

What are KL Interpreters made of?

Entry

The bar is very high. Applicants must have spent a minimum of 10 years learning English as a foreign language and be educated to post-graduate level with a master's degree or equivalent.

There are two paths into our company. If an applicant has completed his/her MA in Interpreting from the University of Surrey, he/she can apply for a three-month internship. This is because the programme at Surrey is taught by our team.

For those who don't have the skills taught at Surrey, they need to apply formally via a cover letter and a CV. They must take a written test which is followed by a face-to-face interview, and a further test of their interpreting potential.

The three month internship is eliminatory. Candidates are reviewed monthly. Out of the four interns we take on each year, only one is hired. In some years, none make the grade.

Qualities

We look for –

- High standards of integrity and behaviour
- Relentless focus on and drive for excellence
- Habitually self-reflective on own performance and conduct
- Ability to execute instructions to the letter

Training

Stage one takes a minimum of six months to complete. Here is a summary of what our training consists of –

- Professionalism – confidentiality, ethics, corporate culture
- Technical knowledge – country, industry and subject- specific knowledge as well as topical issues
- Specialist skills – all modes of interpreting, use of voice, projecting self and speaker
- Capabilities – working on any occasion from a large audience to telephone conference
- Customer relationship skills including how to handle challenging situations
- English and culture including etiquette and manners
- Fitness and stamina

Other interpreters list the jobs they've done on their CVs. Our interpreters live interpreting. They hone their skills every day, like musicians rehearsing every day. They are scored by customers after every job. They are appraised and assessed by management every six months. If you come across any interpreting service-provider that does the same, we'll give you a cash prize.