

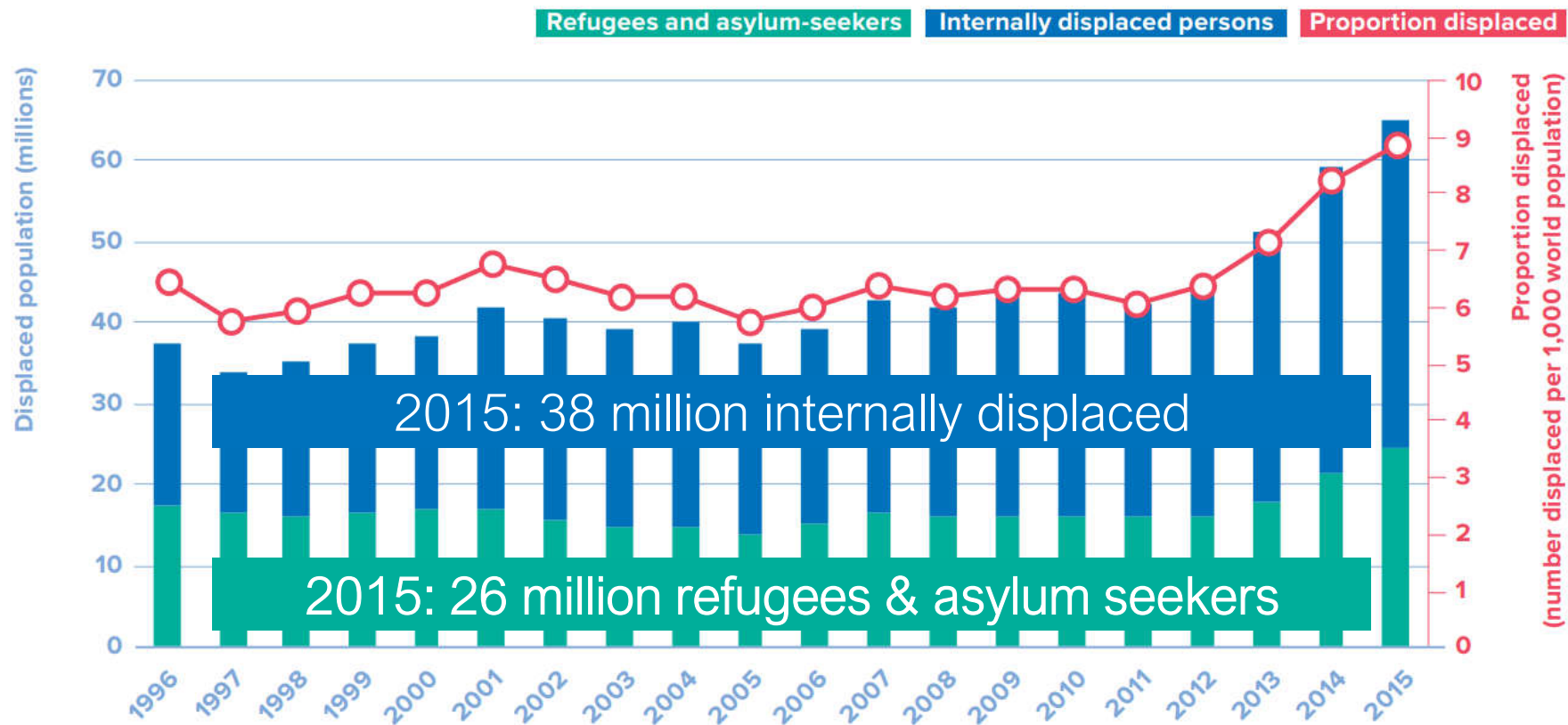


TikkTalk

Worldwide Interpretation Services

Over 26 million people are refugees and they don't speak European languages

Fig.1 Trend of global displacement & proportion displaced | 1996 - 2015 (end-year)



There are 1671 Certified Interpreters in Norway and 66 total languages



[Startsiden](#) / [Om integrering i Norge](#) / [Tolk](#)

Tolking i offentlig sektor

Ved språkbarrierer er tolking et nødvendig virkemiddel for å sikre likeverdige tjenestene til alle. På denne siden vil du som jobber i offentlig sektor finne informasjon om bruk av tolketjenester.

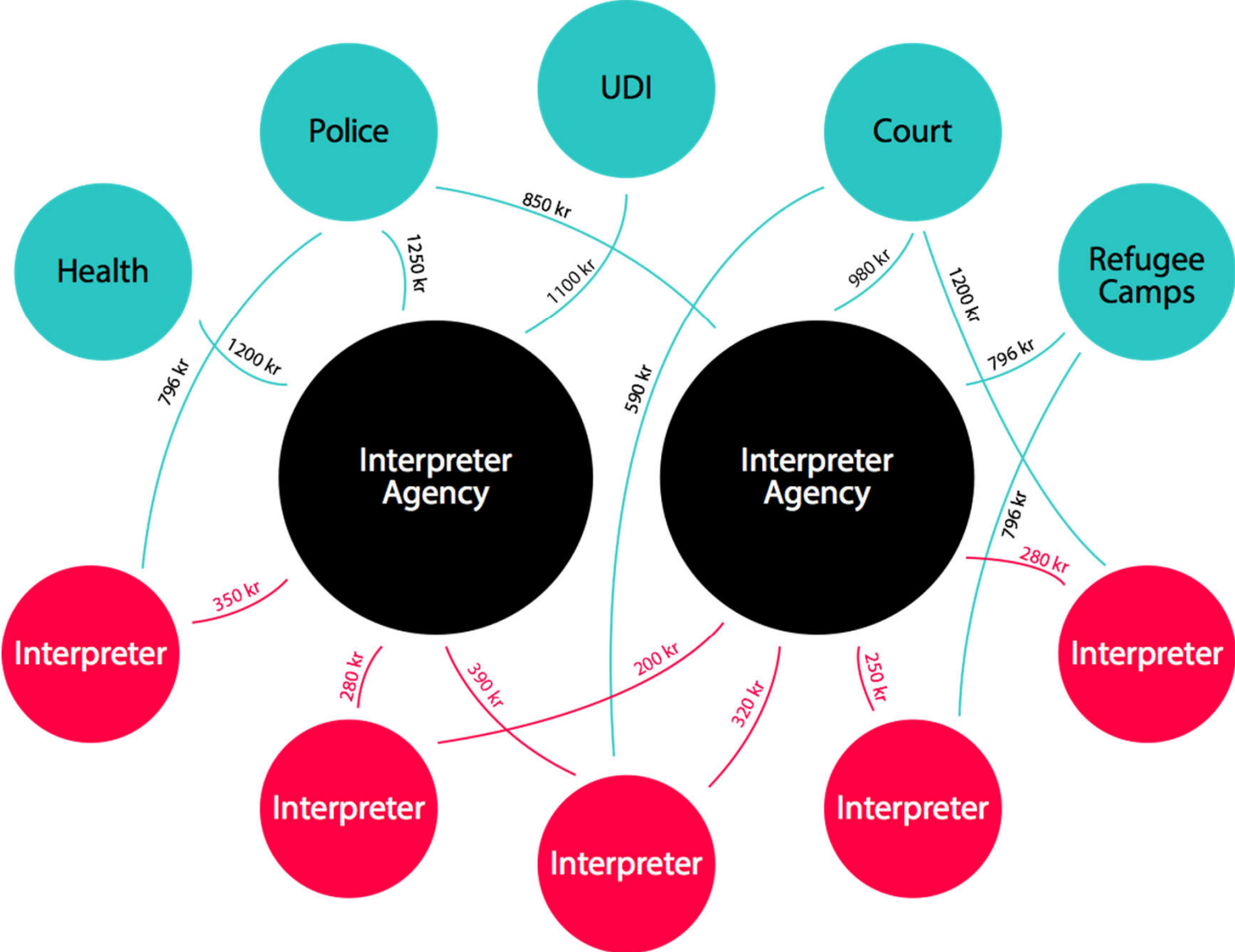
Antall tolker i registeret

Nasjonalt tolkeregister ble opprettet i 2005 og har per januar 2017 1671 tolker i 66 språk. Personer som står oppført i registeret har gjennomført et eller flere kvalifiseringstiltak på tolkefeltet.

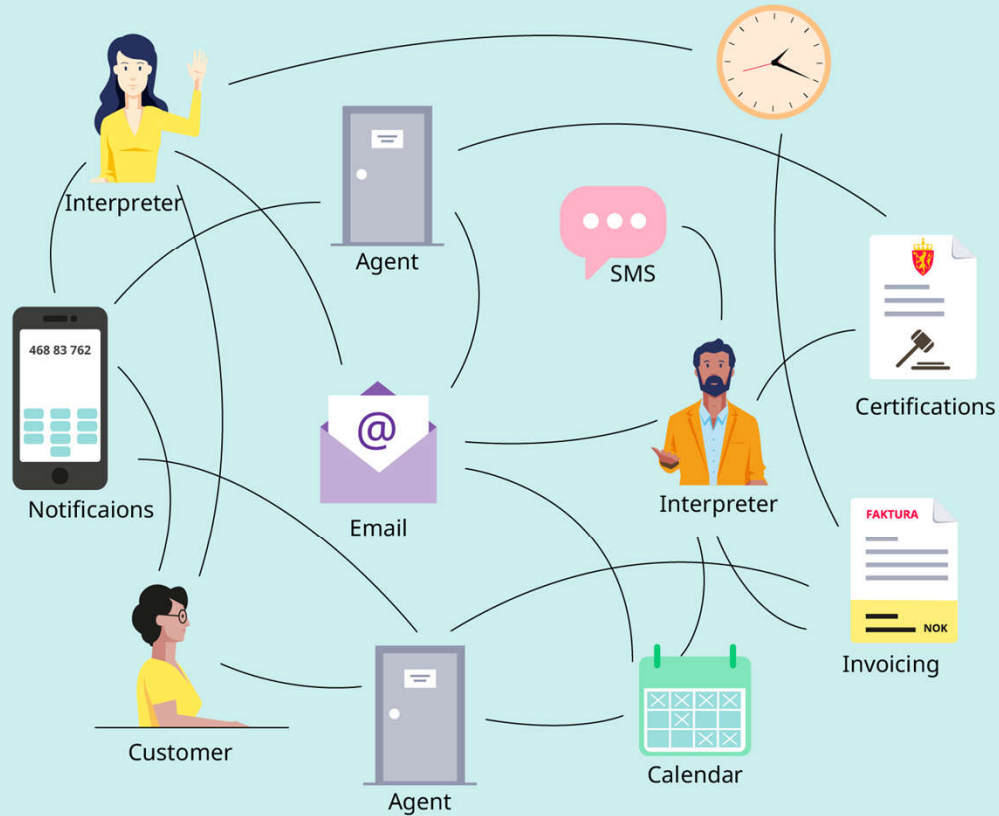
The screenshot shows the 'Tolkeportalen.no' website interface. At the top right, there are links for 'Kontakt' and 'English' with a flag icon. The main header features the logo 'Tolkeportalen.no' with the subtitle 'nasjonalt tolkeregister'. A search bar is visible on the right side of the header. Below the header, there is a navigation menu on the left with items: 'Forsiden', 'Hva er Nasjonalt tolkeregister?', 'Godkjenningsordninger for tolker', 'Om søk i registeret', 'Om språk og tolker i registeret', 'Ofte stilte spørsmål', 'For tolkebrukere', and 'Retningslinjer'. The main content area is titled 'Søk i tolkeregisteret' and contains several search filters: 'Velg land:' with a dropdown menu set to 'Alle land', 'Velg språk:' with a dropdown menu set to 'Alle språk', 'Oppdraget skal utføres i:' with a dropdown menu set to 'Velg fylke', and three radio button options: 'Kjønn ikke relevant' (selected), 'Kvinne', and 'Mann'. A 'Søk' button is located at the bottom right of the search area.

It SHOULD be simple.

It's not.

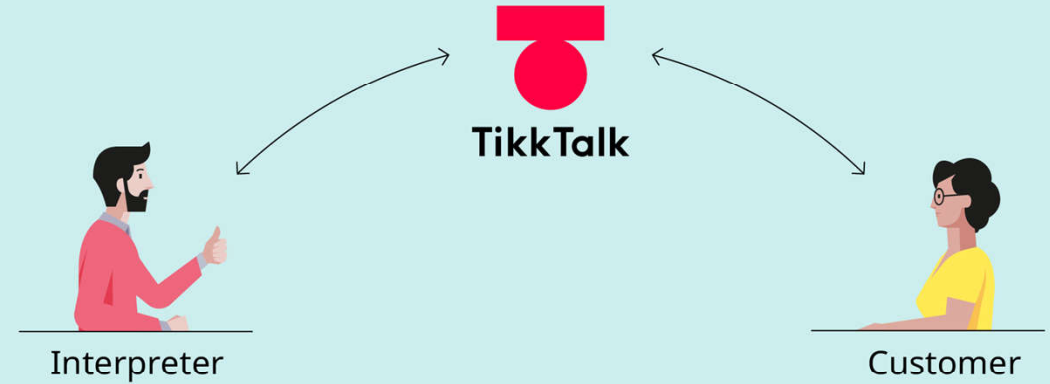


Technology can make it simple.



The old way

VS



The new way



[Back to Find an interpreter](#)

Profile



Edward John Smith

Male | Oslo, Norway

[Add to favourites](#)

[Block interpreter](#)



My Language Skills

Norwegian - English

Level 1: Norwegian state authorised interpreter with interpretation education

Talking i offentlig sektor
[View document](#)



Video
816 NOK



Phone
816 NOK



In person
816 NOK



Hub
816 NOK

All prices are based on a 1 hour session

[Invite to existing assignment](#)

Norwegian - German

Level 1: Norwegian state authorised interpreter with interpretation education

Talking i offentlig sektor
[View document](#)



Video
816 NOK



Phone
816 NOK



In person
816 NOK



Hub
816 NOK

All prices are based on a 1 hour session

About

Seksjon for studieadministrasjon, Fakultet for lærerutdanning og internasjonale studier ved HiOA er ansvarlig for å arrangere autorisasjonsprøven i tolking. Autorisasjonsordningen for tolker og tolkeprøven ble vedtatt ved kongelig resolusjon i 1997.

Autorisasjonsordningen har som hovedmål å sikre kompetanse i tolking i offentlig tjenesteyting. Ferdighetene som blir evaluert ved autorisasjonsprøven er imidlertid også

example

Check availability

august 2017

MON	TUE	WED	THU	FRI	SAT	SUN
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Tuesday 10th

00:00	
01:00	
02:00	
03:00	
04:00	
05:00	
06:00	Not Available
07:00	Not Available



Hjem

Tolker

[+ Nytt Oppdrag](#)



Konto

Oppdrag

[Se kalender](#)

TIR
21
APR

Helse undersøkelse hos fast legen i tr...
Kurdisk (Kurmanji)
15:30 - 16:30



Videorom

1
TIR
21
APR

Tilbud: Helse undersøkelse hos fast legen i tr...
Kurdisk (Kurmanji)
15:30 - 16:00



Telefon

1
TIR
21
APR

Tilbakemelding: Helse undersøkelse hos fast...
Kurdisk (Kurmanji)
09:00 - 12:00



Video

TIR
21
APR

Bekreftet: Helse undersøkelse hos fast legen...
Kurdisk (Kurmanji)
10:30 - 11:30



Aman

TIR
21
APR

Bekreftet: Helse undersøkelse hos fast legen...
Kurdisk (Kurmanji)
15:30 - 16:00



Mohamed

TIR
21
APR

Bekreftet: Helse undersøkelse hos fast legen...
Kurdisk (Kurmanji)
09:00 - 12:00



Suzanne

TIR
21
APR

Bekreftet: Helse undersøkelse hos fast legen...
Kurdisk (Kurmanji)
10:30 - 11:30



David

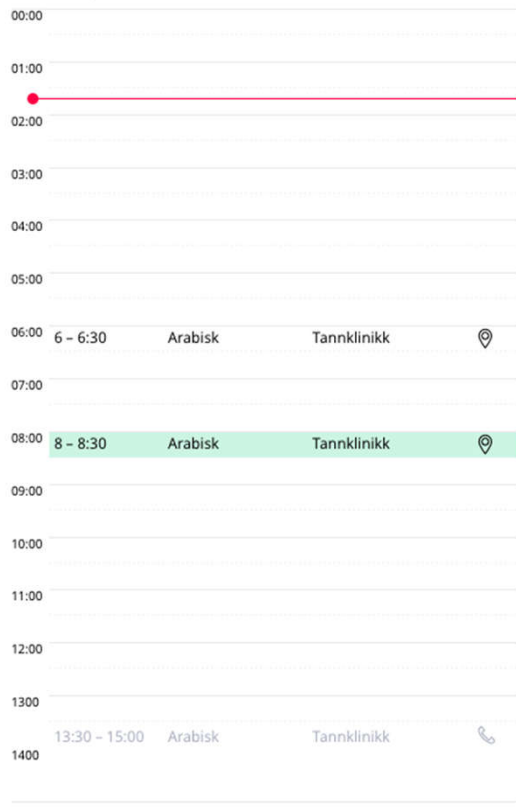
6
Ubekreftet

12
Tilbud mottatt

4
Bekreftet

I dag | I morgen

[Se kalender](#)



Mine favoritt tolker

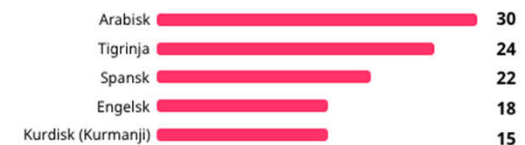
Språk: Engelsk

Online nå

Språk: Engelsk

5 mest bestilte språk

[Se statistikk](#)



© TikkTalk by Skiwo AS

Norsk NOK

[Personvernerklæring](#)

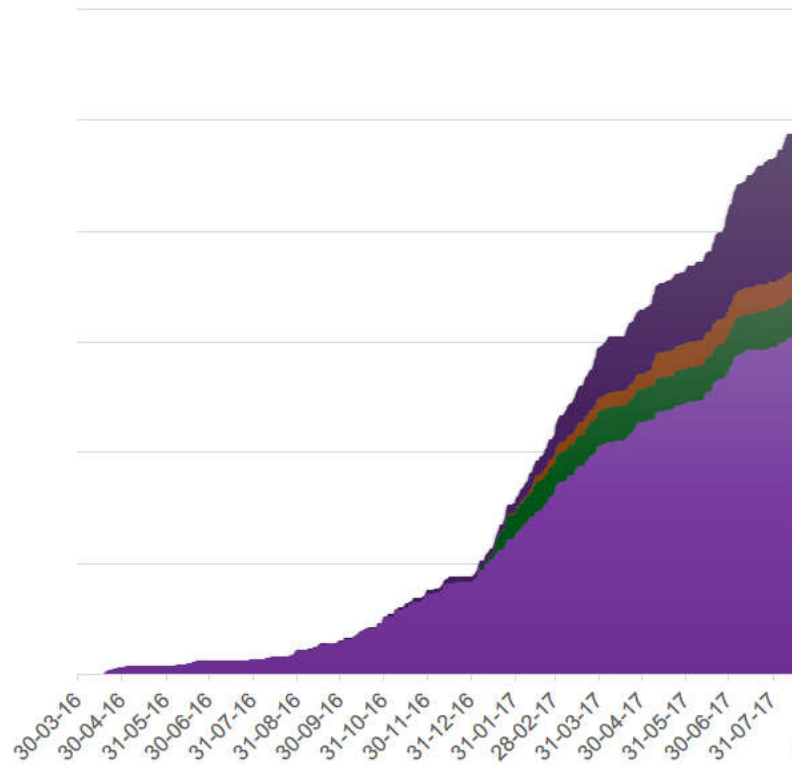


Slides and graphics are nice

But does this actually work?

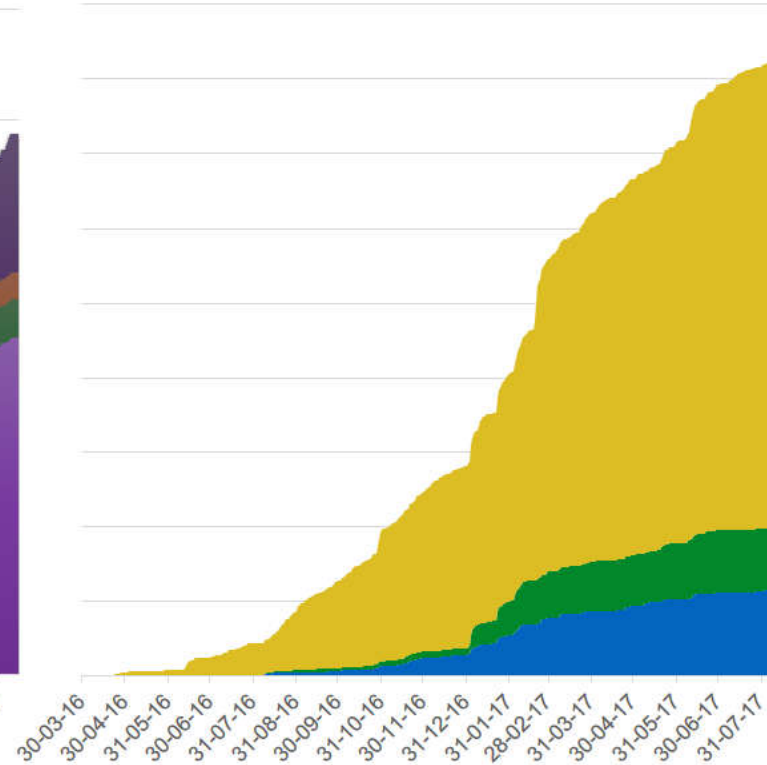
All lines are going up

Customers



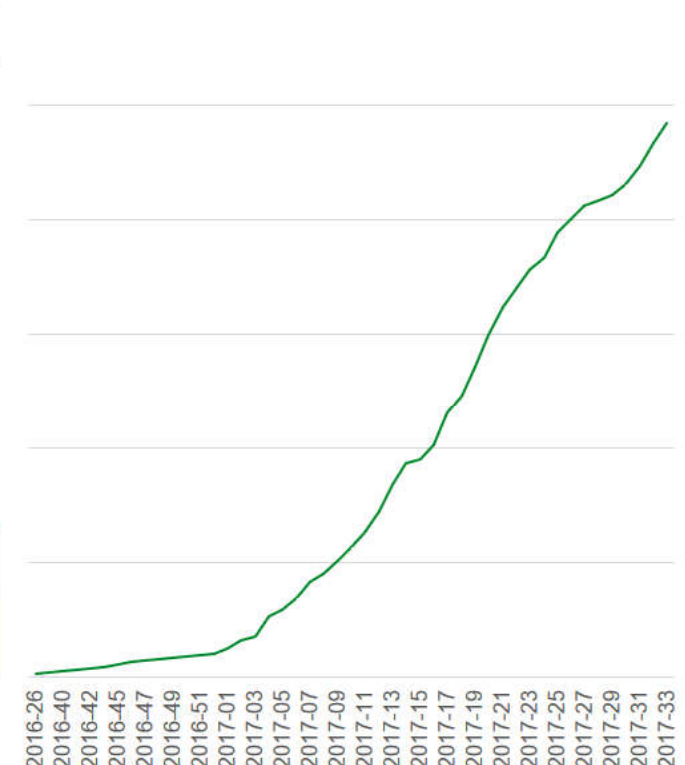
■ 125 municipality users
■ 24 police users
■ 35 asylum center users
■ 304 others

Interpreters



■ 115 Educated interpreter ■ 83 Qualified interpreter ■ 628 Bilingual

Assignments



— Assignments

4 minutes

14:00 ☆	[Public][#1253][Phone]: [Redacted] [Redacted] [Redacted]	[1.0 hours] Arabisk <-> Norsk 2017-06-14 12:00:00 +0200 Nivå 3: Tolker med tolkeutdanning
14:04 ☆	[APPLIED][Public][#1253][Phone]: [Redacted] [Redacted] [Redacted] [Redacted] [Redacted]	[1.0 hours] Arabisk <-> Norsk 2017-06-14 12:00:00 +0200 Nivå 3: Tolker med tolkeutdanning 368 NOK excl. fee/VAT
14:05 ☆	[APPLIED][Public][#1253][Phone]: [Redacted] [Redacted] [Redacted] [Redacted] [Redacted]	[1.0 hours] Arabisk <-> Norsk 2017-06-14 12:00:00 +0200 Nivå 3: Tolker med tolkeutdanning 368 NOK excl. fee/VAT
14:19 ☆	[AWARDED][Public][#1253][Phone]: [Redacted] [Redacted] [Redacted] [Redacted] [Redacted]	[1.0 hours] Arabic <-> Norwegian 2017-06-14 12:00:00 +0200 Level 3: Interpreters with interpreter education



Request for a Nivå 3 Tolk



Two offers within 5 minutes

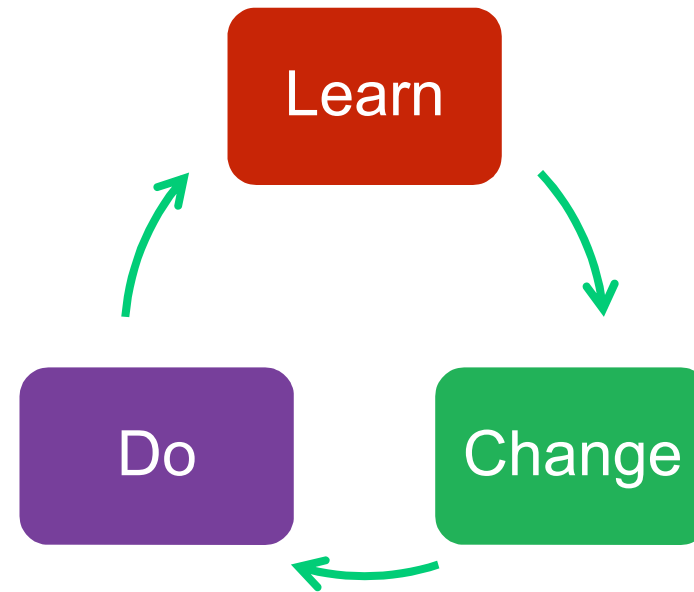
0 minutes spent by TikkTalk



Booked in 19 minutes

Fully automated booking

We're all human (so far)



**SmartOslo
Acceleratorprogram 2017**

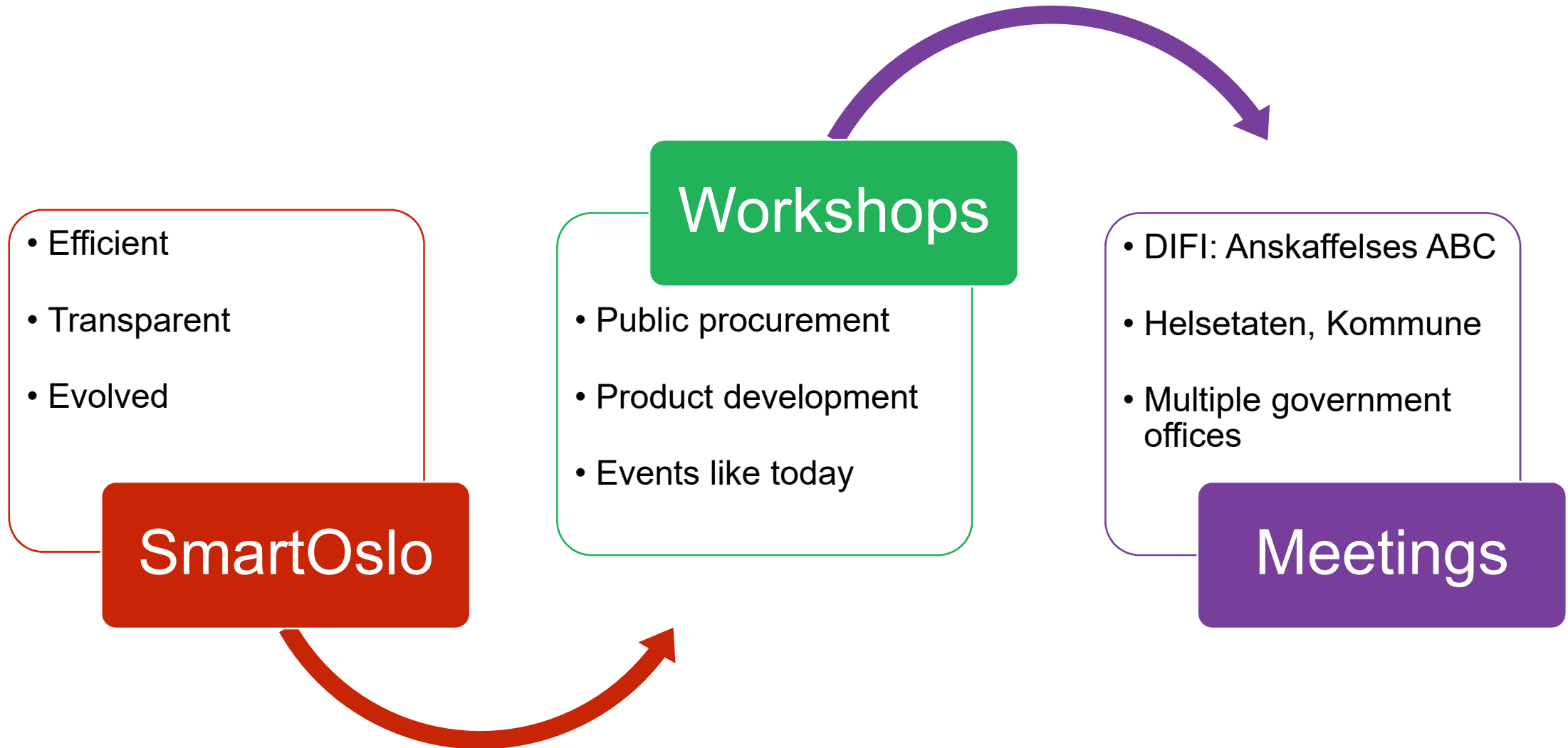


Oslo kommune

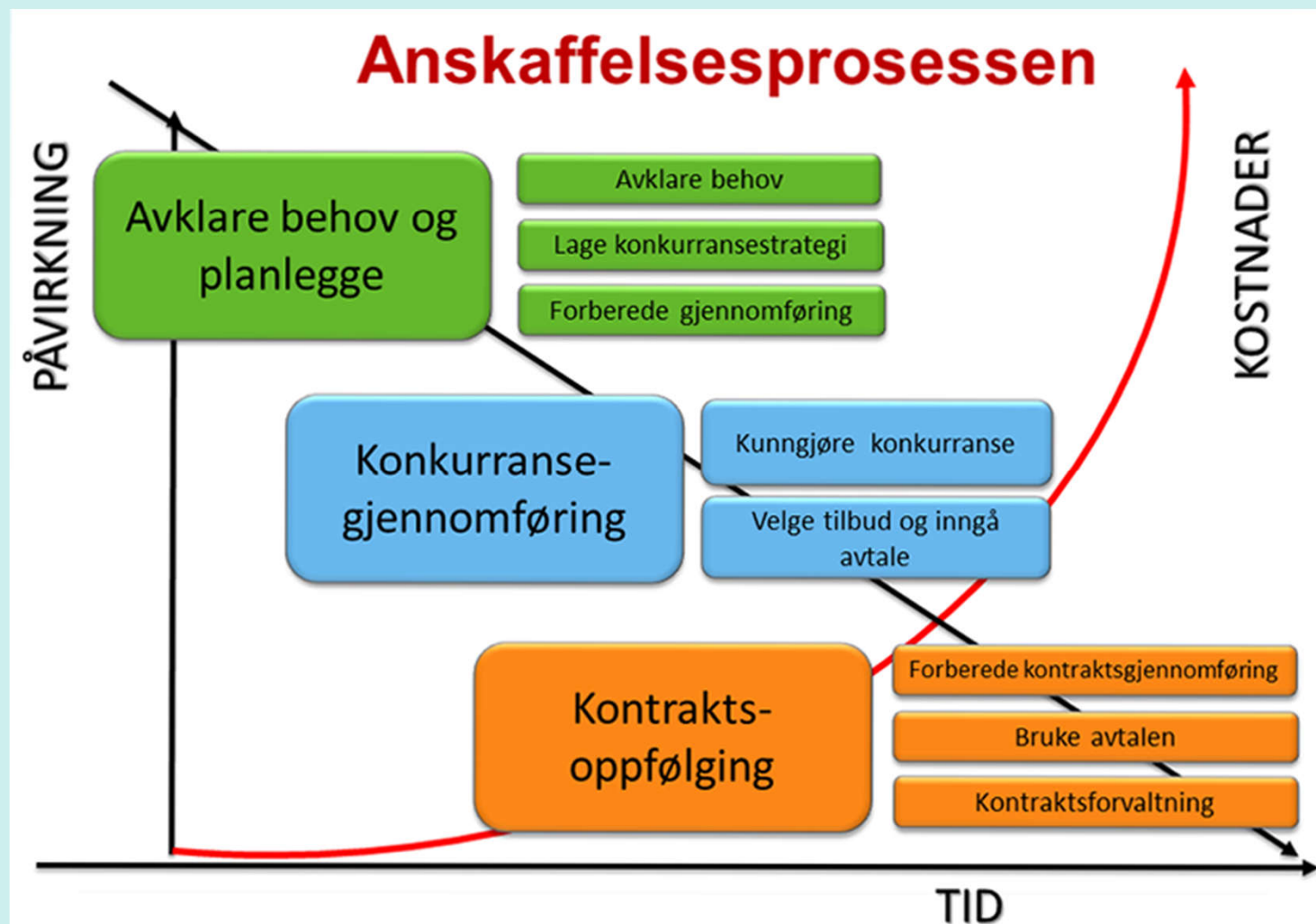
os!o

Oslo Business Region

What have we done?

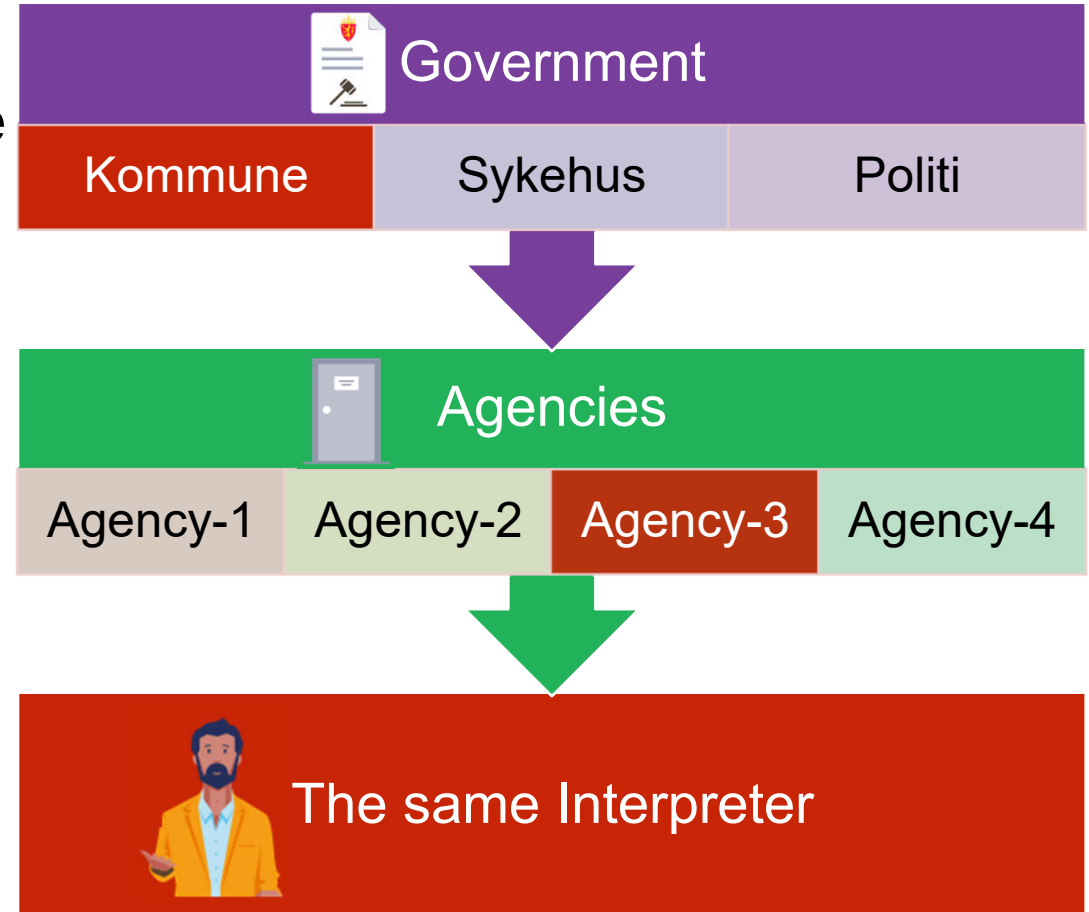


The Government Tender (Anbud) Process



What have we learned?

- Over a **BILLION NOK** is spent on Language
- Through **LARGE** procurement contracts
- Where **SEVERAL** agencies compete
- So they can provide the **SAME** person



And we found a “glitch” in the system

- We applied for a government tender, specifically for “Certified Interpreters”
- Our competition claims to have:
95 languages
2498 Certified Interpreters

Oppsummering:

Antall språk tolking	
Antall tolker tilgjengelig for fremmøte hos oppdragsgiver	

Oppsummering:

Antall språk tolking	95
Antall tolker tilgjengelig for fremmøte hos oppdragsgiver	2498



And we found a “glitch” in the system

- We applied for a government tender, **specifically for “Certified Interpreters”**
- Our competition claims to have:
95 languages
2498 Certified Interpreters

Oppsummering:

Antall språk tolking	
Antall tolker tilgjengelig for fremmøte hos oppdragsgiver	

Oppsummering:

Antall språk tolking	95
Antall tolker tilgjengelig for fremmøte hos oppdragsgiver	2498



Nasjonalt tolkeregiester ble opprettet i 2005 og har per januar 2017 1671 tolker i 66 språk.

That was the past
The future is tomorrow

So let's fix this today.

Fix

- Increase fact checking, and demand proof
- Disqualify applications that are clearly not true
- Impose penalties during the 2-4 year term, and make sure you get what you pay for

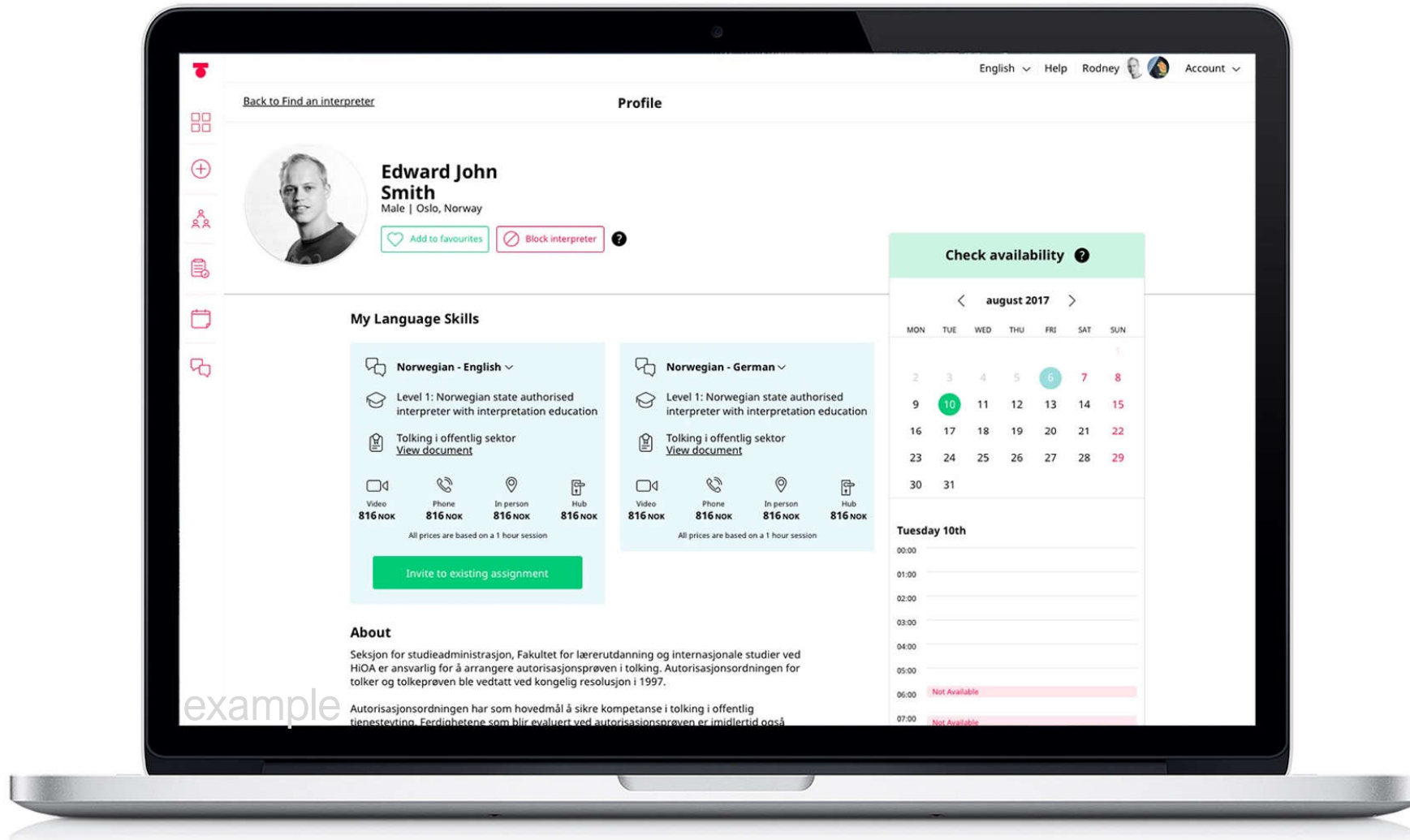
Improve

- Reduce contract length from 2-4 years, down to 6-months
- Request for proposals every 3 months
- Make demands and follow up closely

Evolve

- Evaluate whether the tender process is the best format
- Who benefits the most, when individual interpreters can't even apply?
- Do we really need govt tenders to keep track of ~1600 calendars?

It's about time we do things differently.



 TikkTalk

Let's
TikkTalk

