



# WORKING WITH INTERPRETERS A NAATI WORKSHOP

## DELIVERED NATIONALLY

FOR FURTHER INFORMATION CONTACT THE NAATI  
OFFICE IN YOUR STATE OR TERRITORY

NAATI WORKSHOPS

Proudly presented by the  
National Accreditation Authority for Translators and Interpreters Ltd

# WORKING WITH INTERPRETERS

## A NAATI WORKSHOP

The National Accreditation Authority for Translators & Interpreters Ltd (NAATI) offers training on how to work effectively with interpreters in a variety of settings.

These workshops will benefit anyone working with people from culturally and linguistically diverse (CALD) backgrounds, by improving communication and outcomes in potentially difficult and stressful situations.

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### **Workshop Objectives**

- Provide participants with an increased understanding of the need to use suitably qualified and accredited and recognised interpreters.
- Provide participants with an understanding of the role and limitations of interpreters and users of interpreters.
- Develop an understanding of how to identify the signs of both good and poor interpreting practice.
- To assist participants to understand the effect of cultural difference in the communication process.

### **Delivery**

The workshop consists of 2, 3, 6 or 12 hours face-to-face contact.

Location, date and time for the workshop is to be determined by the appropriate state office in conjunction with the facilitator and the external organisation requesting the workshop.

### **Pre-requisites**

Participants should have had some previous exposure to working with interpreters.

### **Facilitator qualifications**

- Cert. IV in Assessment and Workplace Training (or higher).
  - At minimum NAATI accreditation at interpreter level.
  - Recent experience interpreting in Australia.
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## WORKSHOP PLAN

Topic	Subject Covered
Introduction	<ul style="list-style-type: none"> <li>• Workshop objectives and timeline</li> <li>• Introduction of Interpreting concepts</li> </ul>
Interpreting	<ul style="list-style-type: none"> <li>• Definitions of Translation and Interpreting</li> <li>• NAATI Accreditation/Recognition process</li> <li>• Areas               <ul style="list-style-type: none"> <li>o Linguistic proficiency</li> <li>o Cultural knowledge and impact</li> <li>o Ethical standards</li> <li>o Outline risks of Non-accredited Interpreters</li> <li>o Discuss importance of Accreditation</li> </ul> </li> </ul>
The Interview (Interpreter's Role)	<ul style="list-style-type: none"> <li>• The expert               <ul style="list-style-type: none"> <li>o Interpreting</li> <li>o Cultural</li> <li>o Ethics</li> <li>o Communication</li> <li>o Use of interpreters in communication (Managing communication issues)</li> </ul> </li> </ul>
The Interview (Interviewer's Role)	<ul style="list-style-type: none"> <li>• Defining the interviewer's role</li> <li>• Interview techniques:               <ul style="list-style-type: none"> <li>o Conduct and Management</li> <li>o Briefing</li> <li>o Seating</li> <li>o Use of appropriate language</li> <li>o Chunking of language</li> </ul> </li> <li>• Signs of poor interpreting and their options</li> </ul>
Telephone Interpreting (TIS)	<ul style="list-style-type: none"> <li>• Telephone Interpreting Techniques</li> <li>• Activity – TIS Role play               <ul style="list-style-type: none"> <li>o Conduct role play with volunteer from group using a case study supplied by the organisation and using a TIS interpreter.</li> <li>o Discuss issues illustrated in the role play</li> </ul> </li> </ul>

## WORKSHOP FEES

Prices on application. Fees are dependent on course duration and numbers' of participants. For full details contact the NAATI office in your state or territory.