interpreter must be able to command it perfectly) into which the interpreter is able to interpret in both modes of interpretation, simultaneous and consecutive. Language B is then other than the interpreter's mother tongue, into which is the interpreter able to interpret from one more languages, which he possess, but either only consecutively or simultaneously.

As passive language (C) is considered to be a language, from which the interpreter can fully interpret and has a complete understanding of it.[17]

Language regime shows how many active and passive languages are used during the meetings. In case of a meeting, where interpreting service is provided into every official language of EU, the language regime is called 24-24 and it is complete and symmetric. If the meeting is not interpreted in full number of official languages, the regime is called reduced. Asymmetric regime stands for a situation, where more languages can be spoken than can be listened to. When it is said that a meeting has for example 17-5 regime, it means that the speakers use 17 official languages, but interpretation service is provided only into five. Such meeting has a reduced asymmetric regime.[18]

### **3.4. The interpreter's workplace**

To guarantee a smooth running of interpreting service, it is necessary to provide the interpreters stable and quiet place, where they shall carry out their work. Therefore the interpreters work according to given ISO-standards that ensure them excellent working conditions and also help the delegates to receive the service of the highest quality. There are two ISO-standards, which have been established for booths and their equipment.

According to ISO-standard 2603-1998, which is concerned with built-in booths the minimal dimension of booth must have in width 2.50 meters for 2 interpreters or 3.20 meters for up to 4 interpreters. Depth of the booth must be 2.40 meters deep and 2.30 meters high. Booth should be fitted with a door, which ensures acoustic insulation and should be equipped with soundless air-conditioning system. Front windows shall be across the full width of the booth to offer a good view of the proceedings and direct view of all delegates. The windows must consist of anti-glare glass and satisfy the sound insulation requirements. If built-in booths do not meet the requirements of ISO 2603-1988, mobile booths will have to be used instead.

The conditions for interpreting in mobile booths are specified in ISO-standard 4043-1998. The minimal dimensions of mobile booth shall be 2.40 meters wide, 1.60 meters deep and 2 meters high. Each booth must be equipped with hinged door that opens outwards, which helps to provide direct access from the room, whereas it shall be silent and not lockable. The booth should be fitted with as soundless as possible ventilation system, which ensures complete renewal

of the air at least seven times per hour, whereas it cannot cause draught. Windows in the booth shall be front and side with as much as possible narrow vertical support, which should not be in the centre of the view. Since the booths are mobile, they should be placed on a podium about 30 cm high and have a safe access.

However, there are some requirements applicable to all booths, whether built-in or mobile. For every interpreted language one booth is required and it shall be equipped with at least one interpretation console per interpreter per booth. Every console shall have one control panel with relay control and an outgoing channel switch. Microphone shall be a part of each console, as well as one set of headphones with removable cotton covers. There also particular requirements for delegate's microphones, which can be either fixed or roving. Normally, there is one fixed microphone for every two delegates at the main conference table. Roving microphone is used when the speaker moves around and shows illustrated slides. During conference meetings may be also used cordless microphones for participants, who want to ask question.

Standards also put emphasis on perfect condition of all equipment. The equipment should be installed carefully and technician shall be present in room during the meeting. Additionally, the standards require meeting rooms, which should avoid having pillars and columns. Projection screens must be fully visible from all booths and must be close enough. In the case of videos to be screened, interpreter must be given the script in advance. Interpreter must also be provided with a table light, a chair adjustable in height with five legs on wheels, paper, writing material (but no pencils, since they are noisy), water and glass.

Positioning of the booths or the use of any new technologies, such as video and virtual conferences shall be consulted in advance with the Directorate General for Interpretation.[19]

### **3.5. Character of an interpreter**

Interpreting is generally considered as a very challenging and demanding career, because it requires a great measure of concentration and responsibility as no other. But it can be rewarding in a way, particularly for that kind of people who enjoy the way how languages work and the fact that people use language to get things done and want to play an important role in helping people communicate with each other. Therefore it is crucial to possess several qualifications or qualities to handle such job.

Undoubtedly, an interpreter shall understand the meaning of one language and then convert such meaning in the other language. To be able to do this, the interpreter must be fluent in each language, but also have the background knowledge of each country e.g. its culture or historical development. For interpreters it is necessary to follow a Code of Conduct, which means keeping issues that matter in the meeting always private, because for the employer and customer it is essential to feel the joint certainty. Information gained during the interpreting cannot be misused under any circumstances. Interpreter must always interpret what has been said, he cannot omit, change or add anything. He shall not accept orders, which he is not able to fulfil or which are against his personal or religious opinion. The interpreter must not discriminate any side based on the race, religion or ethnic origin.[20] Professional interpreter is aware of principles of interpreting etiquette, interprets naturally in first person and behaves like a professional in any situation. He always has a notepad by himself to be able to write down notes. He never interrupts the speaker.[21] A good interpreter should have a basic range of knowledge in every scientific discipline, which includes marketing, psychology, journalism, management or media.

As for psychological prerequisites, every interpreter needs to have exceptionally good both short-term and long-term memory and he must cope with stressful situations. Very specific demand is placed on simultaneous interpreter, who must listen to the speaker, speak and listen to himself in the same moment. Such split concentration can be a reason for making many mistakes, therefore it is important for the interpreter to focus only on his job and not let himself be distracted by anything else.[22]

The job of an interpreter without doubts currently belongs to one of the most interesting professions. Interpreter meets significant people from various fields and can travel the whole world and see places, where not everybody can get. Many interpreters also appreciate the constant self-education and self-enrichment.

### **3.5.1 Booth etiquette**

Working in a booth means for the interpreter enormous psychological load, especially when the situation in the booth is not fully under control, other interpreters speak too fast, do not finish their thoughts or interrupt other's speech. On that account the International Association of Conference Interpreters (AIIC) has created notional manners, which should be observed in a booth.

One of the most important rules is to keep quiet in every situation. To prevent the noise, the interpreters should keep their documents neat, switch off mobile phone and do not wear jewellery or watches that can make a noise. Keeping quiet when not working, being careful when pouring water and not eating or smoking should be a sure thing. Familiarity with the technical equipment is also required. The interpreters shall know how to properly talk into the microphone, turn the volume down when they leave the booth or work with the volume low, so they can modulate their voice. Since the interpreters are a part of a team, they should remember to be supportive to their colleagues and help them with difficult terms or share glossaries.[23]

### **3.5.2 Alimentation of an interpreter**

The nature of interpreting profession claims certainly a high level of concentration and memorizing, which can be partially influenced by interpreter's eating. Received food also has the impact on stress feelings, tiredness and also on significant implement for the interpreter - vocal cords. Relevant factor is the blood glucose level, which affects the ability to focus. Therefore it is necessary to keep this level as stable as possible. The level of blood glucose is determined by the carbohydrate intake. Optimal source of carbohydrates is vegetable, fresh or dried fruit or cereal products such as muesli bars. Unsuitable food for interpreters is almost everything that they can find during conference meeting break, e.g.

sandwiches or various sweets to have a coffee with. From beverages still water is highly recommended. It is better to avoid coffee and caffeine in general, because it deprives the body of vitamin B (thiamine). Vitamin B significantly supports and influences long-term concentration and memory. It is to be found in legumes, yeast, eggs, pork and soy. Vocal cords are also the matter of long-term care. It is recommended to avoid too hot or too cold beverages, smoking or drinking alcohol to prevent harming the voice. Generally, the interpreters should keep a healthy diet and live a healthy lifestyle to feel comfortable in their body.[24]

## **4 Introduction to the Institutions of the European Union**

### **4.1. European Institutions**

The European Union as an association of 28 European states has its own bodies both executive and legislative, as well as judicial. The most significant ones, which take care of the right functioning of the EU and which also operate it are called European institutions. Basically there are six bodies and institutions, which create the institutional structure of the EU. Those are: European Parliament, European Council, Council of the European Union, European Commission, Court of Justice of the European Union and European Court of Auditors. Important position has also European Ombudsman and advisory bodies of the EU, such as European Economic and Social Committee and Committee of the Regions.[25]

#### **4.1.1. European Parliament**

European Parliament is a permanent body, which represents the interests of the citizens of the EU. Its main seat is in Luxembourg and meetings of the whole Parliament (plenary sessions) take place in Strasbourg and in Brussels. Nowadays, in the 8th parliamentary term, the parliament consists of 750 members of the European parliament (MEPs) [26], who are representatives of the citizens from each member country. The number of MEPs for each country is roughly proportionate to its population. While Germany has 95 MEPs, United Kingdom has 73 compared to the Czech Republic with 21 MEPs. No country can have fewer than 6 or more than 96 and the total number cannot exceed 751 (750 plus the President). MEPs are directly elected by the voters of the EU every 5 years. During the meetings in the parliament the MEPs are seated not according to their nationality, but according to their membership in one of the seven European political groups (Group of the Progressive Alliance of Socialists and Democrats in the European Parliament, Group of the European People's Party or European Conservatives and Reformists Group et al.). The European Parliament is together with the Council of the European Union one of the EU's main law-making institutions, whose most important activity is to administer democratic

supervision above the EU's institutions by keeping check on the Commission by examining reports it produces and also takes part in supervising the budget.[27]

#### **4.1.2. European Council**

European Council was formed as the highest political body to decide particularly about strategic and global issues of the EU. Its advisory boards are European Economic and Social Committee and Committee of the Regions. It practically brings together the heads of state or government of every EU country, the Commission President and the European Council President, who chairs the meetings. Every member state has two representatives in the European Council – head of state or government and a minister of External Affairs. The meetings of the Council take place twice every 6 months and they are chaired by a permanent president. Its role in the EU is conceptual – it is in charge of setting the EU's general political direction and priorities in economics, constitutional and institutional matters of the EU and specific affairs of external and foreign politics.[28]

#### **4.1.3. Council of the European Union**

Council of the European Union is not a fixed body and has its seat in Brussels, occasionally in Luxembourg. Its members are the representatives, who act on the member state's behalf. There are no fixed members as such, at each meeting of the Council; each country sends the minister for the policy field being discussed, e.g. the minister dealing with agriculture matters participates in the meeting which will be known as the “Agriculture Council”. All meetings of the Council are chaired by the relevant minister of the current country which holds the EU presidency. For instance, any agriculture Council meeting which takes places in the period when Czech Republic holds the presidency shall be chaired by the Czech agriculture minister. Among other things, the Council of the EU passes the EU laws, coordinates the broad economic policies of EU member countries, signs agreements between the EU and other countries, approves the annual EU budget, develops the EU's foreign and defence policies or coordinates cooperation between courts and police forces of member countries.[29] The working content of the Council is created by Committee of Permanent

Representatives (COREPER)<sup>5</sup> and the General Secretariat of the Council. Important part of the Council is the General Affairs Council, made up of the European affairs ministers from all EU member states. It often deals with affairs, which are for some reason politically delicate.[30]

#### **4.1.4. European Commission**

European Commission, also known as 'the guardian of the Treaties', is executive permanent body and its main purpose is to represent the interests of the EU as a whole. The Commission is based in Brussels and Luxembourg and has offices in each member state and delegations in their capital cities. It consists of 28 Commissioners, who provide political leadership during their 5-year term and they are responsible for specific policy area. In the lead of the Commission is the President, who is nominated by the European Council and approved by the Parliament and together they agree on appointing other Commissioners. The current President of the Commission is Jean-Claude Juncker. The Commission is responsible for proposing new laws to Parliament and the Council, managing the EU's budget and funding, enforcing EU law and represents the EU internationally, for example speaks on behalf of all EU members in international organizations like World Trade Organization. Directorates-General are important part of the Commission, since they take care of the running of the Commission, e.g. they secure translators and interpreters, various administrators or lawyers.[31]

#### **4.1.5. Court of Justice of the European Union**

Court of Justice of the European Union is the judicial body of the EU, which seats in Luxembourg and consists of 28 judges (one per each member state) and 9 advocates-general. Each judge is nominated for a term of 9 years, while the exchange is made in 3 year cycles. The Court is responsible for the right and equal interpretation and application of the EU's law in each member state and also ensures that it is being respected. It occupies itself with cases between member states, EU's bodies and institutions and also between businesses and natural persons.[32] Because the Court of Justice copes with the large

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<sup>5</sup> from French *Comité des Représentants Permanents*

number of cases, General Court was established to offer better legal protection. It deals with cases suggested by companies or citizens and has the right to give a verdict.[33]

#### **4.1.6. European Court of Auditors**

The European Court of Auditors has its seat in Luxembourg and its basic function is to control over EU financing. It consists of 28 members, who are completely independent. Their work is to check organizations of the EU, how it operates with union's funds to make sure that EU taxpayers get maximum value for their money. If auditors discover a fraud, they must inform OLAF (the European Anti-Fraud Office).[34]

#### **4.1.7. European Ombudsman**

The role of the European Ombudsman is a mediator between EU citizens and EU bodies. He investigates responses from EU citizens, who express complaints about broken law, violating human rights or maladministration. The Ombudsman is voted for a 5 year term by the European Parliament. It is the only body, which does not have its own interpreting service, therefore the European Parliament takes care of it.[35]

#### **4.1.8. European Economic and Social Committee**

The European Economic and Social Committee (EESC) belongs to the advisory bodies of the EU in particular to the Council, the Commission and the European Parliament. It is located in Brussels and has 353 members selected from various economic and social interest groups in Europe. They are nominated by the government of each state and appointed by the Council for a 5 year term. Members of the EESC do not receive salary, but get benefits for travelling and accommodation when attending meetings. Its main purpose is to mediate the views of representatives of the EU's employers or interest groups such as trade unionists or farmers and then give a formal statement on their proposals.[36]

#### **4.1.9. Committee of the Regions**

The Committee of the Regions (CoR), the voice of local and regional authorities, is another advisory body of the EU located in Brussels and has

currently 353 members. Its role is to enforce opinions on EU legislation by issuing reports on Commission's proposals. Executive bodies of the EU must consult the decisions taken on matters, which deal with employment, environments, education or health policy with CoR.[37]

## **5 Interpreting Departments of the European Union**

The European Union has always seen its great diversity of cultures and languages as a benefit and multilingualism can be perceived as the reflection of such cultural and linguistic diversity. It makes the European institutions more accessible and transparent for all citizens of the Union, which is a fundamental prerequisite for the democratic legitimacy and working of the EU.

In connection with its motto “united in diversity” urges the European Union equal status of each official language. It is important for the EU representatives to have the feeling of support and the right to express their attitude in their own native language without any obstacles to understand it. In some cases, final conclusions of discussed legal acts have a direct influence on EU citizens lives. Therefore it is necessary to ensure full understanding and comprehension of expressed opinions not just between individual members of the meetings, but also for citizens who observe such public meetings. The solution is to have an expert interpreter, who makes sure that every party of the meeting understands each other. The European Parliament, the European Commission, and the Court of Justice of the EU each have an interpretation service but recruitment of staff interpreters and selection of freelance interpreters is carried out together.

### **5.1. The Directorate General for Interpretation**

The Directorate General for Interpretation (DG Interpretation), previously known as Joint Interpreting and Conference Service from an acronym SCIC<sup>6</sup>, has been a part of EU developing process from its beginning and stood by it during every enlargement.

#### **5.1.1. History of the Directorate General for Interpretation**

It all started in a relatively simple way in 1952 with signing the Treaty of Paris, which established the European Coal and Steel Community. It included 6 nations and a handful of interpreters, who worked with 4 languages. Then in 1956 followed the meeting in Venice, where the foreign ministers of the six decided to set up an intergovernmental conference to draft the text of what was to

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<sup>6</sup> from French *Service Commun Interprétation-Conférences*

become the Treaty of Rome. The Venice conference was served by the team of just two interpreters. In 1958 the Treaty of Rome was signed and so was founded the European Economic Community and Euratom. This was perceived to be a very fatal aspect of a quality between nations and it was essential for the embryonic language to be put into practice. Interpretation during the meeting was indispensable for French and German and it was provided by a total number of 6 interpreters working in conditions, which seem insufficient compared to nowadays standards. After the Treaty of Rome came to force, the then President of the Commission Walter Hallstein established an Interpreting Division, which employed 15 interpreters. Since other candidates were hard to find, a training scheme began and it was organized by staff interpreters, who provided a reliable source of interpretation recruitment. In 1964 began the Division due to the lack of qualified interpreters with organization of internal qualified trainings of their future employees and from 1979 it also organizes trainings in member state universities and offers technical assistance for several non-member states.

The challenge in the 1960's to find qualified interpreters became more difficult as the family expanded in following years. In connection with the expansion in 1973 the Interpreting Division became a Directorate. Specific importance was given to enhancing the skills of the two new official languages, Danish and English. In 1981, after accession of Greece the EU had 7 official languages. Noticeable change happened when the Interpreting Directorate upgraded to the Joint Interpreting and Conference Service (SCIC). It provided interpreting services for the Commission, the Council of the Union, the European Economic and Social Committee, the European Investment Bank and for the Committee of the Regions. At this stage the SCIC was also sending interpreters out to the universities of the member states to help train and recruit new young talents, e.g. in Madrid and Lisbon, because another accession was on the horizon.

In 1997 after sequential accession of 5 new countries, the SCIC stopped organization of internal trainings of interpreters and started to focus more on its core task in interpreting. It began to hold annual conferences with the bodies of member states, universities and interpreter schools to assemble as many interpreters as possible. SCIC tried to concentrate more on their own efforts and

started to provide their own service for the Commissioner's multilingual internet chats.

In 1998 began the SCIC with preparations for the massive accession of 10 countries, which was about to come. Therefore the SCIC organized special extensive language teaching of future official languages in cooperation with universities and candidate countries, which enables taking accreditation tests and train free-lance interpreters. Later then special Divisions were established in order to facilitate the preparations for the enlargement and a use of new technology was developed.

In 2002 the preparation for the Enlargement is finalized and the SCIC is ready to reorganize and reinforce their administration and creates the Directorate General for Interpretation, however, the acronym SCIC continues to be used. New interpretation Divisions were established for each language of the incoming countries. After the enlargement on 1 May the next year, meetings in 20 languages are usually held. The Commission decided to strengthen the organization and facilities and creates Directorate D SCIC Conferences, which operates at request. The fundamental year was the year 2005, when the European Commission focused on enhancing the multilingualism by creating comprehensive framework strategy, which supports learning of languages in the field of economics and its relation to the EU citizens. The Council recognizes minority and regional languages as an essential part of multilingualism, so that member states can put their finances into interpreting services of such languages within the EU institutions.

During the history of the Union the SCIC had to confront several challenges and dealt with it through the mediation of great organization structure.[38]

### **5.1.2. Organizational structure of the Directorate General for Interpretation**

The EU can be perceived as one long intense political conference, since the member states negotiate almost every day on several proposals. Therefore DG Interpretation was established as EU's conference organizer and provider of high-quality interpreting service in meetings arranged by the Commission and in

other institutions such as the European Council, the Council of the Union, the Committee of the Regions, the European Economic and Social Committee or in the agencies and offices of the member states. It provides the largest interpreting service in the world for around 11,000 conferences or meetings every year. Nowadays, the Council uses around 61% of the interpretation service, the Commission uses around 30% and the rest is divided between both Committees and various agencies. The Parliament and the Court take an advantage of their own interpreting institutions, but the SCIC works with them together.

The Directorate General for Interpretation arranges the whole interpreting service from the beginning to the end, which includes providing suitable meeting rooms and conferences in all official languages. It also organizes meetings, usually 40 annually, for high esteemed bodies such as the Commission. The main purpose of the SCIC is to create and support multilingual background for those meetings by giving interpretation service on high level with technical facilities and modern equipment.

With about 50-60 meetings per day in the EU's bodies, it is essential for the SCIC to be well organized and also financially stable. The language requirements may vary for each interpreting. Some demand consecutive between two persons, which requires only two persons, but some claim simultaneous interpreting, which requires one interpreter for each official language. Every institution has different needs and requirements. E.g. institutional plenary meetings demand full language coverage, while individuals and experts get a service based on their needs. The most used modes of interpreting are simultaneous, relay, and retour.[39]

Talking in figures, DG Interpretation employs 560 staff interpreters and over 3000 accredited freelance interpreters, while uses 300-400 freelancers per day. The number of meeting requiring interpreting service is 50-60 per day and 10000-11000 per year, while 40 major conferences are organized per year. One European interpreter costs the citizen of the EU 0.25€ per year and the total operating cost is 127.000.000€. The service is provided by 68% of women and

32% of men. On average staff interpreters can interpret from 4 foreign languages into their mother tongue and 5 interpreters can interpret from 8 languages.<sup>7</sup>[40]

The Directorate General for Interpretation is constituted of three directorates A, C and S. Directorate A is concerned with interpreting as such and has 23 interpretation departments with each official language, while Irish is excluded. The Directorate C is responsible for provision of Interpretation and includes several supports for interpreters like multilingualism and interpreter training support or professional support and also programming of interpretation. The Directorate S handles resources and support. At the head of the Directorate is currently Carlos Alegria, who has several employees to hand such as assistant, advisers for legal questions or relations with the Council<sup>8</sup>. [41]

## **5.2. The European Parliament's Directorate-General for Interpretation and Conferences**

The European Parliament is different from other institutions in the diversity of its meetings and in the subjects it deals with and therefore has its own interpreting service. Since all of its meetings are multilingual, interpreters play an important role. The European Parliament's Directorate-General for Interpretation and Conferences (DG-INTE) was established to organize interpretation service for all Parliament meetings, which enables all 750 MEPs to serve the EU and to control the MEPs right to use the official language of their choice in all meetings.

DG-INTE provides service for plenary sessions of the Parliament in Brussels and Strasbourg, meetings of parliamentary committees and delegations or assemblies all over the world and meetings of governing bodies. It also offers interpreting for meetings of the Committee of the Regions, the European Commission in Luxembourg, the Court of Auditors, the European Ombudsman or the European Data Protection Supervisor. Smaller meetings of political groups or press conferences within the EU also require interpreting service. Parliament provides interpreting services for MEPs on their official travels elsewhere in the world too. [42]

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<sup>7</sup> Figures from 2013

<sup>8</sup> See appendix 12.5.

About 330 staff interpreters and 1,800 external accredited interpreters (ACIs) work for DG-INTE.[43] Staff interpreters work in 24 booths, one for each official language. They have applied for an open competition announced by the European Personnel Selection Office (EPSO), which runs employees recruitments in every branch of the EU. All ACIs must first pass an inter-institutional accreditation test to provide interpreting for the Parliament. Their service is used as needed, mostly for plenary sessions in Strasbourg.[44]

According to the principle of multilingualism, the DG-INTE provides simultaneous interpreting of every official language. However, when organizing smaller sessions and meetings, the interpreting modes can vary depending on the real requirements. For instance, interpreting ad personam, such as consecutive or chuchotage can be offered contrasting to remote interpreting, where neither the interpreter nor the booths are in the conference room and the separate screens provide the view of the room. The interpreters are assisted by a team of technicians, who take care of the technical equipment before and during meetings.[45]

### **5.3. The Court of Justice of the European Union's Interpretation Directorate**

Interpretation must also be provided during the hearings and trials of the Court of Justice, the General Court and the Civil Service Tribunal namely by the Court of Justice of the European Union's Interpretation Directorate (hereinafter as "Interpretation Directorate"). Interpretation Directorate employs about 70 permanent interpreters and in some cases uses the services of ACIs.[46] In order to ensure equality to justice for every citizen, it is essential for the parties to be able to use their own mother tongue. Therefore, the applicants can choose the language of the case from all official languages of the EU and they are not bound according to their nationality. During preliminary ruling proceedings, the case language is the one that is used by the court which made the reference. However, when the defendant is a Member State, once the case language has been chosen, it must be used during all proceedings and applies also on third party, who can intervene, such as witnesses.

Interpretation Directorate provides essential communication between the parties and the judges mostly through simultaneous interpreting into every official language. The Court's interpreters must possess not only a perfect command of interpreted language, but also have an entire knowledge of the subject of the hearing or trial. Therefore it is necessary to study the documents and evidence in advance. Court's interpreters have unlimited access to files of the case to be able to get ready for special legal issues and its terminology.

The groups of interpreters are put together according to the case language or the language of the representing Member States at the trial or the language spoken by the judges or visitors. The role of interpreter here is to faithfully and literally transfer a message from one language to another while respecting the nature of the debate.

Generally, the Court needs a joint language in which it can administrate deliberations. That language is French. Therefore, all documents used for the hearings are translated into French and may not be available in other languages. It means that all Court's interpreters must have a good knowledge of written French.[47]

#### **5.4. Work opportunities in Interpreting Departments of the European Union**

Study of languages is in today's world of globalization a very important thing and offers many work opportunities. The world is becoming more and more internationally connected, therefore sufficient language skills are highly demanded. The EU employs not just administrative, but also linguistic staff, such as translators and interpreters. The Parliament, the Commission and the Court have their own interpretation directorates, but recruitments of interpreters are performed jointly. One can either choose to apply for a staff member or a freelance interpreter.

Staff members have equal rules for application as if they applied for any other position in the Commission. To be sure that every citizen of the EU can apply for the position, a selection process of open competitions was established.[48] Open competition is a complex of tests and assessments, which

intend to prove professional skills and personal proficiency. Taking into consideration the huge amount of applicants, this is the fairest and most equal procedure. Open competitions can be found on the website of EPSO<sup>9</sup>, which is regularly updated and available in English, German and French. The opening and closing date may vary, which ensures that spontaneous application cannot be accepted and the process of recruitment is transparent and indisputable. Each competition offers full detail of the offered position, its criteria and the selection procedure. Usually, it lasts 5-9 months from the date of publication of the job offer to complete the procedure with every necessity it requires. Applicants, in this case interpreters, who finish the procedure are placed on a reserve list, from which the institutions can choose and offer them a job. Interpreter selections are launched each year in June and July.[49]

Generally, a number of requirements have to be accomplished in order to be considered as a staff member, above all language profile. The interpreter must have a perfect command of one official language and a thorough knowledge of at least 2 other languages, whereas one of these languages must be English, French or German. The applicant must also prove an appropriate qualification in conference interpreting or own a degree in interpreting and have a one year experience in conference interpreting. The oral interview focuses on interpreting skills, above all in consecutive and simultaneous interpreting and also tests non-linguistic matters.[50]

Freelance interpreters, on the other hand, are not employed continuously by the institutions. They are hired to work together with staff interpreters in EU's meetings and do specific assignments. Generally, they have more freedom, since they are not committed to one specific institution. There is no nationality requirement for freelancers and all their language combinations may be considered.

In order to become a freelance interpreter, the applicant must own a four-year full-time undergraduate course in conference interpreting or Master's degree in conference interpreting. If the applicants do not possess one of those requirements, they can hold a university degree in any subject and either have

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<sup>9</sup> [http://europa.eu/epso/apply/jobs/index\\_en.htm](http://europa.eu/epso/apply/jobs/index_en.htm)

minimal one year professional experience as a conference interpreter or have completed at least one year of postgraduate conference interpreting training.[51] Accreditation as a freelance interpreter is obtained by passing a freelance accreditation test, where applicants are examined by professional interpreters. The form of the test is consecutive and simultaneous interpreting on EU-related topics from passive into active language.[52]

#### **5.4.1. Cooperation with Universities**

To ensure a sufficient number of interpreters, the DG Interpretation cooperates closely with several universities of member states. Even though the interpreting institutions do not organize their own interpreting trainings, they offer a help in form of experienced trainers, who can give interpreting lectures either remote or on-site. It also financially supports universities and students, especially those who bring an additional European dimension to a course by giving them grants and scholarships.[53]

On-site training assistance can be provided to universities or establishments, which offer a post-graduate conference interpreting course. The main aim of such assistance is to integrate the languages and offer preparation for EU's possible enlargements, to promote the quality of language and to encourage and improve the quality of teaching. The assistance contains sending interpreting experts to universities to help with training improvement or providing interpreting tools e.g. videocassettes or organizing a university study visit to the seat of DG Interpretation. Study visits to interpreting departments of the EU offer students of conference interpreting an opportunity of real work in a booth, learning about interpreting technologies and tasting the professional life of an European interpreter.

The remote assistance was designed to supplement on-site assistance through the mediation of SCiCLOUD, which is a database of various digital resources, e.g. training videos, speech repository or virtual classes.[54] Virtual classes are currently used by 25 universities and provide remote video conferences, where interpreting experts teach the students via video-conference system. DG SCIC offers two types of virtual classes, which is Bilateral Virtual Class, where only one partner university is involved and Multilateral Virtual

Class, which involves two partner universities. In such classes students can immediately receive feedback on their interpreting from the experts and teachers can discuss their opinions with the trainers.[55]

The Speech Repository is on-line collection of speeches programme developed by DG SCIC. It contains talks on different subjects in different styles, which have been gathered from European institutions. The Repository includes all 24 official languages, the languages of the Candidate Countries and also Russian, Chinese and Arabic. Thanks to the Repository every citizen of the EU can access the database of speeches, excerpts, meetings and conferences at any time.[56]

The EU assigns significant importance to raising the future interpreters and also their teachers. Therefore it organizes in cooperation with Technical Assistance and Information Exchange office (TAIEX) seminars and workshops about different topics from the field of interpreting. In the Czech Republic this cooperation is represented by the Institute of Translation Studies at Charles University in Prague, which is the president of the European Master in Conference Interpreting Consortium and as the only university in the Czech republic offers the European Master in Conference Interpreting Course (EMCI).[57] EMCI is a re-qualification course and training program on a national level for Masters, who wish to gain the status of Conference Interpreter for the EU. The graduates obtain the Euromasters in Conference Interpreting Certificate, which is one of the requirements for working in the EU's interpreting institutions. The course is two-semesteral and contains approximately 500 hours of direct interpreting and 100 hours of lectures. The tuition for this course is 75,000 CZK.[58]

## **6 The Czech Republic and interpreting services for the European Union**

Czech interpreters work in Brussels, Luxembourg and Strasbourg regularly for Czech delegates, experts, representatives, deputies, journalists and also ministers or presidents. They interpret the performance of other participants to Czech, but also must be able to interpret their Czech speeches to other language. Generally, they practise retour and arrange retour for other booths. They have to be familiar with various topics from the broad selection of the EU, from agricultural policy to taxes. Above all they must manage entire European conference terminology, such as names and contents of assorted documents, e.g. regulations, orders, contracts etc.

On 1 May 2004, the day of admission of the Czech Republic to the European Union, the Czech interpreters have arrived to Brussels and settled themselves down to booths, because Czech became another official language of the EU. Since then the Czech citizens have the possibility to turn to the institutions of the EU in Czech language and have also the right to receive the answer in Czech.

Initially the interpreters found out that in the institutions there are no materials in Czech and that at the meetings several terms can be heard, which have no equivalence in Czech. It is so called “eurospeak”, which is a daily used jargon in the EU institutions. It is based on already known and commonly used phrases, which come from various languages and everyone uses them without even thinking to interpret them into their native language. These terms are e.g. comitology, mainstreaming, brainstorming, flexicurity etc. Gradually the interpreters have found out that the delegates also use such eurospeak commonly and take it over to Czech as well.

The Czech Republic had to deal with a great challenge before it was in the lead of Presidency of the Council of the European Union in 2009. By the time the Czech interpreting department had only about 9 accredited interpreters, who interpreted for the EU.[59] The EU has always considered cultural and language heritage of Europe as an important thing. Therefore it was necessary to ensure reliable interpreting services to enable broad usage of Czech language. The

number of skilled interpreters must have been increased very fast. During the Presidency of the Czech Republic 65 meetings have been interpreted, whereas the biggest conference included 80 interpreters and 28 booths were used. The General-Directorate entered into connection with the Institute of Translation Studies at Charles University in Prague and this cooperation became comprehensive from 2001. This is how interpreting sources were guaranteed reliably.[60] Nowadays has the Czech Republic in the EU a significant place. In the Czech interpreting departments work 20 staff member interpreters and about 70 freelance interpreters. The director of the Department is Roderick Jones.<sup>10</sup>

Important institution for the Czech Republic and other new members represented the service form TAIEX, which is a part of Directorate-General. Activity of this organization consists of providing short-term help to member states and candidate countries based on exchange of experiences between former member states. It provides support to states particularly through various seminars, trainings, counselling and computer equipment and programmes.[61]

There are also other significant organizations in the Czech Republic, which are considered as a reliable source of interpreters and in the past helped with providing interpreters for the EU. These are the Union of Interpreters and Translators (JTP) and Association of conference interpreters (ASKOT).

The Union of Interpreters and Translators was established in 1990 and currently has approximately 600 members, who are professional translators, skilled interpreters, and teachers of translatology in the Czech and Slovak Republic and also in other countries. During its existence, JTP become a significant representative of experts and professionals in the interpreting and translation fields in the Czech Republic. The main goal of JTP is to accomplish recognition and rewards for their work in society and to raise the professional standards of their members. All members of the JTP have the opportunity to contribute to this goal by to their own abilities and means. One of the greatest advantages of membership in the JTP is inclusion in official list of interpreters and translators, which is available on the internet and it is regularly published in printed form every two years. The public or companies can then easily contact

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<sup>10</sup> The figures are gained from Permanent Representation of the Czech Republic to the EU in Brussels via telephone conversation

the members with a job opportunity and search them according to language combinations or their needs. Important source of information containing theory and practise of interpreting and translating is the journal *ToP*, published irregularly by JTP. It includes information about dictionaries available on the market, software for translators or glossaries with special terminology. Current information about internal news and events organizes by JTP are shared through the newsletter, which is sent once a week. By this way, translators and interpreters are informed about job offers, publications or warnings about untrustworthy clients.

JTP consists of two specialized sections. The section of professional translation and terminology has its seat in Prague. It gathers translators and interpreters from specialized fields, lexicographers and terminologist, who work on dictionaries and glossaries. Its main function is to take care of their professional growth and create a database of terms and words for JTP members, which supports translating and interpreting of specialized texts and their correctness and translating style.

The section of court interpreters of JTP has its seat in Bratislava and has its scope of activity in Slovak Republic, where it is the only organization gathering court interpreters. In the Czech Republic protects the interests of court translators and interpreters the Chamber of Court Appointed Interpreters and Translators of the Czech Republic (KST ČR), which is actively working with the Ministry of Justice in the field of interpreting and translating within the boundaries of the law.[62]

Association of conference interpreters was established in 1990 and it represents the only selective organization of conference interpreters in the Czech Republic. The member of ASKOT must pass a difficult selection procedure and have rich experience in the field of interpreting at international conferences or meetings. Many ASKOT members work for the EU. Nowadays has ASKOT efficient number of interpreters from every language, therefore it is capable of building a complete interpreting team ain various language combinations and can ensure entire interpreting technique.[63]

## **7 Conclusion**

The topic of the thesis is focused on interpreting services within the European Union and its institutions. At the beginning it was planned to deal only with concrete institutions for interpreting, such as directorates. However, after more intense insight into the subject matter, it also appeared suitable to put several additional information into the text e.g. the prerequisites for work as interpreter or necessary technical facilities used for interpreting. Such information is integral part of general understanding of the thesis topic.

Interpreting is considered as a human activity that people have always used for interaction and communication. The need of interpreting became over time a significant part of everyday life. The European Union is a democratic organization and its citizens have the right to know what is happening on behalf of their name and they need to be capable of participating actively, without learning other language. Therefore it is necessary for public to have all information available in their preferred language. That means that it is also essential to be informed about interpreting services in case of their need.

The main aim of this thesis is to provide comprehensive overview of interpreting services within the European Union and introduce actual information related to the European Union. Furthermore, it informs about the principles and theory concerning the topic of the thesis, describes the position and situation of interpreters in the Czech Republic and generally emphasizes the importance of interpreting as such. The paper is divided into 5 chapters with relevant subchapters related to interpreting services within the European Union and also interpreting and the European Union individually. Such division offers the reader necessary introduction to the field of interpreting and introduces the basic operation of the European Union. The thesis serves primarily as a source for both students of interpreting fields and professional interpreters, but it can also contribute to interested public. The thesis is supplemented with glossary of specific European expressions.

## 8 Endnotes

- [1] *The history of the European Union*. Official website of the European Union. [online]
- [2] *Časté otázky týkající se jazykové politiky Evropské unie*. Ministerstvo práce a sociálních věcí. [online]
- [3] *Charter of fundamental rights of the European Union*. European Parliament Website. [online]
- [4] *Regional and minority languages*. Official website of the European Commission. [online]
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- [6] *European Charter for Regional or Minority Languages*. Council of Europe – Treaty Office. [online]
- [7] *Special Eurobarometer 386 Europeans and their languages.*, p.3. Official website of the European Commission. [online]
- [8] Ibid., p.11.
- [9] Ibid., p.12.
- [10] Ibid., p.25.
- [11] Ibid., p.30.
- [12] *What is conference interpreting?*. Official website of the European Commission. [online]
- [13] Lepilová K., *K cizojazyčné řečové komunikaci ve sféře podnikání.*, p.96.
- [14] Slouková G., *Úvod do teorie tlumočení.*, p.11-12.
- [15] *Types of Interpreting*. A&E Communications, Inc. [online]
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## **9 Abstract**

The aim of the thesis “Interpreting services within the European Union” is to provide a comprehensive overview of interpreting services in the institutions of the European Union. It describes their development, organizational structures and emphasizes their importance. The main intention of the paper is to gather information and data corresponding with its topic, which are accessible in various sources. Furthermore it broadens the knowledge and skills gained during studies. The method applied to achieve the aim of the thesis was thorough study of available information and their further processing, while respecting logical structure, scientific character of the thesis and readability. Another contribution to thesis is the glossary of important European expressions, which was created by the author of the thesis.

The paper is divided into 5 chapters with relevant subchapters related to interpreting services within the European Union and also interpreting and the European Union individually. Such division offers the reader necessary introduction to the field of interpreting and introduces the basic operation of the European Union.

## 10 Resumé

Cílem práce „Tlumočení v Evropské unii“ je poskytnout komplexní popis tlumočnických služeb v institucích Evropské unie. Popisuje jejich vývoj, organizační strukturu a klade důraz na jejich důležitost. Hlavním záměrem práce je shromáždit informace a fakta související s tímto tématem, která jsou dostupná v různých zdrojích. Dále prohlubuje znalosti a dovednosti získané během studia. Metoda, která je aplikovaná pro dosažení cíle práce je důkladné studium dostupných informací a jejich následné zpracování, přičemž je respektována logická struktura, vědecká povaha práce a její čtivost. Dalším přínosem práce je glosář významných evropských výrazů, který byl vytvořen autorkou práce.

Práce je rozdělena do pěti vlastních kapitol, s náležitými podkapitolami, které souvisejí s tlumočnickými službami v Evropské unii, ale také s tlumočením a Evropskou unií zvlášť. Takové rozdělení poskytuje čtenáři nutný úvod do oboru tlumočení a představuje mu základní fungování Evropské unie.

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## **12 Appendices**

12.1. Special Barometer 386: Europeans and their Languages – Mother tongue

12.2. Special Barometer 386: Europeans and their Languages – Other languages spoken

12.3. Special Barometer 386: Europeans and their Languages – The level of spoken ability

12.4. Special Barometer 386: Europeans and their Languages – Passive language skills

12.5. Organizational structure of the Directorate General for Interpretation

12.6. Glossary

## 12.1. Special Barometer 386: Europeans and their Languages – Mother tongue

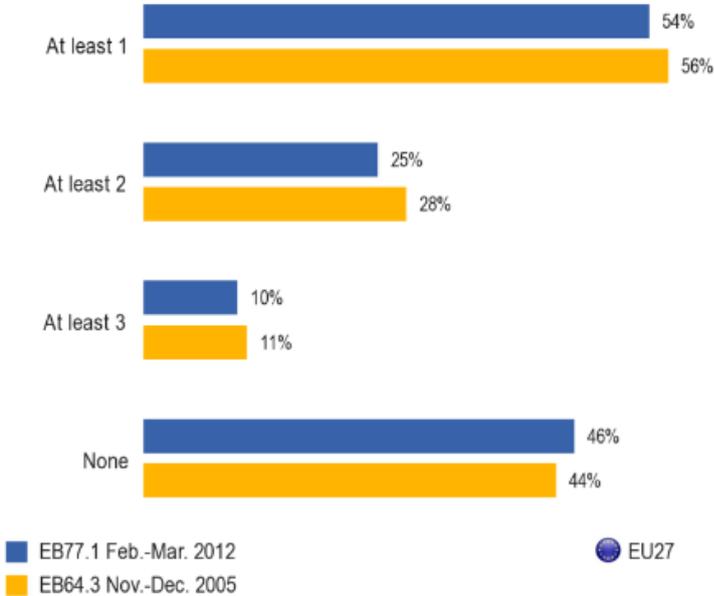
D48a Thinking about the languages that you speak, which language is your mother tongue?

State language(s), official languages that have an official status in the EU

	BE	Dutch 55%, French 38%, German 0.4%
	BG	95%
	CZ	98%
	DK	96%
	DE	87%
	EE	80%
	IE	English 93% , Irish 3%
	EL	99%
	ES	Spanish 82%, Catalan 8%, Galician 5%, Basque 1%
	FR	93%
	IT	97%
	CY	95%
	LV	71%
	LT	92%
	LU	Luxembourgish 52%, French 16%, German 2%
	HU	99%
	MT	Maltese 97%, English 4%
	NL	94%
	AT	93%
	PL	95%
	PT	95%
	RO	93%
	SI	93%
	SK	88%
	FI	Finnish 94%, Swedish 5%
	SE	93%
	UK	88%

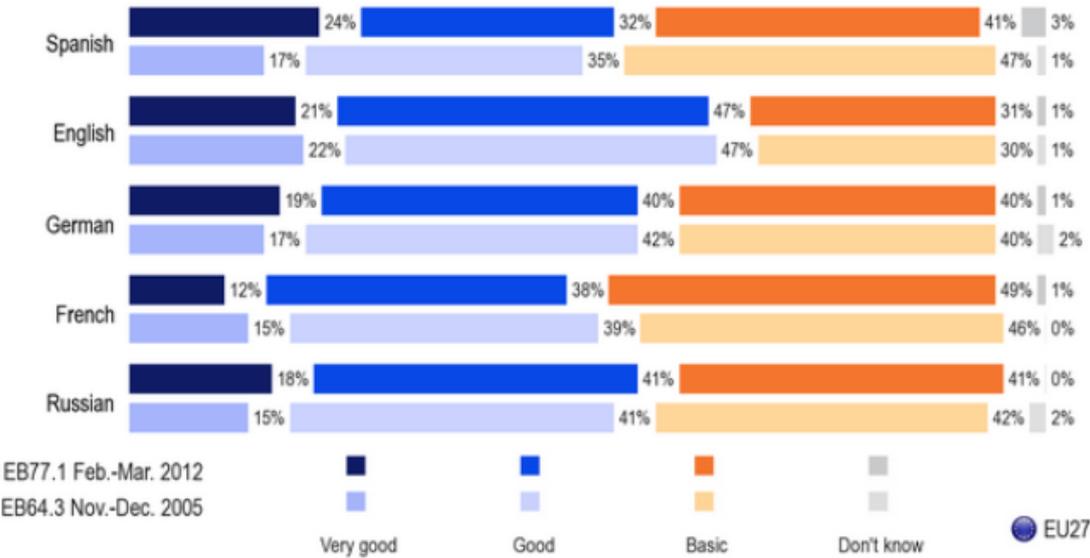
# 12.2. Special Barometer 386: Europeans and their Languages – Other languages spoken

D48T2. Languages that you speak well enough in order to be able to have a conversation - TOTAL



### 12.3. Special Barometer 386: Europeans and their Languages – The level of spoken ability

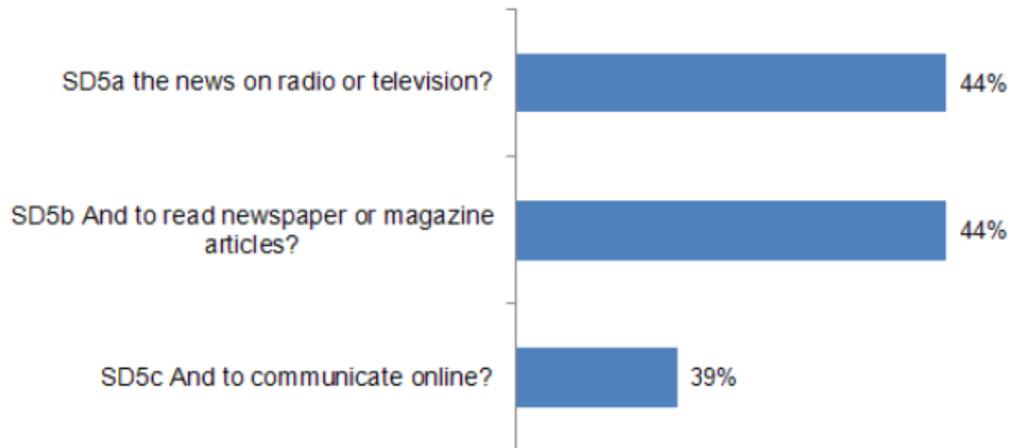
D48f. Is your ... Is very good, good, basic



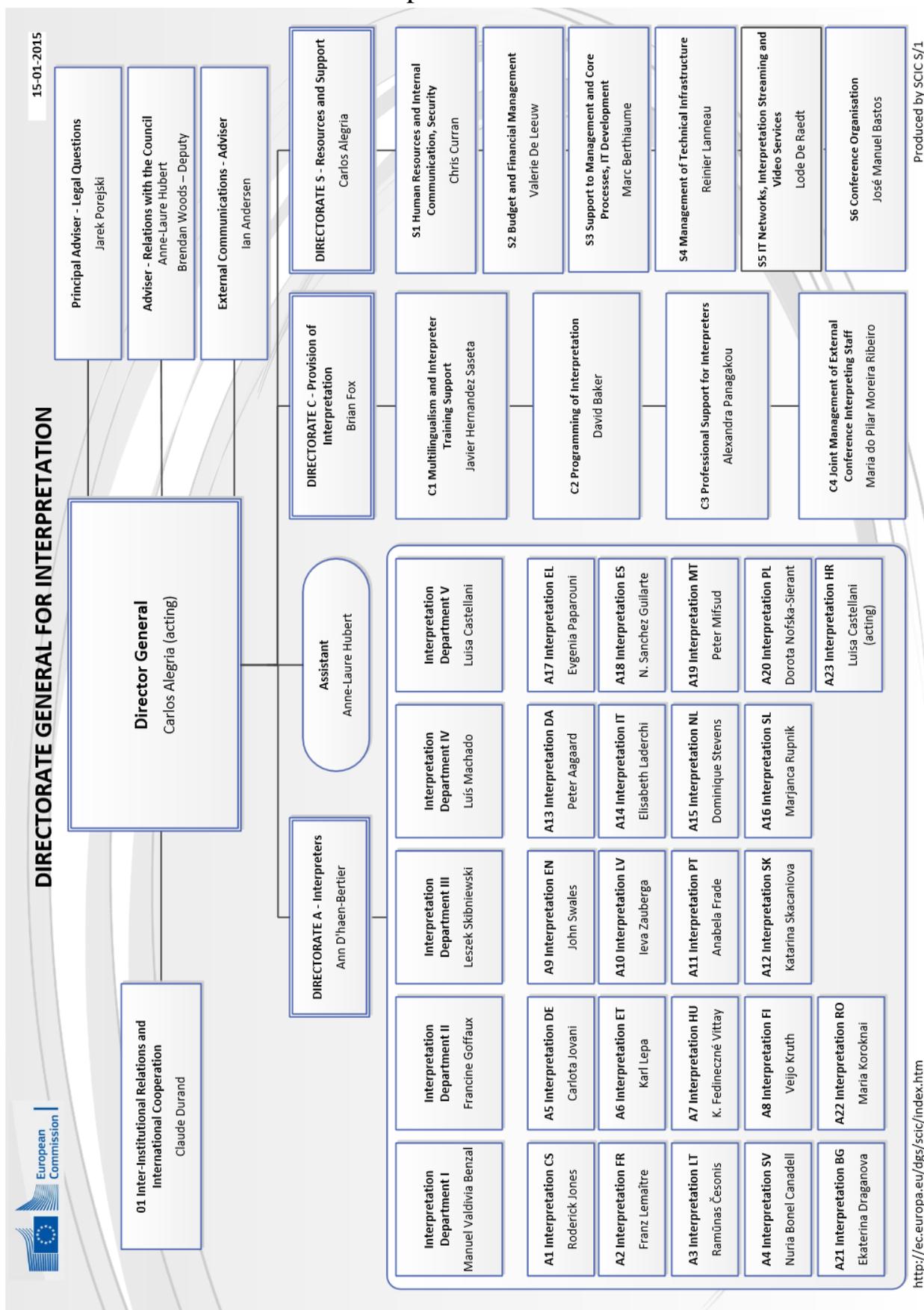
## 12.4. Special Barometer 386: Europeans and their Languages – Passive language skills

SD5 The previous questions were about the languages that you speak well enough to be able to have a conversation. Which languages other than your mother tongue do you understand well enough to follow...

*(at least one language)*



## 12.5. Organizational structure of the Directorate General for Interpretation



## 12.6. Glossary

<b>EUROPEAN INTEGRATION</b>	
annually ( <i>adv</i> )	ročně
commit ( <i>v</i> )	zavázat se, odhodlat se
conceive of ( <i>v</i> )	pojmout myšlenku, formulovat
single currency ( <i>n</i> )	jednotná měna
delegate ( <i>n, v</i> )	zástupce, delegát převést; pravomoc
enlargement ( <i>n</i> )	rozšíření
initially ( <i>adv</i> )	původně, zpočátku
intend ( <i>v</i> )	zamýšlet
intergovernmental ( <i>adj</i> )	mezivládní
joint ( <i>adj</i> )	společný, sdílený
launch ( <i>v</i> )	zahájit, zavést, uvést na trh
lie ( <i>v</i> )	spočívat, nacházet se
living standards ( <i>phr</i> )	životní úroveň
matter ( <i>n</i> )	záležitost, věc, problém, situace
policy-making ( <i>n</i> )	vytváření strategie, tvorba politiky
regional development ( <i>phr</i> )	regionální rozvoj
roots ( <i>n</i> )	kořeny, původ
secure ( <i>v, adj</i> )	zajistit, zabezpečit; spolehlivý
set up ( <i>v</i> )	připravit, zařídit
sovereignty ( <i>n</i> )	suverenita, nezávislost, svrchovanost
sovereignty pooling ( <i>phr</i> )	sdílení suverenity
subsidiarity ( <i>n</i> )	subsidiarita, princip postoupení výkonné pravomoci
transnational ( <i>adj</i> )	nadnárodní, na úrovni EU
voice ( <i>n</i> )	názor, mínění, ohlas
<b>ACQUIS COMMUNAUTAIRE</b>	
acquis communautaire ( <i>n</i> )	komunitární právo, společné právo
conform to ( <i>v</i> )	řídit se čím, přizpůsobit se čemu
consistent with ( <i>adj</i> )	důsledný, v souladu s
dovetail ( <i>v</i> )	koordinovat
in force ( <i>adv</i> )	v platnosti
pillar ( <i>n</i> )	smluvní pilíř
pursuant to ( <i>phr</i> )	podle čeho, shodně s čím
substance ( <i>n</i> )	důležitost, význam
<b>ENLARGEMENT</b>	
accession criteria ( <i>phr</i> )	přístupová kritéria
applicant country ( <i>phr</i> )	žadatelská země
incorporate ( <i>v</i> )	začlenit, včlenit (se)
interim ( <i>adj</i> )	prozatímní, dočasný
screening ( <i>n</i> )	prověrka
transitional period ( <i>phr</i> )	přechodné období
<b>FINANCIAL INSTRUMENTS</b>	
aggregate ( <i>n, adj</i> )	nahromadění; úhrnný, celkový
allocate ( <i>v</i> )	přidělit

consolidate ( <i>v</i> )	upevnit, sloučit
converge ( <i>v</i> )	směřovat, spojovat se; sblížovat se
efficient ( <i>adj</i> )	výkonný, účinný
feasible ( <i>adj</i> )	proveditelný, uskutečnitelný
imbalance ( <i>n</i> )	nerovnováha
mandatory ( <i>adj</i> )	povinný, závazný
reimburse ( <i>v</i> )	odškodnit, vrátit peníze, refundovat
stake ( <i>n</i> )	hmotný zájem
subsidy ( <i>n</i> )	podpora, finanční pomoc
<b>BODIES AND INSTITUTIONS</b>	
assembly ( <i>n</i> )	shromáždění, sněm
board ( <i>n</i> )	výbor, úřad, sbor
cohesion ( <i>n</i> )	soudržnost
comitology ( <i>n</i> )	omezení výkonné kompetence
conciliate ( <i>v</i> )	usmířit se
operate ( <i>v</i> )	působit, řídit
perform ( <i>v</i> )	vykonávat, provádět
<b>POLICY INSTRUMENTS</b>	
accompany ( <i>v</i> )	doprovázet
align ( <i>v</i> )	sladit, přizpůsobit
competence ( <i>n</i> )	působnost, schopnost
concerted ( <i>adj</i> )	spojené (úsilí)
delimitation ( <i>n</i> )	vymezení, stanovení
diversify ( <i>v</i> )	rozdůznit, rozšířit
framework ( <i>n</i> )	rámec, struktura
inaction ( <i>n</i> )	nečinnost
irrevocable ( <i>adj</i> )	nezvratný
lay down ( <i>v</i> )	ustanovit, předepsat
measure ( <i>n</i> )	opatření
opt out ( <i>v</i> )	nezúčastnit se
remedy ( <i>n, v</i> )	záchrana, opatření; napravit
rounding ( <i>n</i> )	završení, zaokrouhlení
spell out ( <i>v</i> )	formulovat
surveillance ( <i>n</i> )	dozor, dohled
synergy ( <i>n</i> )	spolupráce
unanimous ( <i>adj</i> )	jednomyslný, jednohlasný
viable ( <i>adj</i> )	uskutečnitelný, schůdný
<b>TREATIES, LAWS, DIRECTIVES</b>	
charter ( <i>n</i> )	listina
convention ( <i>n</i> )	úmluva, dohoda
directive ( <i>n</i> )	směrnice
guidelines ( <i>n</i> )	pokyny
mandate ( <i>n</i> )	mandát, pověření
preamble ( <i>n</i> )	úvod, předmluva, preambule

regulation ( <i>n</i> )	nařízení, předpis
resolution ( <i>n</i> )	usnesení, prohlášení
<b>AGRICULTURE</b>	
agriculturalist ( <i>n</i> )	zemědělský odborník
agri-food industry ( <i>n</i> )	potravinářský průmysl
agri-business ( <i>n</i> )	zemědělský průmysl
extinct ( <i>adj</i> )	vyhynulý
fertilise ( <i>v</i> )	zúrodnit, pohnojit
food-safety area ( <i>phr</i> )	oblast bezpečnosti a nezávadnosti potravin
foot-and-mouth disease ( <i>n</i> )	slintavka a kulhavka
genetic resources ( <i>phr</i> )	genetické zdroje
harvest ( <i>n</i> )	sklizeň
husbandry ( <i>n</i> )	zemědělství
land rights ( <i>n</i> )	pozemkové fondy
livestock production ( <i>phr</i> )	živočišná výroba
manure ( <i>n</i> )	přírodní hnojivo, hnůj
perpetuate ( <i>v</i> )	zachránit před vymřením
pest ( <i>n</i> )	škůdce
protected species ( <i>n</i> )	chráněné druhy
rural ( <i>adj</i> )	zemědělský
susceptible to ( <i>adj</i> )	podléhající, ovlivnitelný
vivid ( <i>adj</i> )	živý
<b>ECONOMIC AND MONETARY AFFAIRS</b>	
accountancy ( <i>n</i> )	účetnictví
ATM ( <i>n</i> )	bankomat
asset ( <i>n</i> )	aktivum, celkové jmění
bank holiday ( <i>n</i> )	bankovní svátek
bankrupt ( <i>n, v, adj</i> )	bankrotář; zbankrotovat; neschopný platit
bond ( <i>n</i> )	obligace, dluhopis
cash flow ( <i>n</i> )	hotovostní tok
counterfeit ( <i>v, adj</i> )	padělat, padělaný
credit ( <i>n</i> )	úvěr
creditor ( <i>n</i> )	věřitel
debit ( <i>n, v</i> )	dluh, debet; zapsat na vrub
defraud ( <i>v</i> )	zpronevěřit
fiscal ( <i>adj</i> )	finanční, daňový, berní
gross domestic product ( <i>phr</i> )	hrubý domácí produkt
inflation rate ( <i>n</i> )	míra inflace
instalment ( <i>n</i> )	pravidelná splátka
interest rate ( <i>n</i> )	úroková sazba
legal tender ( <i>n</i> )	měna, platidlo
monetary turmoil ( <i>phr</i> )	měnový otřes
rate-cap ( <i>n</i> )	úrokový strop
revenue ( <i>n</i> )	příjem, tržba, výnos

single currency ( <i>phr</i> )	jednotná měna
slide ( <i>n</i> )	propad, pád
stock ( <i>n</i> )	cenné papíry
surtax ( <i>n, v</i> )	daňová přírážka
<b>EDUCATION</b>	
aid ( <i>n</i> )	učební pomůcka
assessment ( <i>n</i> )	ohodnocení
bursary ( <i>n</i> )	stipendium
curriculum ( <i>n</i> )	učební plán, školní osnovy
deferment ( <i>n</i> )	odklad
drop-out ( <i>n</i> )	student, který zanechal studia
lifelong learning ( <i>phr</i> )	celoživotní vzdělávání
level of ability ( <i>phr</i> )	předpoklad ke studiu
network ( <i>n</i> )	zájmová skupina
pilot ( <i>adj</i> )	zkušební
scholar ( <i>n</i> )	badatel, odborník
shortage ( <i>n</i> )	nedostatek
synopsis ( <i>n</i> )	souhrn, výtah
<b>EMPLOYMENT AND SOCIAL AFFAIRS</b>	
ageism ( <i>n</i> )	diskriminace starých lidí
allowance ( <i>n</i> )	finanční dávka, podpora
assessment basis ( <i>n</i> )	vyměřovací základ
beneficiary ( <i>n</i> )	příjemce dávek
disability ( <i>n</i> )	zdravotní postižení
influx ( <i>n</i> )	příval, příliv
meal ticket ( <i>n</i> )	stravenka
premium ( <i>n</i> )	pojistné
reflux ( <i>n</i> )	odliv
sexism ( <i>n</i> )	diskriminace kvůli pohlaví
socially excluded ( <i>n</i> )	vyločení ze společnosti na základě sociálního statusu
survivor ( <i>n</i> )	pozůstalý
take up ( <i>v</i> )	nastoupit do práce
vulnerable group ( <i>n</i> )	riziková skupina
<b>ENTERPRISE AND INDUSTRY</b>	
alter ( <i>v</i> )	upravit, pozměnit, předělat
benchmarking ( <i>n</i> )	konkurenční poměrování kvality
bid ( <i>n</i> )	cenová nabídka
competitiveness ( <i>n</i> )	konkurenceschopnost
conciliation ( <i>n</i> )	usmíření, smír
cluster ( <i>n</i> )	seskupení, skupina, svazek
derogate ( <i>v</i> )	snižovat, zlehčovat
detriment ( <i>n</i> )	škoda, újma
entrepreneurial spirit ( <i>phr</i> )	podnikatelský duch

excise ( <i>n</i> )	spotřební daň
expenditure ( <i>n</i> )	náklady, výdaje
foster ( <i>v</i> )	podpořit
intellectual property ( <i>phr</i> )	duševní vlastnictví
leaseholder ( <i>n</i> )	nájemce
merge ( <i>v</i> )	splynout, spojit se, sloučit se
subtenant ( <i>n</i> )	podnájemník
tenancy ( <i>n</i> )	pronájem
tie ( <i>n, v</i> )	vazba, pouto, zavázat
warehouse ( <i>n</i> )	skladiště
<b>ENVIRONMENT</b>	
acid rain ( <i>n</i> )	kyselý déšť
biodiversity ( <i>n</i> )	biologická různorodost, druhová pestrost
combustible ( <i>adj</i> )	hořlavý, zápalný
depletion ( <i>n</i> )	spotřeba, vyčerpání
deterioration ( <i>n</i> )	poškození, zhoršování
dump ( <i>v</i> )	uložit, vysypat, vyklopit (na skládku)
emit ( <i>v</i> )	vydávat, vyzařovat
exhaust gases ( <i>n</i> )	výfukové plyny
greenhouse effect ( <i>n</i> )	skleníkový efekt
harmful environmental impact ( <i>n</i> )	škodlivý dopad na životní prostředí
incinerate ( <i>v</i> )	spálit
natural gas ( <i>n</i> )	zemní plyn
ozone layer ( <i>n</i> )	ozonová vrstva
pollution ( <i>n</i> )	znečištění
public awareness ( <i>phr</i> )	veřejné povědomí
renewable energy sources ( <i>phr</i> )	obnovitelné zdroje energie
rig ( <i>n</i> )	vrtné zařízení
topsoil ( <i>n</i> )	orná půda
waste management ( <i>phr</i> )	zpracování odpadu
<b>JUSTICE AND HOME AFFAIRS</b>	
appeal ( <i>v</i> )	odvolat se proti něčemu
arbiter ( <i>n</i> )	soudce, smírčí soudce
asylum ( <i>n</i> )	azyl
barrister ( <i>n</i> )	obhájce, advokát
capital punishment ( <i>phr</i> )	trest smrti
civil servant ( <i>n</i> )	státní zaměstnanec
confiscate ( <i>v</i> )	zabavit
decree ( <i>n</i> )	nařízení, rozhodnutí
disputation ( <i>n</i> )	diskuze, debata
exploit ( <i>v</i> )	vykořisťovat, využívat
expulsion ( <i>n</i> )	vyhoštění, vypuzení, vykázání
extradite ( <i>v</i> )	vydat koho (k potrestání)
jeopardise ( <i>v</i> )	ohrozit, vystavit nebezpečí

judicature ( <i>n</i> )	soudnictví, soudcovská pravomoc
jurisprudence ( <i>n</i> )	právní věda, právnictví
illicit ( <i>adj</i> )	nedovolený, nezákonný, ilegální
libel ( <i>n</i> )	urážka na cti, křivé obvinění
litigate ( <i>v</i> )	vést spor, soudit se
litigator ( <i>n</i> )	právní poradce
liaison ( <i>n</i> )	prostředník
lodge ( <i>v</i> )	vznést, podat obvinění
marriage of convenience ( <i>phr</i> )	manželství z rozumu, účelový svazek
matrimonial matter ( <i>phr</i> )	manželská záležitost
plead guilty ( <i>phr</i> )	doznat se
reconcile ( <i>v</i> )	narovnat, smířit, uvést v soulad
refuge ( <i>n</i> )	útočiště, úkryt
solvency ( <i>n</i> )	platební schopnost
scrutinise ( <i>v</i> )	podrobně prohlédnout
warrant ( <i>n, v</i> )	příkaz, rozkaz, zatykač
<b>REGIONAL POLICY</b>	
abode ( <i>n</i> )	bydliště
average per capita income ( <i>phr</i> )	průměrný příjem na hlavu
boundary ( <i>n</i> )	hranice
coastal region ( <i>n</i> )	přímořská oblast
cohesion ( <i>n</i> )	soudržnost
confine ( <i>v</i> )	lokalizovat
county ( <i>n</i> )	správní oblast
density ( <i>n</i> )	hustota (obyvatelstva)
frontier ( <i>n</i> )	hranice
gap in income ( <i>phr</i> )	rozdíl v příjmech
less favoured region ( <i>n</i> )	znevýhodněná oblast
man and woman on the street ( <i>n</i> )	běžní občané
outermost ( <i>adj</i> )	nejokrajovější
regional authority ( <i>n</i> )	krajský úřad
tender ( <i>n</i> )	veřejná soutěž
underdeveloped ( <i>adj</i> )	málo vyvinutý, zaostalý