



A GUIDE TO NAATI ENDORSEMENT OF TRANSLATING & INTERPRETING QUALIFICATIONS

AIM OF THIS GUIDE

To assist institutions that wish to gain and maintain NAATI endorsement of qualifications in translating and/or interpreting. In particular, it provides information on:

- Requirements for institutions applying for qualification endorsement
- Requirements for making amendments to NAATI Endorsed Qualifications
- NAATI's role in monitoring endorsed qualifications
- The process for graduands / graduates of NAATI Endorsed Qualifications applying to NAATI for certification testing

This guide should be read in conjunction with the NAATI Endorsed Qualification Application form.

GUIDE REVIEW

From time to time, NAATI may review this guide and make amendments where necessary. Institutions will be informed when an updated version of the guide is released. An amendment to the guide will not be applied retrospectively, unless the issue or topic it addresses goes to the integrity of the system as a whole. However, institutions will be required to adhere to any amendments made to the guide in the subsequent academic year.

Please note that the submission of an Application for Qualification Endorsement does NOT entitle an institution to advertise its qualification as NAATI endorsed. A qualification can only be advertised as NAATI endorsed once formal written endorsement has been received by the institution from NAATI.

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Part A – Before Endorsement

SECTION ONE - GENERAL INFORMATION

1.1 NAATI

NAATI is the sole certifying body of translating and interpreting practitioners in Australia. NAATI certification is an acknowledgement that an individual has demonstrated the ability to meet the professional standards required by the translation and interpreting industry.

NAATI's primary purpose is to strengthen inclusion and participation in Australian society by assisting in meeting the nation's diverse and changing communication needs and expectations through:

- setting, maintaining and promoting high national standards in translating and interpreting, and
- implementing a national quality-assurance system for certifying practitioners who meet those standards.

NAATI expects that certification will be required by government agencies as a prerequisite for working as a translator or interpreter.

1.2 NAATI ENDORSED QUALIFICATIONS

1.2.1 Purpose of endorsement – certification test pre-requisite pathway

Endorsed Qualifications are a critical part of NAATI's certification system – the only national quality assurance system for translators and interpreters in Australia. NAATI's Endorsed Qualifications system, which commenced on 1 January 2018, is the preferred pathway to eligibility for NAATI certification testing for translators and interpreters.

Under NAATI's certification system a candidate must meet certain prerequisites in order to be eligible to sit a NAATI certification test. The preferred pre-requisite pathway to eligibility is to complete a NAATI Endorsed Qualification.

As such, NAATI endorsement of a qualification has benefits for both students and the institution. NAATI considers that its association with an institution's qualification gives that qualification greater credibility in the industry. This may provide the institution with a marketing advantage over other institutions offering translating and interpreting qualifications that are not NAATI endorsed.

1.2.2 Requirements for endorsement

NAATI endorses translating or interpreting qualifications that provide the skills, knowledge and attributes required for professional practice. NAATI will only consider translating or interpreting qualifications that meet NAATI's requirements (outlined in Section 3) for endorsement.

NAATI will work cooperatively and collegially with institutions, both before endorsement and once endorsed, to ensure the necessary standards are met. However, there may be circumstances in which NAATI will determine that an institution must meet specific additional conditions to gain or retain endorsement. Unless these conditions are met within the stipulated timeframe, NAATI may refuse to grant endorsement or withdraw existing endorsement for a qualification.

The application process for qualification endorsement is outlined in Section Two, and the application requirements for endorsement are outlined in Section Three, of this guide.

1.2.3 Types of institutions NAATI may consider for qualification endorsement

a. Australian institutions delivering qualifications in Australia

Vocational Education and Training (VET) Providers

Providers of qualifications in the VET sector must fulfil the following requirements:

- The qualification must be offered by a Registered Training Organisation (RTO).
- The qualification must be listed on the RTO's scope.
- The qualification proposed for NAATI endorsement must either be a nationally accredited qualification or part of a nationally recognised training package.
- Should the institution intend to enrol international students in the Endorsed Qualification, then the institution must be CRICOS registered and the qualification must be listed for delivery against this registration.

Higher Education – Self-accrediting Institutions

Generally, self-accrediting institutions are universities. The institution must fulfil the following requirements:

- Qualifications for which NAATI endorsement is sought must be approved for delivery by the institution concerned when the application for NAATI endorsement is made.
- Should the institution intend to enrol international students in the Endorsed Qualification, then the institution must be CRICOS registered and the qualification must be listed for delivery against this registration.

Higher Education - Other Providers

Education providers other than RTOs and self-accrediting institutions must fulfil the following requirements:

- The provider or institution must seek endorsement to deliver a program in the jurisdiction(s) concerned. The qualification for which NAATI endorsement is sought must be approved for delivery by the appropriate jurisdiction when the application for endorsement is made.
- Should the institution intend to enrol international students in the Endorsed Qualification, then the institution must be CRICOS registered and the qualification must be listed for delivery against this registration.

b. Other situations:

There may be other situations where an institution seeks NAATI endorsement of their qualification. This includes overseas institutions or Australian institutions delivering qualifications overseas.

NAATI will consider applications in these situations on a case-by-case basis. The general principle applied when considering such applications will be comparability between the institutional governance, quality assurance and regulatory requirements, and the level of qualification offered.

Institutions in this situation should contact eq@naati.com.au in order to discuss their application before lodging an application form.

1.2.4 Types of qualifications NAATI may consider for endorsement

The main qualifications NAATI endorses are:

- Diploma
- Advanced Diploma
- Bachelor Degree
- Graduate Diploma
- Master's Degree

If an institution wishes to apply for endorsement of a qualification not listed above, please contact NAATI at eq@naati.com.au before lodging an application.

1.2.5 Certification tests available to eligible candidates through an Endorsed Qualification pathway

Completion of a NAATI Endorsed Qualification should prepare students to sit one (or more) of the following NAATI certification tests:

Translator:

- Certified Translator
- Certified Advanced Translator

Interpreter:

- Certified Provisional Interpreter
- Certified Interpreter
- Certified Specialist Interpreter (Health or Legal)
- Certified Conference Interpreter

NAATI's certification model can be [viewed here](#). An important part of qualification endorsement is establishing for which level of NAATI certification testing a qualification prepares students.

There may be situations where an institution delivers a qualification that may only lead to a 'Recognised Practising Translator' (RPT) or 'Recognised Practising Interpreter' (RPI) credential for the student because it is for a language in which NAATI does not regularly offer certification testing. In this situation, the qualification will automatically meet the pre-requisite training requirement for the Recognised Practising credential.

If an institution wishes to apply for endorsement for a language in this situation, please contact NAATI at eq@naati.com.au before making an application. NAATI is interested in working with institutions to broaden opportunities for students across a wide range of languages used in Australia.

1.2.6 Certification test languages available through an Endorsed Qualification pathway

Endorsement of a qualification applies to any languages the institution wishes to offer, as long as a NAATI test is available in that language at the corresponding certification level. Before applying, please contact NAATI at eq@naati.com.au to confirm the availability of certification tests for each certification level and language.

1.2.7 Student eligibility for NAATI certification testing

Students who are graduands* or graduates of a NAATI Endorsed Qualification will be considered eligible to sit the relevant NAATI certification test. Further information, including details about the process for students applying to sit for a NAATI certification test, is outlined in Section Six.

*For NAATI's purposes a graduand is a student who has completed the requirements for, but has not yet necessarily been awarded, the applicable degree or diploma.

1.3 FEE SCHEDULE

Institutions applying for a NAATI qualification endorsement are required to pay an application fee to NAATI. Fee details are outlined in Section 2.2.

SECTION TWO - ENDORSED QUALIFICATION APPLICATION PROCESS

2.1 APPLYING FOR NAATI QUALIFICATION ENDORSEMENT

NAATI welcomes new applications for Endorsed Qualifications at any time. If an institution would like to discuss their intentions with NAATI before applying, questions can be emailed to eq@naati.com.au.

To apply for NAATI qualification endorsement, institutions are required to submit a NAATI Endorsed Qualification Application Form and pay the relevant fee. The specific requirements for Qualification Endorsement are outlined in Section Three.

NAATI does not grant retrospective endorsement for a new qualification, that is, endorsement after the enrolment of students in a given qualification has commenced.

2.2 FEE SCHEDULE

All applications for NAATI Qualification Endorsement require the payment of a fee. This fee is payable each time an EQ application form is submitted to NAATI, and multiple qualifications may be included for endorsement in the one application. Once NAATI receives an application for qualification endorsement, NAATI will invoice the institution for the application fee.

The current fee schedule can be found at www.naati.com.au/resources/forms-fees/. NAATI reviews its fees on an annual basis, and the fee schedule is updated on 1 July each year.

2.3 OUTCOMES OF THE APPLICATION FOR QUALIFICATION ENDORSEMENT

Institutions can expect a period of less than three months from application submission to receive formal notification of NAATI's decision on qualification endorsement. However, the endorsement process may be delayed if the application is incomplete.

2.3.1 Qualification endorsement

Where an institution is successful in its application for NAATI endorsement, NAATI will inform the institution of the terms and conditions under which the qualification(s) must operate. All relevant terms and conditions of having a NAATI Endorsed Qualification will be set out in writing in an official qualification endorsement letter. Note that NAATI will not issue a formal notification of endorsement until the invoiced application fee has been paid.

2.3.2 Non-endorsement of application for qualification endorsement

Where NAATI does not approve the qualification, clear reasons for non-endorsement will be given to the institution in writing. The institution can then choose whether it wishes to submit a new application for endorsement. This would require the payment of a new application fee.

2.3.3 Period of endorsement

The normal period of qualification endorsement is three years. If, during that time, the institution ceases to satisfy the terms and conditions of endorsement, NAATI may withdraw its endorsement. An institution may also voluntarily withdraw from holding Endorsed Qualifications.

If, at the end of this period, an institution wishes to continue to be endorsed for a further three years, the institution must submit a new application for qualification endorsement form **at least three months before endorsement expiry**. If this application is not provided by the required date or is incomplete, the qualification may not be re-endorsed before the original endorsement expiry. There is no maximum number of times that a qualification can be endorsed.

2.4 PRIVACY AND CONFIDENTIALITY

NAATI regards any submission for endorsement, or part thereof, from an institution as confidential commercial-in-confidence. NAATI may provide information and documentation to the necessary NAATI staff, the Technical Reference Advisory Committee (TRAC), NAATI's Board of Directors and its subcommittees for the purposes of consideration of the application.

The material remains the intellectual property of the institution and will not be used for any other purpose or provided to any other party. All individuals with access to this information and documentation are subject to confidentiality agreements.

2.5 APPEAL PROCESS

Institutions that are dissatisfied with the outcome of their application can lodge an appeal. An appeal is a request for reassessment of NAATI's decision in relation to an application for qualification endorsement or amendment.

An appeal must be lodged in writing no more than two months from the date the institution was formally advised of the outcome of their application. The appeal must provide specific details as to why the institution believes a wrong decision has been made. Appeals may not be made in relation to NAATI policy, only in relation to the incorrect application of policy. To assist NAATI in considering an appeal, any additional information the institution considers relevant should be provided by email to eq@naati.com.au.

If NAATI finds that the decision is appealable, it will acknowledge acceptance in writing within two weeks of receiving the appeal. Normally, it will take at least one month to investigate the grounds upon which the appeal was made and formally review the basis of the original decision. If the process requires additional information or the decision is expected to take more than two months, NAATI will notify the institution.

NAATI will advise the institution of the outcome of the appeal in writing. The outcome of an appeal is final and NAATI will not consider further correspondence in relation to the matter.

2.6 CHANGES OR AMENDMENTS TO AN ENDORSED QUALIFICATION

If an institution wishes to make amendments to any aspect of an Endorsed Qualification, they must follow the process outlined in Section 4.3.

SECTION THREE – ENDORSED QUALIFICATION APPLICATION REQUIREMENTS

3.1 SUBMISSION OF APPLICATION

The following section outlines the information and criteria that must be met by an institution to be considered for qualification endorsement by NAATI. The form, which is in an editable PDF format, can be found on the NAATI website.

3.1.1 Institution Details (Part 1 in Application form)

The institution must provide information including: Institution Name, Trading Name, School or Department name (if applicable), Campus(es), Website, ABN, GST Registration number, and Type of Institution (i.e. VET or Higher Education).

In addition;

VET institutions must include their:

- RTO code
- Registration expiry
- CRICOS institution code

Higher Education Institutions must include their:

- Registration number
- CRICOS institution code

3.1.2 Contact Details (Part 2 in Application form)

The Institution must provide contact details of the qualification course co-ordinator(s) and a secondary contact. Details provided for each contact must include name, position title, email and telephone. The physical and postal address(es) of the institution should be provided in the course coordinator section of the application.

All contact information must be current, official (i.e. no private email addresses) and verifiable. Endorsed institutions are required to update NAATI immediately by email of any changes to Contact Details information.

3.1.3 Qualification Details (Parts 3a (VET) & 3b (Higher Education) in Application form)

Institutions seeking endorsement for a translating and/or interpreting qualification must provide specific details about the qualification on the application form. These are outlined below, and are dependent on whether the qualification is offered by a VET or Higher Education institution.

3.1.3.1 Institutions offering VET qualifications must include (Part 3a in Application form);

- *The Qualification name (in full):*

Examples include Diploma of Interpreting, Advanced Diploma of Translating.

- *The corresponding level of NAATI certification:*

Before submitting an application form for endorsement, institutions should contact NAATI staff at eq@naati.com.au to discuss the corresponding level of NAATI certification for their qualification(s). NAATI's certification model can be viewed here. Generally, NAATI considers:

For Translating: An Advanced Diploma of Translating (Australian Qualifications Framework (AQF) - Level 6 or comparable) will prepare students for a Certified Translator certification test.

Note: There is no level of NAATI certification between Recognised Practising Translator (for which there is no NAATI Certification testing) and Certified Translator. I.e. there is no 'Certified Provisional Translator' certification.

For Interpreting: A Diploma of Interpreting qualification (AQF - Level 5 or comparable) will prepare students for a Certified Provisional Interpreter certification test.

An Advanced Diploma of Interpreting (AQF - Level 6 or comparable) with units in chuchotage will prepare students for a Certified Interpreter certification test.

- *Institution Qualification (Course) Code*
- *Qualification PSP code*
- *Campus(es) where the qualification will be offered*
- *Proposed date of qualification commencement*

Institutions are requested to nominate a qualification commencement date. Applications for Qualification Endorsement should be made at least 3 months before the expected commencement of the qualification.

- *Qualification duration, specified in weeks and semesters*

The institution is to provide information about the qualification duration in terms of weeks and semesters. This information aids NAATI staff in ensuring efficiency in certification test scheduling. It also provides evidence of an institution's compliance with applicable Australian Skills Quality Authority (ASQA) regulations concerning qualification duration.

- *Which languages will be taught including the direction*

Endorsement of a qualification applies to any languages the institution wishes to offer, as long as a NAATI test is available in that language at the corresponding certification level. Before applying, please contact NAATI at eq@naati.com.au to confirm the availability of certification tests for each certification level and language. Institutions are required to indicate on their application form the languages they expect to offer each qualification in. This information aids NAATI staff in ensuring efficiency in certification test scheduling.

- *Confirmation that the qualification is listed on the institution's scope*
- *Confirmation of whether the qualification will be offered to international students*
- *If yes to the previous question, the CRICOS registration should be nominated*
- *Evidence as to how the qualification will link to student eligibility for the specified level of NAATI certification.*

This information should be submitted as an appendix to the application form. It should include a list of all components of a qualification, differentiating between core and elective units and indicating the contact and recommended independent study hours for each.

The Ethical and Intercultural competency components are an important part of NAATI certification and must be assessed during the qualification. Ethics knowledge and Professional Ethics encompassed in Ethical competency refers to both the knowledge of the appropriate codes of ethics and the skills and personal attributes required to apply the relevant codes and act ethically as an interpreter and/or translator.

Intercultural competency refers to the areas of knowledge, skills and personal attributes required by the interpreter and/or translator that allows them to identify culturally-specific information, appropriately reflect these in the target language and deal with clients in a culturally appropriate manner. Institutions should specify which units will fulfil the ethical and intercultural competency requirements of the qualification.

Institutions applying for endorsement for Certified Interpreter must also indicate which unit(s) will cover chuchotage (whispered interpreting) training.

There may be situations where an institution seeks endorsement for a qualification as a pathway to NAATI certification testing in both translation and interpreting. Evidence must be provided indicating that at least 40% of the core units focus on translating skills, and at least 40% of the core units focus on interpreting skills. Practical work experience must be split evenly between the two skills. The process for adding a skill to an existing Endorsed Qualification is outlined in Section 4.2.1.

Following the Victorian Royal Commission into Family Violence report, released on 29 May 2016, which recommended “that the Victorian Government, as a member of the National Accreditation Authority for Translators and Interpreters Ltd (NAATI), work with the other members of the authority to ensure that accreditation and testing processes and approval of translator and interpreter courses require an understanding of the nature and dynamics of family violence”.

NAATI requires that institutions offering an Endorsed Qualification preparing candidates for interpreting tests include family violence content as part of their training and assessment. NAATI recognises the important role played by interpreters in situations of family violence that involve LOTE speakers and is committed to the continued improvement of interpreting services available to those affected by this social issue.

3.1.3.2 Institutions offering Higher Education qualifications must include (Part 3b in Application form):

- *The Qualification name (in full):*

Examples include Master of Translation, Bachelor of Arts in Translation and Interpreting, Diploma of Interpreting

- *The corresponding level of NAATI certification:*

Before submitting an application form for endorsement, institutions should contact NAATI staff at eq@naati.com.au to discuss the corresponding level of NAATI certification for their qualification(s). For reference, NAATI’s certification model can be viewed here. Generally, NAATI considers:

For Translating: An Advanced Diploma of Translating (Australian Qualifications Framework (AQF) - Level 6 or comparable) will prepare students for a Certified Translator certification test.

A Master’s Degree or higher (AQF - Level 9 or comparable) will prepare students for a Certified Advanced Translator certification test.

Note: There is no level of NAATI certification between Recognised Practising Translator (for which there is no NAATI Certification testing) and Certified Translator. I.e. there is no ‘Certified Provisional Translator’ certification.

For Interpreting: An Advanced Diploma or higher (AQF - Level 6 or comparable) with units in chuchotage will prepare students for a Certified Interpreter certification test.

A Bachelor degree or higher (AQF1 - Level 7 or comparable) with specialised units in health interpreting will prepare students for a Certified Specialist Interpreter (Health) certification test.

A Bachelor degree or higher (AQF1 - Level 7 or comparable) with specialised units in legal interpreting will prepare students for a Certified Specialist Interpreter (Legal) certification test.

A Master’s Degree or higher in Conference Interpreting (AQF1 - Level 9 or comparable) will prepare students for a Certified Conference Interpreter certification test.

- *Institution Qualification (Course) Code*
- *Campus(es) where the qualification will be offered*

- *Proposed date of qualification commencement*

Institutions are requested to nominate a qualification commencement date. Applications for Qualification Endorsement should be made at least 3 months before the expected commencement of the qualification.

- *Qualification duration, specified in weeks and semesters*

The institution is to provide information about the qualification duration in terms of weeks and semesters. This information aids NAATI staff in ensuring efficiency in certification test scheduling. It also provides evidence of an institution's compliance with applicable ASQA regulations concerning qualification duration.

- *Which languages will be taught including the direction*

Endorsement of a qualification applies to any languages the institution wishes to offer, as long as a NAATI test is available in that language at the corresponding certification level. Before applying, please contact NAATI at eq@naati.com.au to confirm the availability of certification tests for each certification level and language. Institutions are required to indicate on their application form the languages they expect to offer each qualification in. This information aids NAATI staff in ensuring efficiency in certification test scheduling.

- *Confirmation that the qualification is approved by the relevant authorities, with evidence.*

Evidence can include a letter of approval from the relevant authority. Institutions unsure about what information to provide should consult with NAATI staff before submitting their application.

- *Confirmation of whether the qualification will be offered to international students*
- *If yes to the previous question, the CRICOS registration should be nominated*
- *Evidence as to how the qualification will link to student eligibility for the specified level of NAATI certification*

This information should be submitted as an appendix to the application form. It should include a list of all components of a qualification, differentiating between core and elective units and indicating the contact and recommended independent study hours for each.

The Ethical and Intercultural competency components are an important part of NAATI certification and must be assessed during the qualification. Ethics knowledge and Professional Ethics encompassed in Ethical competency refers to both the knowledge of the appropriate codes of ethics and the skills and personal attributes required to apply the relevant codes and act ethically as an interpreter and/or translator.

Intercultural competency refers to the areas of knowledge, skills and personal attributes required by the interpreter and/or translator that allows them to identify culturally-specific information, appropriately reflect these in the target language and deal with clients in a culturally appropriate manner. Institutions should specify which units will fulfil the ethical and intercultural competency requirements of the qualification.

Institutions applying for endorsement for Certified Interpreter must also indicate which unit(s) will cover chuchotage (whispered interpreting) training.

If applying for endorsement for Certified Conference Interpreter, Certified Specialist Interpreter or Certified Advanced Translator qualifications, the institution must also outline how the qualification ensures that a practitioner would have the Knowledge, Skills and Attributes (KSAs) to work in that specialist environment. The KSAs NAATI expects Translating and Interpreting Practitioners to have are outlined in the following documents:

[NAATI Translator Certification: Knowledge, Skills and Attributes](#)

[NAATI Interpreter Certification: Knowledge, Skills and Attributes](#)

There may be situations where an institution seeks endorsement for a qualification as a pathway to NAATI certification testing in both translation and interpreting. Evidence must be provided indicating that at least 40% of the core units focus on translating skills, and at least 40% of the core units focus on interpreting skills. Practical work experience must be split evenly between the two skills. The process for adding a skill to an existing Endorsed Qualification is outlined in Section 4.2.1.

Following the Victorian Royal Commission into Family Violence report, released on 29 May 2016, which recommended “that the Victorian Government, as a member of the National Accreditation Authority for Translators and Interpreters Ltd (NAATI), work with the other members of the authority to ensure that accreditation and testing processes and approval of translator and interpreter courses require an understanding of the nature and dynamics of family violence”.

NAATI requires that institutions offering an Endorsed Qualification preparing candidates for interpreting tests include family violence content as part of their training and assessment. NAATI recognises the important role played by interpreters in situations of family violence that involve LOTE speakers and is committed to the continued improvement of interpreting services available to those affected by this social issue.

Part B – Once Qualification Endorsement has been granted

SECTION FOUR - CONDITIONS OF NAATI ENDORSED QUALIFICATION STATUS

4.1 COMPLIANCE WITH CONDITIONS OF ENDORSEMENT

All qualification endorsements will have conditions attached and details of these will be provided in the institution's qualification endorsement letter from NAATI. Usually these conditions are general and common to most Endorsed Qualifications. These general conditions will be monitored on an ongoing basis and will not require specific responses from institutions unless formally requested.

If special conditions are indicated in the endorsement letter, NAATI may request evidence of the condition(s) being met within a particular timeframe. In these instances, ongoing endorsement for the qualification is conditional on the special condition(s) being met.

4.2 MAKING AN AMENDMENT TO AN ENDORSED QUALIFICATION

Where an institution's qualification has been endorsed by NAATI, certain amendments or changes to the qualification must be communicated to NAATI staff.

4.2.1 Amendments to Endorsed Qualifications may include:

Change of qualification name

For administrative and communications purposes, NAATI must be informed of any changes to be made to the name of a qualification. The institution will need to provide the full name of the qualification, the institution's qualification code and the date from which this name change will apply. This should be done through an email request to NAATI at eq@naati.com.au.

Addition of language stream(s)

Whilst a qualification is endorsed for all NAATI testing languages, in order to ensure the most efficient organisation of certification testing, NAATI must be informed by email to eq@naati.com.au of an institution's planned addition of language streams. If new language streams will be introduced, the institution must provide information on the applicable language(s), the skill and direction (i.e. interpreting or translating into English, into Language other than English (LOTE) or in both directions) and when the new language stream(s) will be introduced. The commencement date must be listed separately for each language stream if the language streams will be introduced at different times.

Addition of a certification credential to an existing NAATI Endorsed Qualification

In the event that an institution plans to extend the scope of an existing Endorsed Qualification to include both translating and interpreting skills, they will be required to submit an email request to NAATI at eq@naati.com.au. This should include information indicating the proposed changes / additions to core courses, which must satisfy the minimum requirements listed in Section 3 of this Guide.

Change / addition of delivery site

The institution will need to advise NAATI of any change or addition to the qualification delivery site, i.e. delivery address. This should be done through an email request to NAATI at eq@naati.com.au. The email must include evidence that any applicable registrations are valid for the institution's new delivery site, e.g. RTO registration and scope, CRICOS code. NAATI staff may request further details, where necessary before endorsing the amendment.

Changes to the qualification components or structure

NAATI must be informed by email of any planned amendments to the duration or Training Package Code (where appli-

cable) of an Endorsed Qualification's components.

In addition, for Certified Specialist Interpreter, Certified Conference Interpreter and Certified Advanced Translator qualifications, institutions must advise NAATI by email of all intended changes or amendments to the qualifications and the proposed changes or amendments must be assessed by NAATI staff to ensure that the integrity of the qualifications will be maintained.

Institutions which fail to inform NAATI of changes or amendments to any Certified Specialist Interpreter, Certified Conference Interpreter and Certified Advanced Translator qualifications risk NAATI not recognising the eligibility of students enrolled in those qualifications to sit a NAATI certification test through the Endorsed Qualification pathway.

4.2.2 Endorsement of amendment

Where an institution is successful in its application for amendment to an Endorsed Qualification, NAATI will inform the institution if there are certain terms and conditions under which the amended qualification must operate. Institutions should also be aware that all conditions currently applicable to the Endorsed Qualification also apply to any amendments endorsed, unless the institution is informed otherwise.

NAATI reserves the right to revoke the endorsement of a qualification or to visit an institution if it has reason to believe that the standard of the qualification has fallen below acceptable levels or if it finds that the information provided in any application is incorrect.

4.2.3 Non-endorsement of amendments

If NAATI does not endorse the proposed amendments, the institution will be given specific reasons for the endorsement not being granted. The institution can then choose to run the qualification in its initially endorsed form. In this case, the NAATI endorsement will still be valid.

If the institution chooses to run the amended qualification without NAATI endorsement, and NAATI believes that the amendment changes the nature of the qualification, the institution may lose NAATI endorsement for the entire qualification and qualification students will not be eligible to apply for NAATI Certification through the Endorsed Qualification pathway.

4.2.4 Other Changes

NAATI must be informed of any other changes that are proposed to the qualification. Changes might not directly influence NAATI's decision on the endorsement of amendments but will help to create an overall picture of the amended qualification. This would include changes such as amendments to the institution's name.

NAATI will not grant retrospective endorsement for amendments to an Endorsed Qualification, that is, endorsement of amendments to a qualification after the amendments have been introduced.

4.3 SUBMISSION OF ENROLMENT DETAILS

Institutions are required to submit enrolment details for each intake of students in all Endorsed Qualifications, using the template provided by NAATI. This should be done no later than two weeks after census date.

4.4 MONITORING OF ENDORSED QUALIFICATIONS

Consistent with its quality assurance role, NAATI will review Endorsed Qualification performance by assessing each institution's compliance with conditions of endorsement. Ongoing endorsement of a qualification is dependent on positive outcomes of NAATI monitoring.

4.4.1 Institution Visits

NAATI may visit institutions with Endorsed Qualifications as part of its ongoing monitoring process. These visits are intended to ensure that NAATI guidelines are being observed, uniform national standards are being maintained by NAATI Endorsed Qualifications and information provided in any application forms is accurate. The institution will be informed of a NAATI visit several weeks in advance.

4.4.2 Complaints made about an institution with a NAATI Endorsed Qualification

NAATI will investigate complaints about the operations, or other aspects, of a NAATI Endorsed Qualification put to it. Generally, NAATI will notify the institution that a complaint has been received and is being investigated. Complainants are required to follow NAATI's official complaints policy and procedures and provide evidence of any claim made. Please refer to the NAATI website for information about NAATI's complaints policy and procedures.

4.5 REQUESTS FOR OTHER INFORMATION FROM INSTITUTIONS

From time to time, NAATI may request that an institution provide information about policies, procedures or other qualification-specific details that NAATI sees as being important to the quality of a NAATI Endorsed Qualification. Normally this request for information will arise because of a specific case or issue being brought to NAATI's attention, e.g. from a student at the institution.

If an institution is contacted by NAATI as part of an investigation, the institution is expected to cooperate and to provide the information requested even if NAATI is unable to name the complainant or provide specific information about the circumstances of the concern or complaint. NAATI acknowledges that institutions have internal processes in place to handle complaints but NAATI reserves the right to obtain information from a NAATI Endorsed Qualification directly in relation to a concern or complaint where it feels the matter goes to the quality, and therefore the endorsement status, of the qualification.

4.6 ENDING ENDORSEMENT

If an institution fails to comply with the conditions of endorsement, NAATI will work with the institution to remedy the situation. NAATI reserves the right to revoke its endorsement of a qualification if problems persist.

An institution may also choose to give up endorsement at any point. NAATI should be advised of this decision by email to eq@naati.com.au, including the date from which they would like endorsement to lapse.

NAATI will send an official letter of cancellation to the primary contact from the institution indicating the reasons for the decision and the date from which the decision will be enacted.

SECTION FIVE - MARKETING ENDORSED QUALIFICATIONS

5.1 ENDORSED QUALIFICATIONS LIST

NAATI will maintain a list of Endorsed Qualifications at www.naati.com.au. All institutions' Endorsed Qualifications will be listed with details including their:

- state-based location;
- the qualifications offered (with the corresponding certification test level); and
- expiry date of qualification endorsement.

5.2 NAATI ENDORSED QUALIFICATION LOGO

An institution can request to use the NAATI Endorsed Qualification Logo on publications produced by the institution about its NAATI Endorsed Qualifications, e.g. on website pages, brochures or forms.

NAATI must have formally endorsed a qualification before a request to use the NAATI Endorsed Qualification Logo can be made. An institution with conditional endorsement of its qualification(s) will not be granted approval for use of the logo until all qualification conditions required (to be fulfilled before commencement of the qualification) have been satisfied.

Before seeking approval for the use of the NAATI Endorsed Qualification Logo, the institution should consult the Guide-line for using the NAATI Endorsed Qualification Logo document.

A request to use the NAATI Endorsed Qualification Logo must then be made in writing to eq@naati.com.au and the institution must provide information about:

- The NAATI Endorsed Qualification(s) the logo will be used to advertise;
- The location of the logo, URL for websites and/or details of any forms, brochures or other publications in which the logo would appear;
- The specific wording that is proposed to appear where the logo will be used. If the wording will appear in a language other than English, a translation of the text by a NAATI certified practitioner is to be provided; and
- The contact details for the person responsible for administering the website or publication in which the logo will be used (if different to the Qualification Coordinator).

Please be aware that if written endorsement for the use of the NAATI Endorsed Qualification Logo is granted, certain conditions for use of the logo apply:

- The NAATI Endorsed Qualification Logo must only be used to advertise a qualification holding current NAATI endorsement.
- The endorsement of the use of the logo is linked to the specific wording that appears in the publication or on the website where the logo is used. Should the institution intend to amend the wording, the institution is required to inform NAATI of the proposed amendment.
- The endorsement for use of the logo is limited to the period for which the qualification has been granted NAATI endorsement. Institutions must immediately remove the logo once the qualification endorsement expires or the qualification endorsement is removed by NAATI.
- NAATI reserves the right to have the institution remove the logo at any time if these conditions are not complied with or if necessary for any other reasonable purpose.

Institutions should be aware that all NAATI logos contain elements that are trademarked under Australian law. Should an institution reproduce any NAATI logos or other copyrighted content from the website (including downloadable forms) without permission, NAATI reserves the right to have the institution remove the offending content.

Should an institution require assistance with any written content describing NAATI, please email eq@naati.com.au to arrange assistance from NAATI's communication team.

Part C – Pathway to Certification testing

SECTION SIX - STUDENTS OF EQs APPLYING FOR NAATI CERTIFICATION TESTING

6.1 STUDENT ELIGIBILITY FOR SITTING A NAATI CERTIFICATION TEST

Students who are graduands* or graduates of a NAATI Endorsed Qualification will be considered eligible to sit a NAATI certification test. Students must have enrolled in the qualification while NAATI endorsement is held.

NAATI Qualification Endorsement is inextricably linked to a specific qualification (i.e. at a specific institution). Students may complete all the relevant units of a qualification, however if that qualification is not endorsed by NAATI, the student cannot be considered eligible to sit a NAATI certification test through the Endorsed Qualifications pathway.

If, for whatever reason, an institution fails to continue to meet relevant qualification endorsement requirements, NAATI may not honour the eligibility of a student for sitting the NAATI certification test. NAATI considers that this action would only occur in exceptional circumstances.

**For NAATI's purposes, a graduand is a student who has completed the requirements for, but has not yet necessarily been awarded, the applicable degree or diploma.*

6.1.1 Minimum attendance policy

NAATI does not place any attendance requirements on Endorsed Qualification students, outside of those enforced by the institution.

6.1.2 Sitting a NAATI Certification test at a lower level than a qualification is endorsed

Graduands/graduates of an Endorsed Qualification may elect to sit a certification test at a lower level than their qualification is endorsed, providing testing is in the same skill, i.e. a student who completes a qualification endorsed for the Certified Interpreter level could apply to sit a Certified Provisional Interpreter test, but completion of a course endorsed for Certified Conference Interpreter does not provide eligibility for Certified Translator testing.

Only graduands/graduates of a qualification endorsed for Certified Advanced Translator, Certified Specialist Interpreter and Certified Conference Interpreter can apply for the respective tests.

6.2 APPLYING FOR CERTIFICATION TESTING

The online application form for certification testing can be found on the NAATI website. In order for a graduand / graduate to be scheduled a test date with NAATI, the following must occur:

- The student submits an application for certification testing before they complete their qualification. They will need to provide proof of enrolment with their application. This is each individual student's personal choice; however they should be informed that they will not be factored into NAATI's test scheduling unless they complete this step.
- The institution is required to inform NAATI of the completion status of students within four weeks of course conclusion, at which point graduands will be assessed as Eligible for Testing. NAATI will contact the graduands / graduates directly regarding testing dates and invoices.

If a student chooses to apply for certification testing after completing an Endorsed Qualification, they must do so within three years of their completion date. In this situation, the graduand / graduate should upload a copy of their transcript to the online application. A graduate of an Endorsed Qualification may still be eligible for certification testing after three years, though they may be required to meet additional English, Intercultural, and Ethical competency requirements.

Students who already hold a valid NAATI certification (or Recognised Practising credential) should log in to the myNAATI portal and use the Additional Certifications online form to obtain additional credentials.

6.2.1 When will testing occur?

NAATI will endeavour to offer testing in relevant languages and skills within four months of the completion of an Endorsed Qualification, though we make no guarantees. Testing is scheduled based on the data in our system only and, as such, it is the responsibility of each candidate to ensure they apply for testing as early as possible.

In the event that NAATI is not able to provide testing for the relevant language and skill within six months of qualification completion, NAATI may consider granting Recognised Practising Interpreter or Recognised Practising Translator in the interim.

6.2.2 What happens if a candidate fails the test?

If a candidate fails the overall test but achieves the required level of performance for specific tasks, they may be eligible to apply for supplementary testing of the failed task within a one-year period from when they receive their test results. The specific requirements for eligibility can be found in the candidate instructions for each test type, which can be found on the NAATI website. Only one supplementary test will be offered.

If the candidate fails their certification test, there is no restriction on the number of times they may apply to NAATI to sit another test within three years from the date of completion of their qualification. The student must submit a new application form each time.

GLOSSARY

AQF

Australian Qualifications Framework

ASQA

Australian Skills Quality Authority

Conditional Endorsement

NAATI grants endorsement of the qualification on the condition that certain special conditions are met within a given timeframe in order to retain endorsement, e.g. review of initial assessment materials, involvement of external markers appointed by NAATI.

Qualification

Education program at a recognised educational institution that leads to an award, such as a Degree or a Diploma.

Qualification Endorsement

NAATI approves the qualification as it is outlined in the Application for NAATI Qualification Endorsement by the institution. General conditions are attached to the qualification endorsement.

International Student

The holder of an Australian student visa who is studying in Australia.

CRICOS

Commonwealth Register of Institutions and Courses for Overseas Students.

LOTE

Language Other Than English.

Non-Endorsement

NAATI decides not to award qualification endorsement to the institution. Reasons for non-endorsement will be provided. The applicant can re-submit an amended application.

RTO

Registered Training Organisation.

TRAC

NAATI's Technical Reference Advisory Committee.

Training Package

A set of nationally endorsed standards and qualifications used to recognise, train and assess the skills and knowledge that are required to perform effectively in a specific workplace.

VET

Vocational Education and Training