EUROPEAN COMMISSION
DIRECTORATE GENERAL FOR INTERPRETATION

Interpretation Services Management and Professional Support
Multilingualism and Knowledge Development

KNOWLEDGE CENTRE ON INTERPRETATION

1. Editorial Policy

An editorial policy is indispensable for the smooth functioning of the Knowledge Centre on Interpretation. It provides all the actors with guidance on how to handle the content of the site on the basis of its objective and mission and of the expectations and needs of its target audience.

The Knowledge Centre on Interpretation.

1. The **objective**. DG Interpretation from the European Commission has created the Knowledge Centre on Interpretation as a single go-to space to manage and exchange knowledge, create synergies and disseminate best practices on conference interpreting and more. In terms of content, users will find tools and accessories for conference interpreting and for conference interpreting training but also content generated via the collaborative spaces that can concern also other types of interpretation.

2. The **target audience** is the interpreting community as a whole: conference interpreters and other type of interpreters, International organisations employing interpreters and interpreter employers in general, interpreter-training institutions, interpretation users and all those interested in the interpreting profession as a whole, its practice, its development and its evolution.

3. The **style policy**. DG Interpretation will follow the Commission's Internet Providers' Guide (IPG) recommendations for writing for the web.

4. **Code of conduct**. all the users and contributors will have to comply with the Knowledge Centre Code of Conduct

5. **The thematic/organisational structure**. The Knowledge Centre is organised around three main pillars: Knowledge, Innovation and Partners where the consolidated information on practices and training on different types of interpretation (with particular emphasis on conference interpreting), innovative content on interpretation and partners in the interpreting world will be included.

6. **Content collection and management approach.** New content can be generated either by DG Interpretation or by the users via the collaborative spaces (Communities and Forums) created to that end.

The editorial team will work on a permanent basis to update and increase the content of the three main pillars: Knowledge, Innovation and Partners.

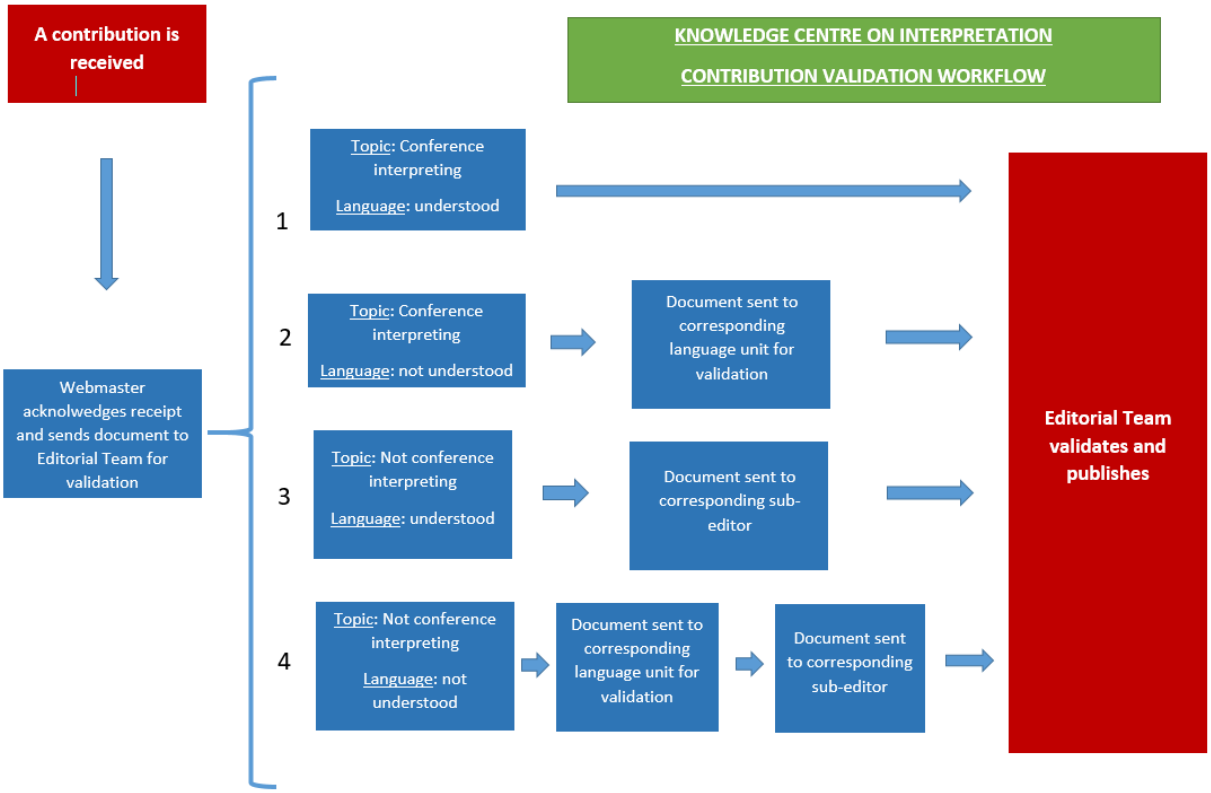
As for the collaborative spaces, any authenticated user (see governance structure) can create Communities and Forums. The community managers, i.e. the people who have created them, will be the moderators of the community. The editorial team will be in close contact with the community managers to monitor the evolution of the content of the communities and decide whether this content is worth being transferred to the three main pillars.

If the editorial team considers that community generated content should be moved to the consolidated sections, all the links, pictures and references will be first checked in terms of data protection, copyright and/or commercial interests.

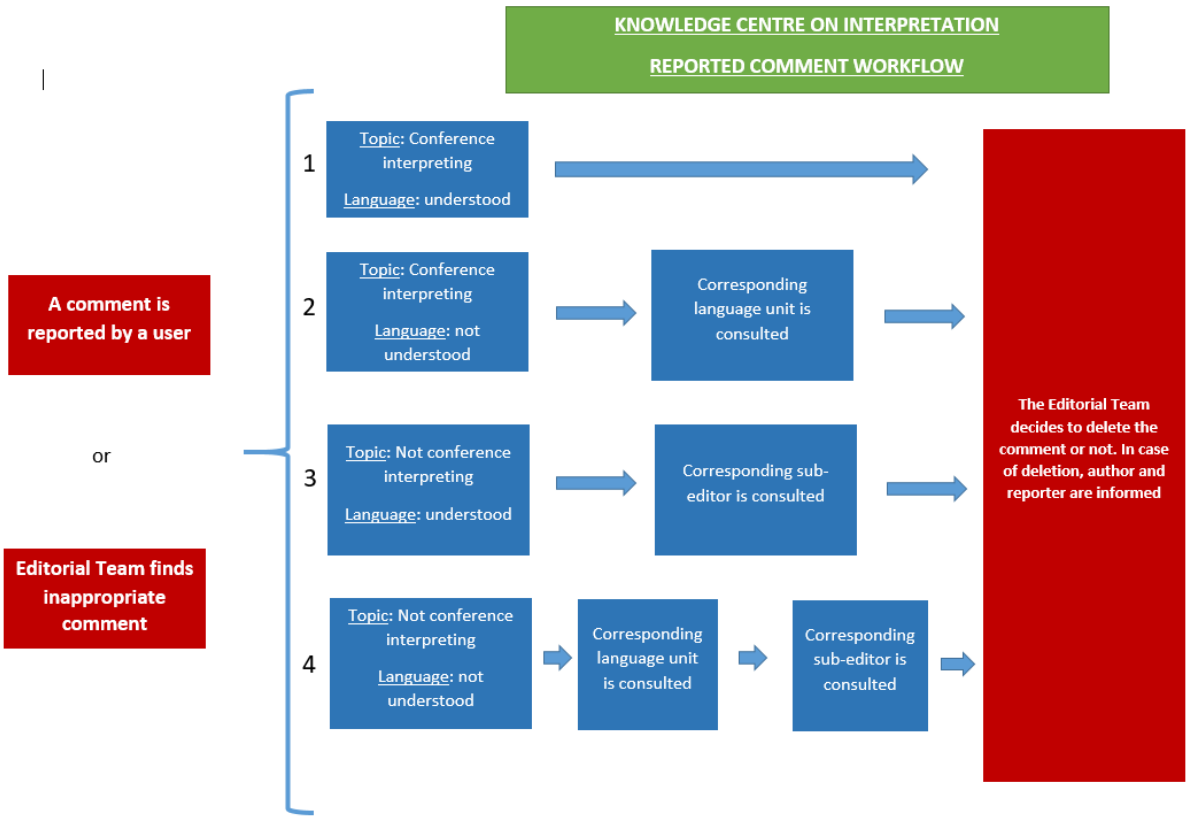
External user-generated content will be clearly flagged as such, with a disclaimer displayed at the top of the page.

7. The **workflow and procedures regarding the provision, approval and publication** of user-generated content

User-generated content validation workflow:



Reported comments validation workflow:



8. **Re-posting policy and use of content.** The Knowledge Centre on Interpretation content will be available to post in other pages and platforms but the source has always to be mentioned and the editorial team informed.

9. **Language policy.** As for the consolidated information part, in the prototype and 01 version to be opened to the public in September 2018, the language will be English. The Communities and Forums will be in the languages used by the users. As for version 2.0, the objective is to make all consolidated information available in the 24 EU official languages.

   Users interested in content published in a language they don't understand will be able to use – for gisting purposes – the e-Translation, European Commission's corporate tool.

The pages will follow the European Commission's corporate visual identity.

The editorial team will use all the necessary technical and editorial features to make the website as impactful as possible.

One of the main tasks of the editorial team will be to monitor the relations between the Knowledge Centre on Interpretation, SCICnet and the SCIC Europa pages to ensure that content is not duplicated and minimise overlapping.

The editorial team will also manage content distribution to other online channels, such as Europa or SCICnet, and social media platforms to promote new topics or ongoing discussions in close cooperation with the communication unit. DG Interpretation will be entitled to use and publish content generated by the users on social media.

As a complement to all this, the web editor will monitor the traffic of the website and provide regularly analytics to all the members of the editorial team and inform the steering committee.

2. Governance structure

1. **Editorial/core Team**. An agile, always-in-contact structure with a limited number of members in charge of the day-to-day management.

Main tasks:

- Monitor registration and access.
- Monitor content and updates, including deleting and editing.
- Create content and updates, where appropriate.
- Create, animate with comments and contributions, and monitor the collaborative spaces.
- Act as a hub – receiving contributions and sending them out to the appropriate sub-editors (thematic and/or language – see workflow below), then validating.
- Receive and deal with any reports of misconduct, and inform all parties of the editorial decision.
- Publishing user-generated content post editing/validation.
- Reception, filtering and processing of messages from users.
- Contribute to the promotion and the social media impact of the Knowledge Centre on Interpretation in close contact with SCIC 02.
- Keep the platform alive by identifying and inviting to participate to other parts of the Service (Dir. A, units from Dir. B and Dir. C with special interests) or to external users to take advantage of the platform possibilities: create Communities, create Forums, react to post or comments, etc.

Members/Editors:

For the day-to-day management of the platform:

- Project/Content manager (Cathy Pearson – back-up Javier Hernandez Saseta)
- Webmaster/web editor (Ivano Sarno – back-up Mikel Igartua)

For regular information and consultation on an ad-hoc basis:

- 1 representative from SCIC 02 (Martina André-Kaut – back-up Walker Darke)
- 1 representative from Dir. A (Paolo Torrigiani – back-up Ramunas Cesonis)
- 1 representative from B3, SCIC library (Pascal Dermience – back-up Mélanie Rodier)

Sub-editors:

- Public Service Interpreting and Legal interpreting: Remco Ruiter - back-up François Génisson
- Innovation: Alexander Drechsel – back-up Fernando Leitao
- Sign Language: Maya de Wit – back-up Donald Tait
- When new types of interpretation or new topics are added further sub-editors will be appointed

Reports to:

- SCIC B1 Head of unit who, and when appropriate, will report further to Director B and Director-General.

2. **Steering Committee.** A more consolidated governance structure to establish general guidelines for the platform to meet at least twice a year. Chaired by Director B or SCIC B1 Head of Unit.

Main tasks:

- Establish scope and objectives.
- Define and approve the general editorial policy of the platform.
- Monitor the medium and long-term evolution of the platform
- Take stock of latest developments and advise on future ones.
- The place for external users to bring new ideas and suggestions.

Members:

- Editorial/core team +
- 1 representative from SCIC 01 (François Génisson – back-up Remco Ruiter)
- 1 representative from DIR A (Francine Goffaux – back-up Leszek Skibniewski)
- 1 representative form Dir. B (Paula Ovaska-Romana – back-up Anna Ferrer Puig)
- 1 representative from Dir. C (Marc Berthiaume – back-up Lode de Raedt)
- 2 representatives of the external partners[1] (Mariachiara Russo/Elisabet Tiselius for the first period)

[1] Appointed on a rotating basis for minimum 2 and maximum 3 years.

Reports to:

- SCIC Management Board

3. Linguistic correspondents

Taking into account the multilingual character of the platform, there will be a correspondent (+ a backup) in every single language unit in order to have direct input on cultural and linguistic diversity.

4. Community moderators

- The community moderator is the person who creates it. Any authenticated user can create a community.
- Their rights in terms of editing are limited to 'reporting' to the editorial team, who would be the appropriate instance to edit or delete.