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## Guidelines and Procedures for Irish Sign Language (ISL)/English Interpretation Provision for Staff

### 1. Objective

Trinity College Dublin, the University of Dublin seeks to facilitate students, staff, and visitors who wish to attend Trinity-organised events, workshops, seminars, and other activities with the provision of Irish Sign Language (ISL)/English interpreting. These Guidelines and Procedures outline the roles and responsibilities regarding the provision of ISL/English interpreting services for Trinity staff.

### 2. Scope

These procedures relate to all Trinity-organised events, including, but not limited to, events run by central University offices, by Faculties, Schools and Departments. The scope of “event” includes meetings, training, research seminars, conferences, exams, social and cultural events, and other activities that Trinity staff would reasonably expect to attend. ISL interpreting for Trinity staff is provided for in the first instance by the ISL Team based in Trinity’s Equality, Diversity, and Inclusion Office. Priority is given to events where a member of staff has confirmed they need ISL/English interpreting.

Events which are for a general audience will be considered on a per event basis as advised by the Trinity ISL Interpreter Team.

These procedures do not apply to externally organised events which use Trinity as a venue. The organisers of external events are responsible for ensuring the provision, organisation, and payment processing for ISL/English interpretation at their event if required.

**These procedures do not apply to ISL interpreting services for Trinity students** (individual and student events). If you have a booking request for interpretation for a Trinity student, please contact the Trinity disAbility Service for students by email at [askds@tcd.ie](mailto:askds@tcd.ie).

### 3. Associated Policies

Trinity’s commitment to equality in all aspects of activity – employment, education, and service provision – is enshrined across its institutional policy and strategy commitments.

- The [Equality Policy](#) commits Trinity to identifying and redressing any barriers to full participation in University life
- Trinity’s 2025-2030 Strategy, “Thrive”, affirms a workplace where staff can develop, grow and be successful, with personal well-being anchored in a strong sense of



community, inclusivity and belonging. This is rooted in Trinity's connected responsibilities under the [Public Sector Equality and Human Rights Duty \(IHREC Act\)](#)

- The [Irish Sign Language Act 2017](#) enumerates specifically the responsibilities of public bodies to provide ISL/English interpretation
- Trinity adopted a [Accessible Information Policy](#) in 2009 outlines our responsibility for ensuring that Trinity activities, events, and information are accessible to all
- Trinity's [Code of Practice for the Employment of People with Disabilities](#) commits to removing barriers that prevent full access and participation in Trinity life for people with disabilities

## 4. Organising Events with ISL/English Interpretation (Trinity Staff)

### 4.1 Irish Sign Language/English staff interpreter team

An ISL/English interpreting service is available for Trinity College Dublin staff-related events. The service is based in the EDI Office and consists of two **part-time professional interpreters**, both of whom are members of the Register of Irish Sign Language Interpreters (RISLI).

Interpreters for Trinity Staff can be booked via this booking page: [ISL/English Interpreting Booking for Trinity Staff](#) or via email: [interpreters@tcd.ie](mailto:interpreters@tcd.ie)

The service is not available on Fridays, weekends or Trinity/Public holidays.

Requests submitted via the booking system will receive an automatic confirmation of submission. **This is not confirmation that your request has been approved.** All requests are reviewed in a timely fashion and will be responded to in full. Please do not consider the interpretation as guaranteed until confirmation has been received.

### 4.2 Booking with an external supplier

If the staff interpreters are unavailable, or if your request is not in scope as outlined previously, you will be advised to contact our external providers to book an alternative.

Bookings are usually for a half day (3 hours) or a full day (6 hours).

Staff are advised to liaise closely with the external supplier to confirm what is needed for the event. This can include:

- The ISL interpretation rate and minimum booking time.
- Travel costs - to get to the meeting or event.
- Cancellation charges - payable where the event is cancelled within 5 working days of the meeting/event.



Approved suppliers are:

**Bridge Interpreting Ltd**

Phone: +353 87 9046594

Email: [bookings@bridgeinterpreting.ie](mailto:bookings@bridgeinterpreting.ie)

Web: [www.bridgeinterpreting.ie](http://www.bridgeinterpreting.ie)

### **4.3 Notice of ISL Requirements**

Internal booking requests with the Trinity ISL team can be submitted at short notice, but please ensure you book early to secure availability, allow preparation time, and to consult about the requirements for your event. Some larger events, such as conferences, will require further notice and may warrant booking additional interpreters to work with the Trinity ISL team.

For external bookings, a minimum of two to four weeks' notice is required to source ISL/English interpretation services. Event organisers should determine if ISL/English interpretation is required for their event at least one month in advance. Requests submitted with less notice may not be possible to facilitate. Due to high demand booking interpreters early is essential.

If a deaf person is attending and/or presenting, always check with the deaf person to determine if an ISL/English interpreter is required. It is important that the event organiser keeps the deaf participant(s) informed of relevant event planning and provisions.

### **4.4 Confirming ISL requirements when publicising your event**

Any Trinity event should include appropriate accessibility information and guidance in its publicising and advertisement. This should include a clear way for attendees to advise if they require ISL/English interpreting provision. This will normally be done by including a specific question in your event registration form, or an email to contact with accessibility enquiries.

**Sample wording:** "Please indicate if you have any access requirements, such as ISL/English interpreting, so that we can facilitate you in attending this event"

Event organisers are also encouraged to include an accessibility statement in their event information and ensure the event venue is as accessible as needed. More detailed guidance on this is available in the [Event Management guidance](#) from the Communications Office and the [Accessible Information Policy and Guidelines](#).

### **4.5 Key Considerations for effective ISL Interpretation at your event**

- Preparation is essential for interpreters to ensure that they can appropriately interpret information in context, with due regard for subject specific language (e.g.



terminology, acronyms). Event organisers should provide presentation materials including PowerPoints, videos and notes, even if they are in draft form to the interpreters at least one week **in advance of an event**. All preparation materials are kept in the strictest confidence and will be deleted and/or returned after use, as requested.

- If the event runs over a half day, is highly interactive, or only one interpreter is available, additional interpreters may need to be booked. Consult with the Trinity Staff ISL/English Interpreting team for more information on appropriate provision.
- Deaf interpreters may be needed to work from one signed language to another, e.g. British Sign Language to Irish Sign Language. Consult with the Trinity ISL team for more information on appropriate provision.
- If the meeting/event will be taking place online, please ensure that interpreters have the appropriate links. Please ensure that the interpreters can be spotlighted and have co-hosting rights. Please note that Zoom is the preferred platform for online events when interpreters are involved in the event.

#### **4.6 Payment Process**

Bookings made via the internal Trinity ISL Interpreter Team are at no cost to the organiser.

Bookings made via external suppliers should be paid by the organising department to the supplier directly.

Bookings for students made via the disAbility Service should be paid by contacting [askds@tcd.ie](mailto:askds@tcd.ie)

### **5. Queries and complaints**

Any queries about the availability of ISL/English interpretation should be directed to the event organiser in the first instance.

Queries, feedback, concerns or complaints regarding the delivery of ISL/English interpretation can be directed to the interpretation service. For the internal Trinity ISL team this is by email to [interpreters@tcd.ie](mailto:interpreters@tcd.ie). If necessary, this can be escalated to the Equality Officer, EDI Office by email to [equality@tcd.ie](mailto:equality@tcd.ie).

Users are also entitled to raise a formal statutory complaint regarding ISL/English provision via the Disability Act 2005. More information on this process is available here: <https://www.tcd.ie/disability/complaints-/disability-act-2005-complaints-procedure/>

Any queries regarding ISL provision for students should be directed through the standard disability support contacts for the department, i.e. for academic departments this will be through the use of a student's LENS report. Additional guidance is available from the disAbility Service for students and the staff supporting them here:

[www.tcd.ie/disability/support-and-resources-/](http://www.tcd.ie/disability/support-and-resources-/)



## 6. Appendix: What route do I follow for ISL/English interpretation services at Trinity?

Participant	Event/Activity	Interpreter booked by	Payment processed by
Student	Annual examinations	disAbility Service	disAbility Service
	School/Department examinations	School/Department	disAbility Service
	Other Trinity student organised events	Event organiser	disAbility Service
Staff	All Trinity-organised events	Event organiser	If using internal interpreter team: no charge If using external provider: can be reimbursed by HR
Visitors	All Trinity-organised events	Event organiser	Case-by-case basis – organisers should discuss general/open events with the internal interpreter team in advance who can advise.