



NAATI

The National Accreditation Authority for Translators and Interpreters Ltd (NAATI)

2001-2002 annual report

**TWENTY THIRD
ANNUAL REPORT**



The National Accreditation Authority for Translators and Interpreters Ltd

23rd Annual Report 2001-2002

Report 2001-2002

The Hon. Gary Hardgrave MP
Minister for Citizenship and Multicultural Affairs
Parliament House
Canberra ACT 2600

Dear Minister

Re: NAATI Annual Report 2001-2002

I take pleasure in presenting the twenty-third Annual Report of the National Accreditation Authority for Translators and Interpreters Limited for the year 2001-2002.

The report reflects the company's operations during the year according to the Business Plan 2000 – 2004. It also includes the independently audited financial statements and various tables.

During the year, NAATI further increased its pool of accredited language practitioners in the community by providing training seminars, examinations and accreditations of interpreters and translators in a large number of community and demand languages. NAATI also approved some new applications for interpreter/translator training courses at TAFE colleges and tertiary institutions and also continued the assessment of overseas qualifications in interpreting and translating.

The NAATI Board of Directors, together with NAATI's Special Committees, Examiner Panels, Regional Advisory Committees, its CEO and highly dedicated staff, helped the company achieve its core objectives during 2001-2002 and managed to put NAATI on a sound financial footing. In my capacity as chair of NAATI I wish to publicly acknowledge the valuable contributions made by all the above. Thanks must also go to the stakeholders of NAATI, who offered valuable guidance and provided financial support to the company.

A handwritten signature in black ink, appearing to read 'W. Frick', with a stylized flourish at the end.

Dr. Wolfgang Frick
Chair
December 2002

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1. CHAIRMAN'S OVERVIEW

The financial year 2001-2002 was the second year of NAATI's four year Business Plan. The year was characterised by a significant increase in the demand for testing, the increased delivery of NAATI workshops for candidates preparing for tests, the successful delivery of tests at overseas locations and the completion of four important reviews.

1.1 Major Activities 2001-2002

Major activities during the year included:

- ◆ The delivery of :
 - 1691 tests in the Annual Program
 - 1607 special on-demand tests
 - 244 tests at overseas locations
 - 109 Language Aide tests
- ◆ Assessment of 210 overseas qualifications leading to 149 accreditations
- ◆ Assessment of approximately 300 course graduate applications leading to 357 accreditations
- ◆ The awarding of 1337 accreditations as follows:
$$\begin{array}{r} \text{PPI/PPT} = 441 \\ \text{T \& I} = 878 \\ \text{Adv T \& I} = 18 \\ \hline 1,337 \end{array}$$
- ◆ The delivery of tests in nine regional centres in Australia
- ◆ The delivery of 72 workshops to assist test candidates, practitioners and examiners
- ◆ The delivery of 3 special workshops in Sydney, Melbourne and Perth followed by 106 accreditation tests
- ◆ for Dari interpreters at the request of DIMIA.
- ◆ The approval of 14 tertiary courses in T & I at Australian institutions
- ◆ The completion of the Test Format and Methodology Review
- ◆ The completion of the Test Delivery Outsourcing Review
- ◆ The completion of the Structure Review and the implementation of the new Constitution (through the Members of NAATI)
- ◆ The review of the functionality of the Accreditation Management System (customised software programs) (brought forward from Year 3 to Year 2)
- ◆ The revision of NAATI application forms and their addition to the web site.
- ◆ The development of promotional materials and their distribution to NAATI's regional offices for display purposes
- ◆ The enhancement of the range and quality of information on the web site
- ◆ The production of the annual edition of the National Directory of Accredited and Recognised Practitioners of Translation and Interpreting with a new and more user-friendly format on the web site
- ◆ The production of all corporate reports and their submission to the relevant authorities in a timely fashion
- ◆ The full implementation of a performance review system for staff.

1.2 Testing

The total number of tests delivered within Australia during Year 2 of the Business Plan exceeded the prediction by about 10% (3298 vs 3000) and exceeded the previous year by 37% (2411 vs 3298). However, during the past two years since the Business Plan was developed and approved there has been a dramatic shift in the demand from Annual Program tests to Special On Demand Tests. Part of this shift is attributed to many candidates preferring to sit for tests when they feel prepared and ready to do so, rather than at the set dates offered by the Annual Program. In addition there is a demand created by intending migrants to obtain either a skilled occupation assessment or an assessment of language fluency skills for the bonus points associated with fluency in a community language.

The impact of this shift in demand is that the total number of subscribers to Special On Demand tests exceeded the target by 129% (1607 vs 700) while the Annual Test Program fell short of the Business Plan targets by 26.5% (1691 vs 2300).

This rapid shift in demand towards Special On Demand tests is significant and NAATI has made adjustments in both its administrative procedures and its staffing in order to meet it. The Business Plan targets for both Annual Program tests and Special On Demand tests will need to be adjusted for the next two years of the plan.

1.3 Reviews

1.3.1 NAATI Structure Review

In April 2000 a Ministerial sub-committee decided to review the structural organisation of NAATI. This was the first review of its kind since the incorporation of NAATI in 1983. The review was conducted by a working party comprised of four NAATI Members in consultation with the remaining five NAATI Members. The review was completed in May 2002 and resulted in a new Constitution for NAATI based on the Commonwealth Corporations Law 1991. The constitution included changes as follows:

- ❖ The identification of NAATI Members as the Ministers responsible in each jurisdiction for multicultural and/or ethnic affairs;
- ❖ The identification of Members' Representatives as being the delegates of the Members and as appointed by the Members;
- ❖ The specification of the Members' powers;
- ❖ The specification of the powers and duties of the Board of Directors;
- ❖ The appointment procedures, powers and duties of the Chief Executive Officer;
- ❖ A new mission statement; and
- ❖ A new set of objectives and outputs (See Appendix 1)

The new constitution became effective on 31 May 2002.

1.3.2 Test Formats and Methodology Review

The review of test formats and methodology which included general issues related to the accreditation system was conducted over a two year period between August 2000 and June 2002. The review, although an internal one, drew upon a wide range of expertise in interpreting and translation across Australia. More than 75 experts in T & I were involved in extensive consultations which led to a number of recommendations. Members of NAATI, the Regional Advisory Committees, service providers, AUSIT and many others were also involved in the review process.

The recommendations of the consultative groups were referred to NAATI's Qualifications Assessment and Advisory Committee and in turn, to the Board of Directors. In May 2002, the Board approved the following recommendations:

- ❖ NAATI will retain paraprofessional interpreter accreditation;
- ❖ NAATI will develop new test formats for the Translator and Interpreter tests which will more accurately reflect the needs of the workplace;
- ❖ NAATI will introduce an English Language Proficiency Screening Test prior to the accreditation tests as soon as practicable;
- ❖ NAATI will revise the eligibility criteria for accreditation, particularly by the testing method;
- ❖ NAATI will develop guidelines for training modules which will become compulsory prior to testing;
- ❖ NAATI will develop policies for accreditation, training and testing for low demand languages and in rural and remote locations;
- ❖ NAATI will consider the feasibility of using a system of mentoring and continuing professional development to encourage the up-grading of paraprofessional practitioners to the professional level of accreditation;
- ❖ NAATI will develop a system for re-validation of accreditation as a means to ensure maintenance of competency in T & I;
- ❖ NAATI will explore the possibility of withdrawal of accreditation as a means to gain better control over the ethical behaviour of accredited practitioners; and
- ❖ NAATI will give consideration to the introduction of accreditations for expertise in specialisations. e.g. (legal, scientific)

The Members of the Test Review Consultive Groups are listed at Appendix 5.

1.3.3 Test Delivery Outsourcing Study

The Test Delivery Outsourcing study was conducted by the Consultancy Bureau (Qld) between March and June 2002. The consultants were engaged to undertake a feasibility study into the potential for outsourcing the test delivery functions currently undertaken by NAATI on an in-house basis. The study was conducted with a high level of expertise and consultation with the final report being delivered to NAATI on 30 June 2002.

The primary finding of the study was that "outsourcing of NAATI's current test delivery function should not be undertaken at this time and that it should continue to be managed as an in-house function and remain the responsibility of NAATI". In addition, the report made eleven further recommendations relating to test delivery, accreditation methods, regional office functions, educational functions and promotion and publicity.

NAATI has accepted the primary recommendation of the review and will continue to manage the test delivery through in-house administration. The other recommendations of the review will be analysed by NAATI and decisions will be made about them in the next financial year.

1.3.4 Information Technology Review

NAATI's Accreditation Management System (AMS) was developed and introduced in 1998- 1999. While it performed

reasonably well in the first year, new business needs put strains on the system revealing its lack of flexibility to adaptation and its unreliability. In the past year, its decreasing functionality, and increasing maintenance cost, led NAATI to the decision to conduct an evaluation study in order to identify how the system might be improved.

The study considered the efficiency of the AMS system and the options available to ensure that the IT software could effectively meet the business needs of the company. The options included, "do nothing", "fix the current system", "adapt an off-the-shelf package" or "build a new system". The study clearly identified that building a new system would be the most cost efficient option.

The Board accepted the recommendation of the consultant and agreed to commence the development of a new database management system from August 2002 with an expectation of completion by August or September 2003. In this way, the investment can be spread over two financial years.

1.4 Major Achievements

NAATI made a number of achievements in its two key areas of Accreditation Services and Corporate Management as defined in the Business Plan.

1.4.1 Accreditation Services

In 2001-2002, NAATI made the following achievements in its core business area of Accreditation Services:

- ❖ Receipt of 2,871 new applications for accreditation, an increase of 22% over the previous year;
- ❖ The delivery of 3,298 tests in Australia through the Annual Program (1691 tests) and Special On Demand tests (1607 tests), an increase of 37% over the previous year;
- ❖ the rapid expansion of on-demand testing within Australia (from 678 in 2000-2001 to 1607 in 2001-2002);
- ❖ The implementation of an annual T & I testing program which included 40 languages at three levels of accreditation;
- ❖ the delivery of such tests at eight metropolitan centres and nine regional centres in Australia;
- ❖ the delivery of 72 T & I workshops by NAATI compared with 51 in the previous year;
- ❖ the facilitation of approval of courses, workshops and tests in indigenous languages leading to 20 accreditations across ten languages in the NT;
- ❖ the maintenance of a good turn-around of test results with approximately 80% returned by the due date;
- ❖ the re-approval of the national Diploma of Interpreting and similar re-approval of 14 individual T & I training programs at 7 tertiary institutions;

- ❖ the provision of 244 accreditation tests at 37 overseas locations in 25 countries, an increase of 15% over the previous year;
- ❖ maintenance of the level of applications for assessment of overseas qualifications leading to accreditation; and
- ❖ completion of the test format and methodology review leading to reform in the test formats and testing policies.

1.4.2 Corporate Management

In the area of Corporate Management, NAATI:

- ❖ up-graded the web site;
- ❖ Achieved 105% of its target revenue, of which 34.5% was derived from governments and 65.6% from its own activities;
- ❖ Increased the number of entries to the Practitioners Directory resulting in a 9% increase in revenue from this source;
- ❖ Streamlined the office procedures through the development of a NAATI induction manual and an office procedures manual;
- ❖ Relocated the Sydney office to more appropriate and professional premises;
- ❖ Reviewed the chart of accounts to provide greater refinement of the NAATI accounts system;
- ❖ Achieved approximately 80% of all payments through a merchant banking system;
- ❖ Initiated a risk analysis of the IT system for the purposes of developing a disaster recovery plan;

- ❖ Reviewed staff training needs and developed a strategy to meet the needs;
- ❖ Reviewed service level agreements for IT support, telecommunications and postage with a view to obtaining better value and service; and
- ❖ Replaced the out-of-warranty IT hardware by means of a leasing agreement.

1.5 Challenges

As for the previous year, the most significant challenges during the year related to the IT system and to NAATI's staffing.

While NAATI made significant improvements in the area of interoffice connectivity through its change to ADSL broadband and by the replacement of its out-of-warranty hardware, the problems with the Accreditation Management System persisted. With the decreasing reliability and functionality of the system, NAATI made the decision to re-design the accreditation management system over the next financial year.

The high turnover of NAATI staff continued during the year, with approximately 28% turnover. There was also one twelve month maternity leave and one six month workers compensation leave. Together, these factors contributed to high employment expenditures related to termination payouts, recruitment, training and replacements for staff on leave.

NAATI has also accumulated a high leave liability (both for long service leave and for annual leave) which has contributed to its deficit position this year. Nearly 30% of NAATI staff are now entitled to long service leave but have not yet taken this leave. NAATI is in the process of developing policies and management strategies to reduce this liability over the next financial year.

NAATI has also been challenged financially during the year. Although its revenue increased by approximately 19.5%, its operating expenditure increased by 26%. The increases in expenditure are attributed to the IT support, postage/courier and employment expenses. The NAATI Board has addressed these problems in the proposed budget for 2002-2003 with a view to achieving a better outcome in this period.

1.6 Future Development

Noting some changes in the demand for testing and the recommendations of the various reviews, NAATI has reviewed its Business Plan to ensure that activities in Year 3 of the Business Plan will be able to meet realistic targets.

NAATI has set a testing program for 2002-2003 which will increase the number of Annual Program tests and maintain the level of special on demand and overseas tests. While NAATI can exercise some control over the size of its annual program, it cannot achieve the same level of predictive accuracy of the on-demand or overseas tests as these are strongly influenced by migration processes.

NAATI anticipates that during 2002-2003, it will develop the new test formats, initiate the revision of the Course Approval Guidelines and the Examiners Manual. It will also conduct a review of the Regional Advisory Committees. Because of the recommendations of the test review, NAATI will not pursue the feasibility study of a training division.

NAATI looks forward to the development of a new database management system during the next year which will give greater functionality to the system and improve the overall productivity of staff.

1.7 Summary

In summary, during the 2001-2002 financial year, NAATI has experienced a significant increase in the demand for testing, a shift in demand away from the annual program testing to special on-demand testing, and a resulting increase in the number of accreditations. NAATI has met the demand for overseas testing and applications for assessment of overseas qualifications. It has guided tertiary institutions in their request for NAATI approval of courses, and has approved fourteen courses in interpreting and translation at seven institutions. The overall health of the business is good as is indicated by the number of new candidates during the year registering for accreditation.

The NAATI Structure Review, the Test Format and Methodology Review and the Test Delivery Outsourcing Study were all completed by 30 June 2002. As a result of the Structure Review a new constitution

has been developed and approved. The outcomes of all these reviews will lead to a new set of directions for the company in the foreseeable future. The NAATI advisory committees and the Board of Directors will be working towards implementing changes to effect these new directions in accordance with phased management planning.

I would like to take this opportunity to thank the Members of NAATI and their Representatives, the NAATI Executive Director and all the NAATI staff, including the members of our examiner panels, for their consideration, support and hard work in fulfilling the objectives of the company during 2001-2002. The new Board of Directors looks forward to working with all NAATI associated people in the coming year with a view to achieving new levels of performance and delivery.

Dr W Frick
Chair
December 2002

2. COMPANY OVERVIEW

2.1 Status of Company

The National Accreditation Authority for Translators and Interpreters (NAATI) was initially established in 1977 by the Commonwealth Government as part of the then Department of Immigration. On 1 July 1983 it was incorporated as a public company, limited by guarantee, under the A.C.T. Companies Act 1981. On 31 May 2002, NAATI's Memorandum and Articles of Association was replaced with a new constitution under the Commonwealth Corporations Act 2001.

NAATI is an independent organisation jointly owned by the Commonwealth, State and Territory Governments of Australia (known as the Members of NAATI). NAATI provides and maintains the national standards for the translation and interpreting profession in Australia. NAATI's role is to promote and develop competence and skills in translation and interpreting from one language into another, especially where one of these languages is English.

2.2 The NAATI Mission

Under the new Constitution, NAATI's mission is to...

"set and maintain high national standards in translating and interpreting to enable the existence of a pool of accredited translators and interpreters responsive to the changing needs and demography of the Australian culturally and linguistically diverse society."

2.3 NAATI's Broad Objectives

- ◆ From 31 May 2002, NAATI is committed to the following objectives:
- ◆ To set and maintain high national standards in translating and interpreting;
- ◆ To maintain and enhance a nationally recognised accreditation system that is responsive to the changing needs of the Australian community and accreditation applicants;
- ◆ To raise community awareness of the value and appropriate use of accredited Translators and Interpreters;
- ◆ To establish accreditation processes that are accountable and externally validated through suitably recognised and independent institutions;
- ◆ To provide opportunities for accredited Translators and Interpreters to re-validate/upgrade their accreditation level; and
- ◆ To provide advisory and consultancy services in relation to Translating and Interpreting.

Further details about the new objectives are presented at Appendix 1.

2.4 NAATI Members and Their Representatives

In accordance with the Constitution, NAATI has nine Members of the Company. The Members are the Ministers responsible in the Commonwealth and each State and Territory for multicultural and/or ethnic

affairs. A Member may appoint a person as his/her Representative to exercise any of the powers a Member may exercise under the Constitution and the Corporations Act.

The Members' Representatives usually include an Assistant Secretary within the Department of Immigration, Multicultural and Indigenous Affairs of the Commonwealth Government and the Chief Executive Officers of the Multicultural Affairs Commissions or like bodies in the State or Territory Governments. Prior to 31 May 2002, Members of NAATI could have either full membership or observer status, with observers being able to participate in discussions but not in the voting. After 31 May 2002, under the new Constitution, all Members have equal status as full voting members.

Members/Members' Representatives of NAATI 1 July 2001 to 30 June 2002

Mr P Vardos	(Commonwealth)
Mr N Manikis	(ACT)
<i>(to 11 June 2002)</i>	
Ms Judith Therkelsen	(ACT)
<i>(from 12 June 2002)</i>	
Mr S Kerkyasharian, AM	(NSW)
Ms E Jensen	(VIC)
Mr J Kiosoglous	(SA)
<i>(to 31 May 2002)</i>	
Ms J de Leo	(SA)
<i>(from 20 June 2002)</i>	
Mr Uri Themal, OAM	(QLD)
Ms L Andersch	(TAS)
Ms B Robbins	(WA)
<i>(to 2 March 2002)</i>	
Dr Leela de Mel	(WA)
<i>(from 17 April 2002)</i>	
Ms J Price	(NT)

2.5 NAATI Board of Directors

There are five NAATI Directors who are appointed by the Commonwealth Minister of Immigration and Multicultural and Indigenous Affairs on a resolution of the NAATI Members. At 30 June 2001 the term of office for the five Directors of the Board expired. Due to the concurrency of the structure review of NAATI, which was not completed, the members of the Board were invited to extend their appointments to 31 December 2001. Three members of the Board accepted the invitation and two declined. The two vacancies were not filled until mid October 2001 when Mr John Kiosoglous and Mr David Wheen accepted appointments to 30 June 2002. The three continuing members of the Board subsequently had their appointments extended to 30 June 2002. All Board appointments were subsequently extended to 30 August 2002.

In the year 2001-2002, the Board was comprised of:

Mr Adolfo Gentile
<i>(Chair)</i>
Mr Richard Acheson
<i>(Deputy Chair)</i>
Mr Stefan Romaniw OAM
<i>(Director)</i>
Mr David Wheen
<i>(Director)</i>
Mr John Kiosoglous MBE KSA AE
<i>(Director)</i>

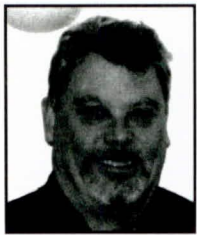
Directors' Profiles



Mr Adolfo Gentile

(Chair) is currently serving as a Member of the Refugee Review Tribunal. Until mid 1997 he was head of the School of Languages and

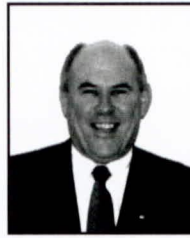
Interpreting and Translating, Deakin University and until August 2002, was the President of the International Federation of Translators (FIT). He is an accredited Advanced Translator (Italian/English) in both language directions. Mr Gentile has International recognition for work associated with the establishment of Translator and Interpreter training in Australia and for research into this field of study.



Mr Richard Acheson

(Deputy Chair) has held senior positions in the NSW public sector including Director of Language Services with the Ethnic Affairs Commission of NSW (now

known as the Community Relations Commission). He has also managed a community planning and multicultural affairs portfolio in local government, has worked in the community sector and as a consultant. In addition, he conducted a public inquiry into the relationship between police and ethnic communities in NSW and has been appointed to a number of statutory authorities. He is committed to social justice, accessible service provision and the professionalism of the language service industry.



Mr Stefan Romaniw

OAM recently completed his final term as Chairperson of the Victorian Multicultural Commission. His current role is Manager, Special

Projects Investment Division, Department of State and Regional Development working on establishing frameworks for potential investment and trade with economies in Central and Eastern Europe.

He is a board member of Multicultural Arts Victoria (MAV), the Australian Federation of Ethnic Schools Associations and Multicultural Issues Forum with Hume City Council and chairs the Australian Federation of Ukrainian Organisations.

He has recently served on the Boards of the Council of Adult Education, the Ministerial Council and Standing Committee on Immigration and Multicultural affairs and the Ministerial Advisory Council on Language Other Than English (LOTE), English as a Second Language (ESL) and Multicultural Education. He has teaching qualifications and worked in a range of schools settings before taking on the role of Manager of Languages and Multicultural Education Centre.

He received an Order of Australia in 2001 for his contribution to education and the Culturally and Linguistically Diverse Committees (CALD).



Mr David When has been a senior manager in the Australian Public Service and in community sector organisations. He is currently working as a management consultant.

He has been associated with NAATI over many years in his former capacity as an officer of the Department of Immigration and Multicultural Affairs.



Mr John Kiosoglous MBE KSA AE is currently serving as a Senior Member of the Commonwealth Administrative Appeals Tribunal. His association

with NAATI extends back to 1989 when he served as a Director of NAATI followed by his appointment to Chairman in 1992. He was also a Member of NAATI for South Australia until 31 May 2002. Mr Kiosoglous, a recipient of several honorary awards and medals, has extensive experience in the multicultural area serving as the Deputy Chairman of the South Australian Multicultural and Ethnic Affairs Commission and Chairman of the Ethnic Schools Board of South Australia. He is also a member of the Executive Board of the University of Adelaide, an Executive Member of the Greek Orthodox Archdiocese and Church of Australia, Honorary Chairman of the Council of the Greek Orthodox Communities and Parishes of South Australia, Deputy-Chairman of St Basils Greek Orthodox Homes for the Aged and Chairman of the Australian Hellenic Museum (SA).

Executive Director



Ms Sherrill Bell serves NAATI Ltd in the capacity as Executive Director and is an ex-officio member of the Board. She is also the Company Secretary. She came to NAATI after an academic career at the

University of Canberra including experience in teaching, research and tertiary administration. She is responsible for the management of NAATI and provides research and direction for the Board's consideration. She has been a member of several advisory committees both at NAATI and at tertiary institutions and has represented NAATI at numerous national and international T & I events.

2.6 NAATI Committees

There are two primary subcommittees of the Board of Directors. They are:

2.6.1 The Qualifications Assessment and Advisory Committee (QAAC)

The Qualifications Assessment and Advisory Committee (QAAC) is NAATI's primary advisory committee for accreditation standards and issues. The Committee is responsible for:

- ❖ The approval of tertiary courses in translation and interpreting;
- ❖ The development and revision of the guidelines for the approval of courses;

- ❖ The assessment of overseas qualifications emanating from institutions not previously assessed;
- ❖ The assessment of qualifications for accreditation at the Advanced (Senior) levels on the basis of experience;
- ❖ The development of eligibility criteria for accreditation at the various levels;
- ❖ The consideration of serious appeal cases;
- ❖ The development of policies relating to accreditation and testing;
- ❖ The participation in reviews relating to accreditation and testing; and
- ❖ The consideration of general policy issues relating to standards of the profession.

A report on the work of the QAAC during 2001-2002 is provided at 3.1.8.

The Members of QAAC are listed in Appendix 2.

2.6.2 The Regional Advisory Committees (RAC)

The primary roles of the Regional Advisory Committees are:

- ❖ To identify local issues and needs and provide advice in relation to them to the NAATI Board of Directors;
- ❖ To carry out special projects as required by the Board; and
- ❖ To promote NAATI policies and initiatives, and in turn, the I/T profession, within its region.

A report on the work of the RAC's during 2002-2002 is provided at 3.1.8.

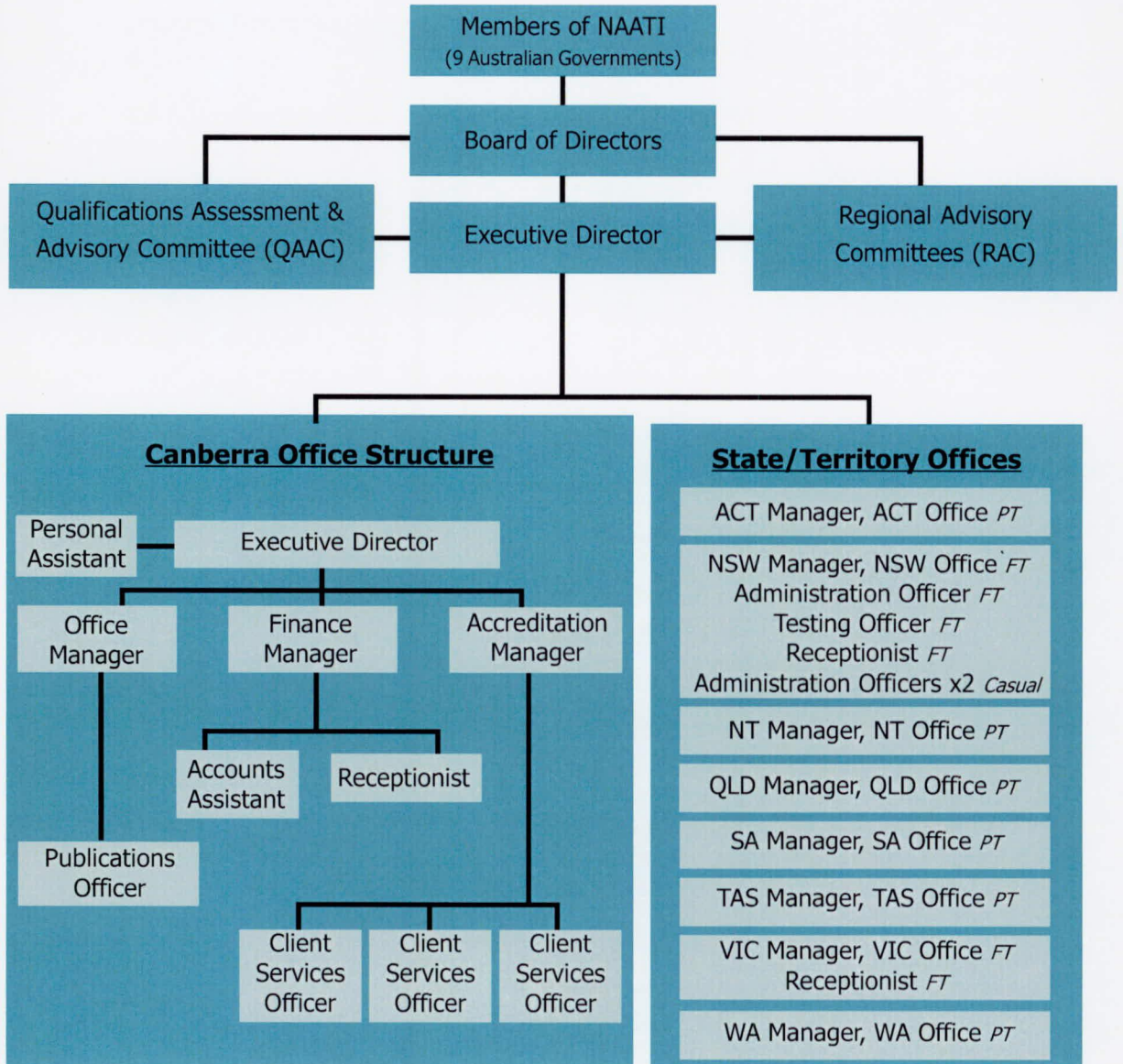
The members of RAC are listed in Appendix 3.

2.7 The Organisational Structure of NAATI

NAATI is a public company with its administrative headquarters located in Canberra. It has offices in each State and Territory, with full time staff in Canberra, Sydney and Melbourne. All other offices function on a part time basis to meet the local demand. At 30 June 2002, NAATI employed 28 administrative staff members in a total of 24.1 effective full time positions. Staff members are listed at Appendix 4.

The following chart illustrates the organisational structure of NAATI.

NAATI Organisational Structure



ACCREDITATION SERVICES: PERFORMANCE OUTCOMES AND OUTPUTS

The NAATI Business Plan states that the primary objective in the delivery of Accreditation Services is to increase the national pool of accredited translators and interpreters in Australia across an increasing range of languages, based on market demand, both actual/current and predicted through the following outcomes:

- ◆ The delivery of testing programs, approval of courses at Australian tertiary institutions, assessment of overseas qualifications; education services such as workshops and associated professional materials and publications; establishment of groups of expert advisers, panels of qualified examiners and regional committees;
- ◆ Development/refinement/implementation of policies relating to accreditation, design of tests and fee-pricing structures; and
- ◆ Contribution to Commonwealth/State/Territory Governments' language services programs. Where it involves NAATI in the provision of overseas testing for potential migrants, these overseas activities will be accounted for separately and clearly both in terms of NAATI's Annual Report and its audited financial reports.

3.1 Outcome One:

The delivery of testing programs, approval of courses of Australian tertiary institutions, assessment of overseas qualifications; education services such as workshops and associated professional materials and publications; establishment of groups of expert advisers, panels of qualified examiners and regional committees

Outputs: 2001-2002

3.1.1 **New Applicants**

During the year, NAATI received 2,871 new applicants for accreditation bringing the total number of accreditation clients to 45,783. Of the new applicants, approximately 2,145 were for testing in Australia, 300 for accreditation on the basis of course completion within Australia, 175 for overseas assessments and 250 for testing at overseas locations.

3.1.2 Tests

During the year, NAATI conducted tests as shown in the following table:

Table 1: NAATI Tests: 2001-2002

Type of Test	Annual Program Tests	Special On-Demand Tests	Overseas Tests	Total Number of Tests
Paraprof. Translator	5	6	0	11
Paraprof. Interpreter	291	263	0	554
Trans > English	506	414	95	1015
Trans > LOTE	567	843	143	1553
Interpreter	322	78	6	406
Adv. Trans > Eng.	0	2	0	2
Adv. Trans > LOTE	0	1	0	1
TOTAL	1691	1607	244	3542
No. Languages	40	47	27	
Language Aide	72 Oral 37 Written	0	0	109

Tests were conducted in all Australian capital cities as well as in the regional centres of Wollongong, Newcastle, Coffs Harbour, Griffith, Cairns, Rockhampton, Geelong, Shepparton and Port Hedland.

The 244 overseas tests were conducted in 25 countries at 37 locations. The three countries of highest demand for NAATI tests were China, the United Arab Emirates and Singapore, in this order.

Overseas testing has been facilitated through a contract with IDP Education Australia Ltd. This organisation is responsible for the delivery of the IELTS test of English language proficiency and therefore has having comparable expertise in test delivery methods. During the year, IDP made two new locations for testing available, these being Islamabad and Karachi.

3.1.3 Approval of Courses

NAATI approves T & I courses at Australian tertiary institutions and continues to monitor the courses to ensure that the institutions maintain the quality of the course over the period of approval. Graduates of such courses who achieve the NAATI standard in the final examination may be awarded NAATI accreditation at the same level for which the course is approved.

In 2001 – 2002, NAATI granted initial approvals or re-approvals to fourteen translation and/or interpreting courses in Australia (see table 2). An application for approval was received from the Institute of Aboriginal Development in Alice Springs

but was not finalised by the end of the financial year. During the year, NAATI approval for the Diploma of Interpreting at the Hobart TAFE expired but no application was received for renewal. The course has been discontinued due to lack of demand.

Table 2: Course Approvals and Re-approvals 1/7/2001 - 30/6/2002

New Course Approvals

National Diploma in Interpreting (Paraprofessional)

Adelaide Institute of TAFE	from 1/1/2002 to 31/12/2004
RMIT, Melbourne	from 1/1/2002 to 31/12/2004
CMC, Perth	from 1/1/2002 to 31/12/2004
Sydney Institute of TAFE (Granville)	from 1/1/2002 to 31/12/2004
Sydney Institute of TAFE (Petersham)	from 1/1/2002 to 31/12/2004
Batchelor Institute of Indigenous Tertiary Education	from 1/1/2002 to 31/12/2004
Southbank TAFE (Brisbane)	from 1/1/2002 to 31/12/2004
Goulburn Ovens TAFE (Shepparton)	from 1/7/2002 to 30/6/2003

Advanced Diploma in Interpreting

Adelaide Institute of TAFE Japanese, Korean, Italian, Spanish, Mandarin, Cantonese, Vietnamese	From 1/1/2002 to 31/12/2002
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Bachelor of Arts in Interpreting and Translation

U.W.S. Macarthur Arabic, Japanese, Mandarin, Spanish, Vietnamese	From 1/1/2002 to 31/12/2004
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Course Re-Approvals

Advanced Diploma of Interpreting and/or Translating

Adelaide TAFE (Trans.only) Japanese, Korean, Italian, Spanish, Mandarin, Cantonese, Vietnamese	From : 1/1/2002 to 31/12/2004
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RMIT Arabic, Cantonese, Greek, Italian, Japanese, Korean, Mandarin, Persian, Turkish, Vietnamese	From 1/1/2002 to 31/12/2003
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Central TAFE (Perth) Cantonese, Croatian, Indonesian, Italian Mandarin, Serbian	From 1 July 2001 to 1 July 2003
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Graduate Diploma in Interpreting and Translation

UWS (Macarthur) Arabic, Japanese, Mandarin, Spanish, Vietnamese	From 1/1/2002 to 31/12/2004
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3.1.4 Assessment of Overseas Qualifications

NAATI is the designated body in Australia to assess qualifications in interpreting and translation obtained from overseas institutions. In carrying out this responsibility, NAATI works closely with the National Office of Overseas Skills Recognition (NOOSR) and reports to it on a quarterly basis.

The demand for NAATI accreditation on the basis of overseas assessment stabilised during 2001-2002 at 219 applications of which 149 were successful. Applications for this method of accreditation are submitted by three groups of individuals: Australian citizens and permanent residents who trained overseas and wish to work as translators and interpreters in Australia; professional practitioners residing overseas who seek a formal qualification in interpreting and translation and individuals seeking accreditation for the purpose of identifying a skilled occupation in relation to their applications for migration to Australia. The last mentioned group represented the strongest demand during the year.

3.1.5 Accreditations

In 2001-2002 NAATI granted 1337 accreditations in translation and interpreting and 27 Language Aide qualifications as shown in Table 3. Accreditations in interpreting and translation increased by 19% over the previous year.

3.1.6 Workshops

NAATI conducts a variety of workshops for test candidates, accredited practitioners, employers and examiners. In the period September to December 2001, NAATI conducted three special workshops for the Department of Immigration and Multicultural Affairs in Sydney, Melbourne and Perth. The workshops were delivered to a group of about 120 Dari speakers to prepare them for the accreditation interpreter tests. Other workshops delivered in 2001 –2002 are shown in Table 4.

The number of workshops in 2001-2002 increased by 41% from the previous year. This was a result of better marketing by NAATI and increased demand created by immigration applicants seeking NAATI accreditation testing. Only one candidate workshop was conducted in the Northern Territory and none in Tasmania due to insufficient demand. In Western Australia, the workshop program was significantly increased due to the re-establishment of NAATI staffing.

Table 3: Accreditations 2001-2002 and Total Accreditations at 30 June 2002

Accreditation Level	By Test	By Course Completion in Australia	By Overseas Qualifications	Total in 2001 2002	Cumulative Total
Paraprof. Translator	3	0	0	3	4176
Paraprof. Interpreter	246	182	0	428	9242
Trans > English	202	37	8	247	4311
Trans > LOTE	287	62	125	474	5390
Interpreter	93	74	0	167	2624
Adv. Trans > Eng.	0	0	3	3	117
Adv. Trans > LOTE	0	1	5	6	127
Conference Int.	0	1	4	5	79
Adv. Trans > Eng (Sen)	0	0	0	0	2
Adv Trans > LOTE (Sen)	0	0	0	0	5
Conference Int (Sen)	0	0	4	4	53
TOTAL	831	357	149	1337	26,126
Language Aide	27				1927

Table 4: NAATI Workshops: 2001-2002

State	Language Aide	Test Preparation	Skill Development	Professional Development	Examiners	Total
ACT		2				2
NSW		22			1	23
NT		1			1	2
QLD		9	1		1	11
SA		6				6
TAS		0				0
VIC	4	9	3	2	2	20
WA		8				8
TOTAL	4	57	4	2	5	72

3.1.7 Professional Materials and Publications

During the year NAATI produced and updated various printed materials to assist clients to obtain accreditation. It also arranged for other publications to be accessed through NAATI. Key publications and materials for the benefit of candidates made available in 2001-2002 include:

- ❖ Overseas Testing Guidelines (update publication)
- ❖ Manual for Candidates (revised and updated publication)
- ❖ Australian Translator & Interpreter Training Opportunities (revised publication)
- ❖ Update of website to with new information
- ❖ NAATI News (reformatted)

3.1.8 Establishment of Groups of Expert Advisers

NAATI is dependent upon the advice received from experts in various fields related to interpreting and translation. During the year, the main advisory groups consisted of:

Qualifications Assessment and Advisory Committee

During the year under review, the QAAC convened four meetings: 6 October 2001, 17 November 2001, 9 January 2002 and 18 May 2002. Its work included:

- ❖ The approval and re-approval of 14 T & I courses at Australian tertiary institutions;

- ❖ The monitoring of tertiary courses in T & I;
- ❖ Participation in the Test Format & Methodology Review resulting in formulation of recommendations to the Board of Directors;
- ❖ The assessment of an application for Advanced Translator (Senior) on the basis of Australian work experience);
- ❖ Appeals on overseas assessments and testing; and
- ❖ Consideration of various accreditation policy issues.

Regional Advisory Committees

A Regional Advisory Committee (RAC) in each state and territory consisting of up to eleven members is appointed each year by the NAATI Board of Directors (See Appendix 2).

The primary role of the committees is to advise the NAATI Board and to promote NAATI, its accreditation system and the T & I profession. The committees identify local issues and needs and provide advice in relation to them; they carry out special projects as required by the Board and they promote NAATI policies and initiatives, and the T & I profession within their regions. The most significant achievements for the RACs during 2001-2002 include:

ACT Working with the ACT Office of Multicultural Affairs to deliver an Interpreter Awareness Day event which included displays and demonstrations contributed by NAATI, Ausit, the Ethnic Schools Association and the ACT Deafness Forum. It also initiated the idea of a confidential "hotline" for feedback on

access to and quality of interpreters in the ACT. It was instrumental in promoting the formation of a working party to develop a strategy for evaluation of the idea and if possible, its implementation. One RAC member also assisted the ACT government in the delivery of its program of workshops on *Working with Interpreters*.

NSW RAC continued its work in trying to find an effective means to remove incompetent and unethical T & I practitioners from the profession in NSW. It contributed to the NAATI Test Format and Methodology Review and undertook work related to the promotion of NAATI and the T & I profession. RAC also made some valuable recommendations for the up-grade of the NAATI web-site.

NT RAC worked to form closer links with various agencies which have a need for the engagement of interpreters and translators. It continued to promote the importance of accreditation to service providers and potential candidates.

QLD RAC provides the only forum in Queensland where representatives from service providers, government departments, educators and practitioners can hold meaningful discussions relating to all aspects surrounding the profession. Through this forum, it promoted the use of accredited T & Is to target groups, worked to secure funding and approval for the Diploma of Interpreting in Auslan, supported the Queensland Justice initiative of Aboriginal English cultural support training and promoted the Language Aide program to government employers.

SA RAC promoted NAATI accreditation and the use of accredited practitioners through communications with the Exporters Club, involvement in the training for detectives in relation to working with interpreters, representation on the Justice Network Committee and organisation of mock trials at the Residential Tenancies Tribunal during Law Week. RAC also participated in a session on how to work with interpreters organised for the NW Adelaide Health Services and promoted the use of the Interpreter Symbol on notices issued by the SA police. RAC also wrote an article on the Role of the Interpreter, organised its translation into six community languages and released this through the ethnic presses.

TAS RAC contributed to the NAATI Test Review through its response to the discussion paper and subsequent recommendations. It lobbied for the reinstatement of the Diploma of Interpreting course at Hobart TAFE and facilitated a very successful workshop on *Insight into Interpreting*. RAC also investigated the possibility of convening a Language Issues Forum to bring together T & I stakeholders to analyse the state of the profession in Tasmania. RAC presented an important paper on the issue to the NAATI Board of Directors in February 2002.

VIC During the first six months of the year RAC focussed on the delivery of a major T & I Awareness event for Victoria. The event which took place in November 2001, had a business focus and included presentations by representatives from companies such as VITS, Centrelink, Honda, Austrade. The event drew

significant sponsorships from leading Victorian service providers and drew an audience in excess of 200.

RAC also provided response to the Victorian Language Services Review and the NAATI Test Review.

WA RAC suffered from the inability of many members to attend meetings during the year which slowed the identification and implementation of special projects. In the second part of the year, RAC focused on contributing to the development of resources to support education and training about ethics of the profession. RAC initiated the collection of case studies or scenarios where T & I ethics cross the cultural bridge.

Examiners

In May 2002, NAATI reviewed the examiner panels in terms of composition and performance. Some panels required additional members to ensure a sufficient number of examiners with the appropriate breadth of skills to meet the demand for setting and marking tests. Vacant positions created by absentees or resignations were also filled. The Board of Directors appointed 293 examiners to 53 panels covering 57 languages. The larger panels include Auslan, Chinese, French, Indonesian and Spanish. Examiners generally have tertiary qualifications, NAATI accreditation and experience in T & I.

3.2 Outcome Two:

Development / refinement / implementation of policies relating to accreditation, design of tests and fee-pricing structures.

Outputs

3.2.1 Accreditation Policies

NAATI maintained the status quo with reference to accreditation policies during the year. There was only one minor change and this involved the change of language name from Bengali to Bangla based on support from the High Commissioner for the People's Republic of Bangladesh to Australia and the Department of Foreign Affairs and Trade;

As a result of the recommendations of the Test Review, the Board has referred a number of issues to the Qualifications Assessment and Advisory Committee for development. New policies are likely to be developed in relation to eligibility criteria, English language screening tests, test formats, and compulsory training modules. NAATI will also investigate the feasibility of implementing a system of periodic revalidation of accreditation.

3.2.2 Design of Tests

As an outcome of the test review, the Board agreed that NAATI would make changes to the Translator and Interpreter test formats to more closely reflect the needs of the workplace. The Auslan Interpreter test will also be substantially re-designed. The development of the new test formats

has been referred to the Qualifications Assessment and Advisory committee for completion in the next financial year.

3.2.3 Fee-pricing Structures

The Board of Directors approved fee-related policies as follows:

- ❖ Fees for the annual program of tests will be increased by 5% for the next financial year to offset the general CPI increase and other increases in costs related to testing.
- ❖ Fees for Special On-Demand tests and for Overseas Tests will be set to achieve full cost recovery.
- ❖ In recognition that governments provide funding to NAATI to assist Australians to obtain accreditation, a two-tiered fee structure has been maintained and applied to Special On-Demand tests in Australia and for assessment of overseas qualifications. One fee applies to Australian citizens and permanent residents and a higher fee applies to non-citizens and non-permanent residents.

3.3 Outcome Three

Contribution to Commonwealth/ State/Territory Governments' language services programs. Where it involves NAATI in the provision of overseas testing for potential migrants, these overseas activities will be accounted for separately and clearly both in terms of NAATI's Annual Report and its audited financial reports.

Outputs

3.3.1 Contribution to Government Language Services Programs

The NAATI Annual Testing Program for 2001-2002 included all languages and levels of accreditation categorised by government service providers as being in demand.

Through testing, course completion and overseas assessments NAATI awarded 1337 accreditations across 63 languages. These included accreditations in some languages of high need and low supply such as Albanian, Dari, Persian and Somali. A special need for Dari interpreters was identified early in the year due to the influx of asylum seekers. NAATI responded to a special request by the Department of Immigration and Multicultural Affairs to provide training workshops and special accreditation testing for this language group. Over the year 117 new accreditations in this language (85 at the paraprofessional level

and 32 at the professional level) were awarded.

NAATI also had worked with the Aboriginal Interpreter Service and Batchelor Institute in the Northern Territory to facilitate the Diploma of Interpreter course and short intensive workshops followed by accreditation testing. This has resulted in 20 new accreditations across 10 indigenous languages.

During the year, NAATI participated and contributed to the Victorian Language Needs Analysis by participating in the local group forums, teleconferences with the researchers, provision of statistics and communications with the staff of VOMA working on the project.

3.3.2 Overseas Testing

2001-2002 was the second year during which testing was available at overseas locations. A significant proportion of the demand for overseas testing is derived from intending migrants or seekers of permanent residency who need to have their occupational skill recognised by Australian assessing authorities. NAATI is the designated authority to assess tertiary qualifications in T & I obtained from overseas institutions. However, where practitioners have learned the profession through work experience or are ineligible for accreditation on the basis of their overseas qualifications, their T & I skills are assessed through the NAATI testing system under the same policies and guidelines that apply within Australia.

Table 5 shows the locations where overseas testing has been conducted together with the number and types of tests.

The financial outcomes of the overseas testing program are accounted for on a separate lines within the audited statements and by Independent Special Purpose Audit Report.

Table 5: Overseas Testing 2001-2002

Country	City	Number of Tests			Total
		Translation into LOTE	Translation into English	Interpreting	
Bangladesh	Dhaka	1			1
Benelux/ Netherlands	Horst	2	1		3
Brazil	Sao Paulo	2			2
China	Beijing	34	6		40
	Guangzhou	4	1		5
	Shanghai	11	1		12
Colombia	Bogota	3	1		4
Fiji	Suva	1	2		3
Germany	Essen	4	3		7
	Berlin	2			2
Hong Kong	Hong Kong	12	5		17
India	Chandigarh	1	5		6
	Chennai	1	2		3
	New Delhi	1	3		4
Indonesia	Bandung		1		1
	Jakarta	4		1	5
	Makassar	1			1
	Surabaya	1			1
South Korea	Seoul	3		1	4
	Pusan	1	1		2
Kuwait	Kuwait	1	1		2
Malaysia	Johor Bahru		1		1
	Kuala Lumpur	5	6	1	12
	Penang	1			1
	Subang Jaya	1	3		4
Mauritius	Port Louis	1	1		2
Philippines	Manila	7	5	1	13
Singapore	Singapore	9	11	1	21
South Africa	Johannesburg	1	1	1	3
Spain	Madrid	1			1
Sri Lanka	Colombo	2			2
Taiwan	Taipei	4	2		6
Thailand	Bangkok		1	1	2
	Khon Kaen	1	1		2
UAE	Dubai	8	23		31
UK	London	4	5		9
USA	Washington DC	1	3		4
Vietnam	Ho Chi Minh City	4	1		5
TOTAL		140	97	7	244

CORPORATE MANAGEMENT: PERFORMANCE OUTCOMES AND OUTPUTS

Outcomes

The NAATI Business Plan states that the primary objective of Corporate Management is to facilitate high quality business outcomes through:

- ◆ High level executive support and advice for the NAATI Board and members representing Commonwealth/State/Territory Governments;
- ◆ A review of staffing requirements/structure in States/Territories with a view to implementing an organisation structure which better aligns staff with business operational needs;
- ◆ Reviewing accommodation and operational costs of Regional Offices and options to reduce such costs, for example, through increased sharing of office space with other suitable organisations;
- ◆ Better defining the role and profile of the Regional Advisory Committees to promote and participate in providing the services and products of NAATI
- ◆ Best practice management styles, and strategic and operational frameworks which achieve high levels of efficiency and effectiveness, and streamlined work practices and procedures in the areas of:
 - Executive Business management
 - Human Resource Management

- Financial and Resource Management
- Information Technology and telecommunications
- ◆ Core Business Rules for NAATI combined with a Performance Based Management culture facilitated by NAATI's second Certified Agreement made under the Workplace relations Act 1996

While several of the above outcomes are on-going, only one was specifically programmed for Year Two of the Business Plan, this being a review of the Regional Advisory Committees. In addition, under outcome of best management practice and operational frameworks, NAATI had scheduled two feasibility studies, one relating to the possibility of outsourcing the test delivery function and the other investigating the possibility of establishing a training division. Corresponding outputs are reported as follows:

4.1.1 Outcome One

High level executive support and advice for the NAATI Board and Members

Outputs:

The NAATI Board was provided with accurate and timely advice on NAATI operations in conjunction with all Board meetings. In addition, the executive provided information upon request in relation to special issues. Monthly financial statements and quarterly analyses were provided to the Directors. Members of NAATI also requested information or advice periodically

throughout the year to which NAATI made appropriate responses.

4.2 Outcome Two

A review of staffing requirements/ structure in States/Territories with a view to implementing an organisation structure which better aligns staff with business operational needs;

Outputs

NAATI reviewed the level of demand for and delivery of services in the central office and each of its state and territory offices during the year. In conjunction with this, the organisational structures and staffing levels were also adjusted. In the central office some reorganisation was done in the management area to provide an office manager at the same level as the finance and accreditation managers, while the position of business manager was made redundant. The re-structure was completed following the resignation of the business manager and was an adjustment which more appropriately reflected the tasks related to the position.

The structure and staffing in the NSW office was altered with the creation of an additional full time position in place of several on-going casual positions. NAATI retains some casual staff in the NSW office to meet seasonal peaks in demand. The Melbourne office also increased its staffing level from 1.6 full time positions to 2 full time positions.

Some functions previously carried out by staff in the central office have been devolved to the state and territory offices.

This has led to speedier and more direct services to local candidates.

4.3 Outcome Three

Reviewing accommodation and operational costs of Regional Offices and options to reduce such costs, for example, through increased sharing of office space with other suitable organisations

Outputs

During the year NAATI reviewed its office accommodation where leases and contracts permitted such reviews to take place. Accordingly, NAATI investigated various options in relation to its NSW office and decided to relocate the office to larger and more professional premises. This was viewed as an investment which could be recouped through the provision of additional space to conduct larger workshops and more frequent Special On-Demand tests.

NAATI renewed its Memorandum of Understanding with the Multicultural Council of the Northern Territory, which provides dedicated space within its office for NAATI business together with some shared telephone and receptionist services.

4.4 Outcome Four

Better defining the role and profile of the Regional Advisory Committees to promote and participate in providing the services and products of NAATI

Outputs

The Business Plan had scheduled a review of the role and functions of the Regional Advisory Committees for 2001-2002. However, during the year, information received from the Ministerial Sub-committee conducting a review of the structure of NAATI indicated that there would be some changes in the committees of NAATI and that these would be specified in the new Constitution. The Board of Directors, therefore decided to defer the review of the Regional Advisory Committees until the structure review was completed and the new constitution was adopted.

4.5 Outcome Five

Best practice management styles, and strategic and operational frameworks which achieve high levels of efficiency and effectiveness, and streamlined work practices and procedures in the following:

Outputs

4.5.1 Executive Business Management

During 2001-2002, NAATI focused on the improvement of business delivery through the reduction of administrative processing, review and monitoring of business services and improved communications. The year was characterized by the documentation of office-wide business practices in the form of office procedures manuals and staff induction manuals.

There has been a strong focus on a performance based work culture.

There has been increased emphasis on client focus and office-wide consistent work practices and policies and the promotion of NAATI's services and products. This change has been facilitated from within the company, by giving staff more training opportunities, clearer policies and procedures and implementing a formal performance appraisal framework.

Specific achievements in this area include:

- ❖ Speedier and more reliable direct access to the NAATI database by all regional offices of NAATI;
- ❖ Up-dating and maintenance of a common induction manual for all NAATI staff;
- ❖ Development of office procedures manuals to include both national procedures as well as specific state/territory procedures
- ❖ Continual review of office procedures to reduce processes and eliminate duplication;
- ❖ More regular processing of examiner payments;
- ❖ Better management of client inquiry handling by central office staff through roster systems

In reviewing the operations of NAATI, a special feasibility study into the possibility of outsourcing the test delivery functions was conducted late in the financial year. The details of the study are explained at 1.3.3 of this report. The Board accepted the recommendation that test delivery remain a core business function of the company.

In addition, the Business Plan had scheduled a feasibility study into the possibility of establishing a Training Division of NAATI to enable an expansion of NAATI's activities in the delivery of test preparation workshops and in meeting the demand for associated T & I training. However, due to the lack of support demonstrated by the consultative groups associated with the Test Review and comments by Members of NAATI, the Board of Directors decided to not proceed with this idea.

4.5.2 Human Resource Management

Significant improvements were achieved in the area of Human Resource Management during 2001-2002. NAATI continued its strategic approach in HR management using performance appraisals and training as the vehicles for improvements.

Staff were afforded higher levels of training and development to encourage both depth of specialised knowledge as well as multi-skilling. Opportunities were also provided to staff to undertake higher level positions and responsibilities through both in-house training and external seminars, workshops, conferences and award courses at tertiary institutions.

Regular Performance Appraisals were implemented throughout the year providing staff with timely and helpful feedback on their work performance. Through this system, staff and management were able to identify training needs, improve work practices and reward staff for excellent contributions to the company. This system has provided the means for continuous improvement of work practices and procedures.

NAATI has also made specific OH & S improvements during the year through upgrades in equipment and furniture, re-arranged floor plans, repainting and recabling. This has made the NAATI working environments safer and friendlier as well as raising the professional image of the offices.

The human resource management changes achieved during 2001-2002 were within budget, and have formed a sound foundation for further consolidation and improvement in the quality of NAATI's human capital and the business and organisation frameworks.

4.5.3 Financial and Resource Management

The Business Plan provides for change in order to achieve efficiencies in financial and resource management. Many significant achievements including the streamlining and enhancement of the financial processing, analysis and planning: were made during 2001-2002 including:

- ❖ Review of the chart of accounts with revisions to reflect changes in business operations and to refine account lines into more meaningful categories;
- ❖ More and better training of staff to ensure proper invoicing and receipting;
- ❖ Increase in use of merchant banking facilities by clients now at approximately 80% of funds received;
- ❖ Continuous monitoring of expenses with new systems introduced to achieve savings;
- ❖ Property management of office leases to provide improved conditions at least cost to NAATI;
- ❖ Sound working relationships with financial institutions to maximize highest interest rates for investment monies;
- ❖ Establishment of an assets register together with monitoring of stock;
- ❖ Higher standards of records management;
- ❖ Compliant and well structured financial framework to facilitate smooth end of year audits and preparation of financial statements; and
- ❖ An increase in overall revenue of 7% over the previous year.

This area now has a financial and resource management framework that facilitates daily and long term business health and strategic planning. It is well placed to deliver significant benefits in 2002-2003 and the achievement of further efficiencies.

4.5.4 Information Technology and Telecommunications

During 2001-2002 NAATI made significant improvement in the performance of its wide area network and the reliability of its hardware. In contrast, its accreditation database system continue to deteriorate further.

In trying to address some of the problems experienced during the preceding year, NAATI implemented changes to its local and wide area network by changing its ISP provider to the ADSL broadband facility. Although this was a more costly facility, it provided the state and territory offices with speedier and more reliable access to the NAATI database system. The network support for NAATI was provided by a local company which has performed well over the year.

In September 2001, NAATI replaced its out-of-warranty hardware with a new fleet financed through a lease arrangement. New PCs and monitors were installed for each staff member in all offices and has resulted in reliable and maintenance free equipment.

In contrast to these improvements, NAATI continued to suffer the deterioration of the accreditation database system (AMS) which resulted in a high level of maintenance. In addition, the IT support for the AMS system became unreliable and resulted in the termination of the contract at the end of the financial year.

In response to this situation, the Board of Directors approved an external evaluation study of the AMS which in turn recommended a re-build of the system to meet the current business needs as the most cost efficient method to resolve the problem. The Board accepted the recommendation and approved an IT development project for the next financial year.

Despite these difficulties, NAATI responded to the operational needs and was able to achieve the targets of the Business Plan. NAATI used in-house skills to improve the website

Key developments during the year include:

- ❖ Replacement of the internet service provider;
- ❖ Replacement of out of warranty hardware ;
- ❖ Review of the service level agreements for IT support resulting in the re-negotiation of one and the termination of another;
- ❖ Reprogramming for the Practitioner's Directory to operate on NAATI's Website with daily automatic updates from the AMS;
- ❖ Completion of an evaluation study of AMS with a view to finding cost effective resolutions; and
- ❖ Initiation of the testing of the disaster recovery plan for the IT area.

NAATI ended the financial year with high performance hardware with fairly low maintenance and greatly improved connectivity between its offices. It has made the decision to rectify the

dysfunctional AMS database system by means of a substantial investment into re-building the system over the next financial year. It has also re-negotiated a contract with an IT support agency for both networking and AMS needs over the next year.

4.6 Outcome Six

Core Business Rules for NAATI combined with a Performance Based Management culture facilitated by NAATI's second Certified Agreement made under the Workplace Relations Act 1996.

Outputs

A number of manuals have been up-dated and refined during 2001-2002 to ensure transparency of policies and practices associated with elements of the business and to bring about consistency of approach and implementation on an office wide basis. These have been produced in-house by NAATI staff, both in the central and state offices, and are currently being used as part of an induction process for new staff, training for existing staff, and as reference documents as required.

The production of these manuals and policy guidelines is a continual and incremental process, with the following key manuals now use:

- ◆ AMS Plain English Manual
- ◆ Induction Manual for Managers of State Offices
- ◆ Office Procedures Manual

- ◆ Who does what in NAATI
- ◆ Frequently Asked Questions
- ◆ Guidelines for Invigilators and Deliverers of Tests in Overseas Locations
- ◆ Overseas Testing Guidelines
- ◆ Guidelines for Assessment of Overseas Qualifications
- ◆ Email Policy (current policy under review)
- ◆ Guidelines for Financial Processing in AMS to reconcile with credit cards processing and banking

The Performance and Staff Appraisal and Staff Development Plan in conjunction with the Certified Agreement has operated throughout the period. Most staff members are now working under performance agreements and regular performance appraisals. The plan provides for a two way performance exchange and evaluation for employees and their supervisors/managers. The plan has been well accepted by all employees.

PUBLICITY AND PUBLIC AWARENESS

Publicity and public awareness is a significant element of the NAATI Business Plan 2000 – 2004. In Year Two of the Business Plan NAATI undertook to achieve the following outcomes:

Outcomes:

- ◆ Increase liaison with community groups;
- ◆ Develop marketing/public awareness programs;
- ◆ Ensure public awareness tasks are integral to daily duties and responsibilities of NAATI staff;
- ◆ Increase the number of entrants to the Practitioners' Directory and make it more visible and accessible through the web site;
- ◆ Develop an interactive and up to date web site;
- ◆ Review NAATI News for improvements and increased subscriptions; and
- ◆ Provide opportunities for candidates to register for testing via the web site.

Outputs

5.1 Liaison with community groups

Throughout the year the Executive Director, Senior Managers and Managers of State and Territory offices, liaised and communicated with a wide variety of community groups and organisations. These included:

- ◆ Organisation of a major Translator and Interpreter Awareness Day in Victoria;
- ◆ Participation in ACT Government Interpreter Awareness Day Meetings with T & I educators at Australian tertiary institutions;
- ◆ Presentation of a session at the ANU Legal Workshop;
- ◆ Established links with the ATO Special Broadcasting Unit;
- ◆ Presentations to student groups at various Institutes of Technology and Universities;
- ◆ Liaison with major service providers;
- ◆ Participation in Gold Coast Awards Ceremony;
- ◆ Delivery of workshops in partnership with other organisations such as Centrelink and the NTITS;
- ◆ Participation in state based committees, forums and projects such as the Victorian Language Needs Analysis, the Queensland Migrant Settlement Planning committee Language Services Task Force, the Overseas Qualifications Unit Information Exchange Forum;
- ◆ Participation in special multicultural functions such as year-end functions,

- ◆ launches of new products or services, WA Harmony Day events;
 - ◆ Participation at tertiary course graduation ceremonies;
 - ◆ Participation in National Office of Overseas Skills Recognition (NOOSR) conference on overseas qualifications;
 - ◆ Attendance at local multicultural functions;
 - ◆ Information provision at tertiary institutions career days;
 - ◆ Attendance at special events related to Interpreting and Translation and Languages;
 - ◆ Presentations at special events; and
 - ◆ Working with employers re testing.
- ◆ two Interpreter and Translator Awareness Day events attracting more than 200 participants;
 - ◆ development of effective information and advertisement brochures for NAATI workshops;
 - ◆ development of more detailed information about NAATI accreditation for dissemination through the web site;
 - ◆ publication of an article about the role of interpreters in four ethnic presses in south Australia;
 - ◆ promotion of NAATI products through inclusion of information and order forms with all out-going mail outs;
 - ◆ increased customer service training for staff to assist with inquiries and promotion;
 - ◆ provision of more accessible information and application forms through the website;
 - ◆ improvement in the design, layout and content of NAATI News leading to an increase in circulation;
 - ◆ Development of new information flyers; and
 - ◆ Increased awareness of NAATI through its presence at overseas locations with IDP Education Australia Ltd where tests can now be delivered.

5.2 Develop marketing and public awareness programs

Outputs

NAATI continued taking a more proactive approach to public awareness of professional translation and interpreting services in Australia during 2001-2002. NAATI improved its external corporate image substantially by producing professional looking publications and brochures, improving the Website, participating in a range of awareness days and other display features, and improving the quality of NAATI News.

During 2001-2002, NAATI developed and implemented marketing programs for the promotion of its tests, workshops and ancillary products. NAATI also promoted the use of accredited practitioners to service providers and the general community. Activities during the year included:

Through the emphasis on performance based work practices with a focus on client services, NAATI has achieved both staff support and the production of quality products to promote a greater awareness of interpreting and translation within the community.

5.3 Ensure public awareness tasks are integral to daily duties and responsibilities of NAATI staff

Outputs

During the year, public awareness and client services were primary foci for staff training and company projects. Staff were given special training in client services and were encouraged to develop strategies to promote public awareness of NAATI and the accreditation system. They were also encouraged to have brainstorming sessions either in face-to-face meetings or by email exchanges. To effect these objectives, NAATI's activities included the following:

- ◆ Training courses related to client services;
- ◆ In-house training on providing effective responses to frequently asked questions;
- ◆ Staff liaison with community groups and professionals seeking information about T & I;
- ◆ Development of information and advertisement on the NAATI web site;
- ◆ Production of new and informative print materials;
- ◆ Staff promotion of the Practitioners Directory through telephone and email communications;
- ◆ Staff promotion of the company and its objectives through national and international email exchanges; and
- ◆ Increase circulation of NAATI News.

6.4 Increase the number of entrants to the Practitioners Directory and make it more visible and accessible through the web site

Outputs

In 2001-2002, the number of entrants to the Practitioners Directory increased by 20% over the previous year.

The design of the Practitioners Directory, both on the web site and in hard copy form was improved. The web version was made more accessible and easier to use. The hard copy was changed from a bound book format to a ring binder with insert format, thus providing the opportunity for future editions to be purchased in the form of the insert only.

Revenue derived from the Practitioners Directory increased by approximately 8%.

6.5 Develop an interactive and up to date web site

Outputs

NAATI made significant changes and upgrades to its web site during 2000-2001. It was continuously up-dated and improved during the year through re-design of the home page and lead pages to various menu items. Information was added, amended and deleted to meet the changing needs of the readers. Important events or information were periodically added as moving banners. Web site developments included:

- ◆ The re-design of the web site changing the presentation and layout to make it more user friendly;
- ◆ The addition of more accreditation information with greater accessibility
- ◆ The inclusion of clearer information on the levels of accreditation and the standards they represent
- ◆ The addition of direct links between the Practitioners Directory and the AMS data base to enable automatic and immediate updates of information
- ◆ The addition of better search functions on the Practitioners Directory

The web site consistently sustains approximately 138,616 hits per week. It has given clients easier access to information about NAATI's services and products. The provision of application forms in PDF (portable document format) files so that they may be transported over the internet and via the e-mail has been a major function of the web site during the year. NAATI had intended to make the site interactive during this year but was unable to do so due to lack of resources. This development is now scheduled for the next financial year.

5.6 Review NAATI News for improvements and increased subscriptions.

Outputs

While NAATI News is viewed as a source of revenue, it is also regarded as a means to promote and publicise NAATI and the accreditation system. During 2001-2002, and in accordance with the Business Plan program, NAATI reviewed the NAATI News in terms of its layout, design and content. It became clear that improvements in these areas could have a positive impact on the circulation of the newsletter. The following outputs were achieved:

- ◆ a change in format from A5 to A4 with more effective use of colour
- ◆ improvement of the content of the newsletter through the inclusion of feature articles on interpreting and translating practice, reports on state-based events, policy changes or decisions of the Board of Directors and up-dates on NAATI projects or T & I forthcoming events
- ◆ increased circulation of NAATI News increased revenue derived from this product by 24%.

5.7 Provide opportunities for candidates to register for testing via the web site

Outputs

Information and NAATI application forms were made more accessible to candidates through their inclusion on the web site. While an interactive system would facilitate submission of application forms through the web, NAATI often requires original documentation or certified copies of originals to verify eligibility criteria for various methods of accreditation.

The web site currently provides opportunities for candidates to register expressions of interest in accreditation testing, either in Australia or overseas which in turn permits the rapid dissemination of appropriate information and application forms to them.

6. FINANCIAL STATEMENTS AND NOTES

NAATI finances its operations through fees and revenue raised in response to the delivery of services or products and through government contributions. In 2001-2002 approximately 66% of the revenue was self-generated by NAATI and 34% by government contributions.

The government contributions were made in response to a funding agreement between NAATI and the nine governments of Australia. Specific deliverables were identified in the funding agreement, most of which related to accreditation services. NAATI must also submit a mid-year and end-of year report on its performance in relation to the deliverables. The funding agreement was signed in October and was followed by the first instalments of government monies.

The financial outcome of 2001-2002 resulted in an accounting deficit of \$141,547 brought about by high liabilities in employment expenses, several large prepayments and an over-expenditure in the IT area. While this reduced the accumulated funds, the company remained in a sound financial position.

The audited financial statements are presented on pages 39 to 62.

INDEPENDENT AUDIT REPORT

To the Members of the National Accreditation Authority for Translators and Interpreters Limited.

Scope

We have audited the financial report of the National Accreditation Authority for Translators and Interpreters Limited for the financial year ended 30 June 2002 as set out on pages 7 to 25. NAATI'S, Directors are responsible for the financial report. We have conducted an independent audit of the financial report in order to express an opinion on it to the Members of NAATI.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements and statutory requirements so as to present a view which is consistent with our understanding of NAATI's financial position, and performance as represented by the results of its operations and its cash flows.

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In our opinion, the financial report of the National Accreditation Authority for Translators and Interpreters Limited is in accordance with:

- (a) the Corporations Act 2001, including:
 - (i) giving a true and fair view of NAATI's financial position as at 30 June 2002 and its performance for the year ended on that date; and
 - (ii) complying with Accounting Standards and the Corporations Regulations 2001; and
- (b) other mandatory professional reporting requirements.

Emphasis of Matter

Without Qualification to the opinion expressed above, attention is drawn to the following matter. As indicated in Note 16 a significant portion of NAATI's annual revenue is derived from Commonwealth, State and Territory Government funding. A new funding agreement for 2002/03 is being negotiated with these funding bodies. Because this agreement has not been finalised the total grant funding for the 2002/03 financial year has not yet been received by NAATI. Currently there is no reason to believe that the funding will not be forthcoming, however if the matter is not resolved within the next two months the Directors will have to consider the future operations of NAATI.

HARDWICKE'S
Chartered Accountants



Robert Johnson, F.C.A.
Partner

Dated: 9/10/02
Canberra

**NATIONAL ACCREDITATION AUTHORITY FOR
TRANSLATORS AND INTERPRETERS LEMTED (NAATI)
A.B.N. 42 008 596 996**

**DIRECTORS' REPORT
FOR THE YEAR ENDED 30 JUNE 2002**

The NAATI Board of Directors present their report on the company for the financial year ended 30 June 2002.

Board of Directors

The names of the Directors in office at any time during or since the end of the financial year and details of their qualifications are as follows:

<i>Name of Director</i>	<i>Qualifications</i>	<i>Shares in NAATI</i>	<i>Contracts with NAATI</i>	
Dr Wolfgang Frick (Chair)	Educator & Linguist	N/A	Nil	Appointed 1/09/2002
Mr David Wheen (Deputy Chair)	Management Consultant	N/A	Nil	Appointed 16/10/2001
Dr Maximillian Brandle	Applied Linguist Consultant on Multiculturalism	N/A	Nil	Appointed 1/09/2002
Ms Vicki Mitsos	Manager & Administrator for Language Policy & Multiculturalism in regional & rural Australia	N/A	Nil	Appointed 1/09/2002
Ms Susan Bures	Administrator Great Synagogue of Sydney	N/A	Nil	Appointed 1/09/2002
Mr Adolfo Gentile	Former T&I Educator and Practitioner and current Member Refugee Review Tribunal	N/A	Nil	Term expired 30/08/2002
Mr Richard Acheson	NSW State Senior Government Administrator	N/A	Nil	Term expired 30/08/2002
Mr Stefan Romaniw	VIC State Government Senior Executive	N/A	Nil	Term expired 30/08/2002
Mr John Kiosoglous	Senior Member Administrative Appeal Tribunal	N/A	Nil	Appointed 16/10/2001 Term expired 30/08/2002

The directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

**NATIONAL ACCREDITATION AUTHORITY FOR
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A.B.N. 42 008 596 996**

**DIRECTORS' REPORT (CONT'D)
FOR THE YEAR ENDED 30 JUNE 2002**

Principal Activities

The principal activities of NAATI are to provide and maintain national standards for translators and interpreters, and to promote, encourage and develop competence and skills in translating and interpreting from one language to another.

There have been no significant changes in the nature of the principal activities of NAATI during the financial year.

Operating Results

The net operating deficit of NAATI for the financial year ended 30 June 2002 was \$(141,547) (30 June 2001: surplus \$44,720. The net operating deficit for 2001 before extraordinary items was \$(5,780)).

Review of Operations

NAATI finished the 2002 financial year with a deficit of \$(141,547). An increase of \$51,171 in the provisions for employee entitlements and information technology expenses totalling approximately \$205,000 have contributed to the loss. Last year NAATI returned a surplus of \$44,720. An extraordinary revenue item being an insurance recovery relating to a legal settlement totalling \$50,500 contributed to this surplus. Without this revenue, the 2001 operating deficit would have been \$(5,780).

Dividends Paid or Proposed

The Constitution prohibits the payment of dividends to the Members of NAATI.

Significant Changes in the State of Affairs

There were no significant changes in NAATI's state of affairs during the financial year. A new constitution was adopted by a resolution dated 31 May 2002.

After Balance Date Events

A new funding agreement for 2002/03 is being negotiated with the Commonwealth, State and Territory Governments. As this agreement has not been finalised the grant funding for the 2002/03 financial year has yet to be received by NAATI. Currently there is no reason to believe that the funding will not be forthcoming, however if the matter is not resolved within the next two months the Directors will have to consider the future operations of NAATI. Except for the effect of any of the matters discussed above, no matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly

**NATIONAL ACCREDITATION AUTHORITY FOR
TRANSLATORS AND INTERPRETERS LEMTED (NAATI)
A.B.N. 42 008 596 996**

**DIRECTORS' REPORT (CONT'D)
FOR THE YEAR ENDED 30 JUNE 2002**

affect the operations of NAATI, the results of those operations, or the state of affairs of NAATI in future financial years.

Future Developments and Results

The directors believe that there are no likely developments that will significantly adversely affect NAATI in the coming year. Negotiations for new funding arrangements with the Members of NAATI however have significantly delayed the receipt of government funds.

Directors' Benefits

No Director has received or become entitled to receive, during or since the end of the financial year, a benefit because of a contract between NAATI or a related body corporate with a Director, a firm of which a Director is a member or an entity in which a Director has a substantial financial interest. This statement excludes a benefit included in the aggregate amount of emoluments received or due and receivable by Directors and shown in NAATI's accounts or the fixed salary of a full-time employee of NAATI, controlled entity or related body corporate.

Indemnifying Officers or Auditor

NAATI has not during or since the financial year in respect of any person who is or has been a Director, employee or auditor of NAATI or a related body corporate:

- indemnified or made any relevant agreement for indemnifying against a liability incurred as an officer, including costs and expenses in successfully defending legal proceedings; or
- paid or agreed to pay a premium in respect of a contract insuring against a liability incurred as an officer for the costs or expenses to defend legal proceedings; with the exception of the following matters.

During the financial year NAATI has paid insurance premiums to insure each of the persons listed below against liabilities for costs and expenses incurred by them in defending any legal proceedings arising out of their conduct while acting in the capacity of director or officer of NAATI, other than conduct involving a wilful breach of duty in relation to NAATI.

Officers insured include:

Mr A. Gentile	Mr David Wheen
Mr R. Acheson	Ms S. Bell
Mr S. Romaniw OAM	Ms L. Atkinson
Mr John Kiosoglous	

NATIONAL ACCREDITATION AUTHORITY FOR
TRANSLATORS AND INTERPRETERS LEMTD (NAATI)
A.B.N. 42 008 596 996

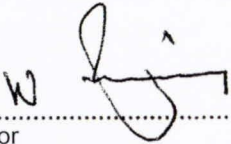
DIRECTORS' REPORT (CONT'D)
FOR THE YEAR ENDED 30 JUNE 2002

Meetings of Directors

During the financial year, eight meetings of the Board of Directors were held. Attendances were:

	No. of meetings eligible to attend	No. of meetings attended
Mr Adolfo Gentile	8	8
Mr Richard Acheson	8	7
Mr Stefan Romaniw OAM	8	7
Mr John Kiosogious (appointed 16/10/01)	6	6
Mr David Wheen (appointed 16/10/01)	6	6

Signed in accordance with a resolution of the Board of Directors.



.....
Director



.....
Director

Date: 30-9-02
.....

**NATIONAL ACCREDITATION AUTHORITY FOR
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)
A.B.N. 42 008 596 996**

DIRECTORS' DECLARATION

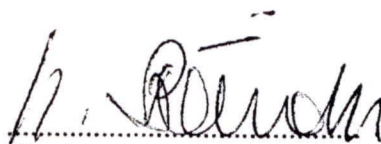
The NAATI Board of Directors declares that:

1. the financial statements and notes, as set out on pages 8 to 25, are in accordance with the Corporations Act 2001:
 - i) comply with Accounting Standards and the Corporations Regulations 2001; and
 - ii) give a true and fair view of the financial position as at 30th June 2002 and of the performance for the year ended on that date of NAATI;
2. subject to the satisfactory conclusion of funding negotiations with the Commonwealth, State and Territory Governments for 2002/03 it is the opinion of the Board of Directors that there are reasonable grounds to believe that NAATI be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors and is signed for and on behalf of the Board of Directors by:



.....
Director



.....
Director

Date: 30-9-02
.....

**NATIONAL ACCREDITATION AUTHORITY FOR
TRANSLATORS AND INTERPRETERS LEMTED (NAATI)
A.B.N. 42 008 596 996**

**DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2002**

2001\$		Notes	2002\$
2,033,428	Revenue from ordinary activities	3	2,429,396
(971,322)	Employee benefits expense		(1,144,118)
(78,598)	Depreciation expense		(77,475)
(989,288)	Other expenses from ordinary activities		(1,349,350)
(5,780)	Deficit from ordinary activities before income tax expense		(141,547)
Nil	Income tax expense relating to ordinary activities		Nil
(5,780)	Deficit from ordinary activities after related income tax expense		(141,547)
50,500	Surplus from extraordinary item after related income tax expense	18	(141,547)
44,720	Net surplus/(deficit)		
44,720	Total changes in equity other than those resulting from transactions with owners as owners		(141,547)

The accompanying notes form part of these financial statements.

NATIONAL ACCREDITATION AUTHORITY FOR
TRANSLATORS AND INTERPRETERS LEMTED (NAATI)
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DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2002

2001\$		Notes	2002\$
	CURRENT ASSETS		
829,001	Cash assets	5	923,218
19,631	Receivables	6	4,340
14,919	Other	7	1,054
<u>863,551</u>	Total Current Assets		<u>928,612</u>
	NON-CURRENT ASSETS		
229,406	Property, plant and equipment	8	155,997
<u>229,406</u>	Total Non-Current Assets		<u>155,997</u>
<u>1,092,957</u>	TOTAL ASSETS		<u>1,084,609</u>
	CURRENT LIABILITIES		
252,705	Payables	9	334,733
129,593	Provisions	10	180,764
<u>382,298</u>	Total Current Liabilities		<u>515,497</u>
<u>382,298</u>	TOTAL LIABILITIES		<u>515,497</u>
<u>710,659</u>	NET ASSETS		<u>569,112</u>
	ACCUMULATED FUNDS		
<u>710,659</u>	Retained surplus	11	<u>569,112</u>

The accompanying notes form part of these financial statements.

**NATIONAL ACCREDITATION AUTHORITY FOR
TRANSLATORS AND INTERPRETERS LEMTED (NAATI)
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**DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2002**

2001\$		Notes	2002\$
CASH FLOWS FROM OPERATING ACTIVITIES			
901,549	Government grants	19	1,049,290
839,936	Test related revenue		1,119,366
492,880	Other revenue		542,669
48,791	Interest received		32,693
(267,283)	Testing expenditure		(403,691)
(1,796,800)	Operating expenditure		(2,242,044)
219,073	Net cash provided by operating activities	12(b)	98,283
CASH FLOWS FROM INVESTING ACTIVITIES			
(27,722)	Purchase of property, plant & equipment		(4,066)
(27,722)	Net cash used in investing activities		(4,066)
191,351	Net increase in cash held		94,217
637,650	Cash at the beginning of the financial year		829,001
829,001	Cash at the end of the financial year	12(a)	923,218

The accompanying notes form part of these financial statements.

**NATIONAL ACCREDITATION AUTHORITY FOR
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)
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**DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2002**

NOTE 1 STATEMENT OF SIGNMCANT ACCOUNTING POLICIES

The financial report is a general purpose financial report that has been prepared in accordance with Accounting Standards, Urgent Issues Group Consensus Views and other authoritative pronouncements of the Australian Accounting Standards Board and the Corporations Act 2001.

The financial report covers the individual entity of NAATI Limited. NAATI is a public company limited by guarantee, incorporated and domiciled in Australia.

The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

The following is a summary of the material accounting policies adopted by NAATI in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

a) Cash

For the purposes of the statement of cash flows, cash includes cash on hand, cash at bank and at call deposits with banks or financial institutions, net of bank overdrafts.

b) Property, plant and equipment

Property, plant & equipment are carried at cost less any accumulated depreciation. The carrying amount of property, plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from those assets. The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining recoverable amounts.

The depreciable amount of all fixed assets are depreciated on a straight line or diminishing basis over their useful lives to NAATI commencing from the time the asset is held ready for use. The depreciation rates used for each class of depreciable asset are:

Class of fixed asset	Depreciation rate
Office equipment	11.25 - 40%
Furniture & fittings	2.5 -20%
Technology upgrade	15 -40%

**NATIONAL ACCREDITATION AUTHORITY FOR
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**DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2002**

NOTE 1 STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

c) Employee entitlements

Provision is made in respect of NAATI's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries and annual leave which will be settled after one year have been measured at their nominal amount. Consistent with the current NAATI Certified Agreement, all permanent full-time employees, permanent part-time employees, temporary employees and casual employees, who have sustained continuous employment with NAATI for a period of ten years are eligible for Long Service Leave of thirteen weeks. Employees become eligible for a further six and a half weeks of long service leave after another five years continuous employment. Contributions are made by NAATI to employee superannuation funds and are charged as expenses when incurred.

d) Revenue

Revenue from the sale of goods is recognised upon the delivery of goods to customers. Revenue from the provision of services is recognised when the service has been provided to the customers. Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

All revenue is stated net of goods and services tax (GST).

e) Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown as inclusive of GST.

NOTE 2 INCOME TAX

NAATT is tax exempt under Section 50-25 of the income Tax Assessment Act 1997.

**NATIONAL ACCREDITATION AUTHORITY FOR
TRANSLATORS AND INTERPRETERS LEMTED (NAATI)
A.B.N. 42 008 596 996**

**DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2002**

2001\$	%		Notes	%	2002\$
NOTE 3 REVENUE					
<i>Operating activities</i>					
819,590	40	Government funding	19	35	839,375
789,646	39	Test-related revenue		43	1,050,149
381,858	19	Other services revenue		21	509,113
42,334	2	Interest received - other corporations		1	30,759
2,033,428	100			100	2,429,396
<i>Non-operating activities</i>					
50,500		Proceeds from settlement of legal dispute		18	-
50,500					-
2,083,928		TOTAL REVENUE			2,429,396

NOTE 4 SURPLUS/(DEFICIT) FROM ORDINARY ACTIVITIES

Surplus/(deficit) from ordinary activities has been determined after:

Charging as expenses:

8,098	Depreciation of plant and equipment	6,969
70,500	Depreciation of technology upgrade	70,506
78,598	Total depreciation	77,475
1,543	Provision for annual leave	10,131
4,613	Provision for long service leave	41,040
1,160	Net loss on disposal of plant and equipment	-

NOTE 5 CASH ASSETS

972	Petty cash accounts	555
289,387	Operating accounts	43,323
538,642	Investment accounts	879,340
829,001		923,218

**NATIONAL ACCREDITATION AUTHORITY FOR
TRANSLATORS AND INTERPRETERS LEMTED (NAATI)
A.B.N. 42 008 596 996**

**DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2002**

	2001\$		2002\$
NOTE 6 RECEIVABLES			
	Current		
	19,631	Trade debtors	4,340
	<u>19,631</u>		<u>4,340</u>
NOTE 7 OTHER ASSETS			
	Current		
	2,989	Accrued income	1,054
	11,930	Prepayments	-
	<u>14,919</u>		<u>1,054</u>
NOTE 8 PROPERTY, PLANT & EQUIPMENT			
	170,158	Office equipment - at cost	172,483
	(152,053)	Less: accumulated depreciation	(156,278)
	<u>18,105</u>		<u>16,205</u>
	66,545	Furniture & fittings - at cost	67,645
	(41,578)	Less: accumulated depreciation	(44,322)
	<u>24,967</u>		<u>23,323</u>
	346,840	Technology Upgrade - at cost	347,481
	(160,506)	Less: accumulated depreciation	(231,012)
	<u>186,334</u>		<u>116,469</u>
	<u>229,406</u>	Total property plant & equipment	<u>155,997</u>

Movement in Carrying Amounts

Movements in the carrying amounts for each class of property, plant and equipment between the beginning and end of the current financial year were as follows:

	Office Equipment	Furniture & Fittings	Technology Upgrade	Total
Balance at the beginning of the financial year	18,105	24,967	186,334	229,406
Additions	2,325	1,100	641	4,066
Depreciation expense	(4,225)	(2,744)	(70,506)	(77,475)
Carrying amount at the end of the financial year	<u>16,205</u>	<u>23,323</u>	<u>116,469</u>	<u>155,997</u>

**NATIONAL ACCREDITATION AUTHORITY FOR
TRANSLATORS AND INTERPRETERS LIMITED (NAATI)
A.B.N. 42 008 596 996**

**DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2002**

2001\$

2002\$

NOTE 9 PAYABLES

	Current	
112,651	Trade creditors	124,308
36,394	Accrued charges	21,829
28,886	Test fees in advance	12,431
54,568	Practitioner Directory fees in advance	43,110
-	Grants in advance	114,525
20,206	GST liability	18,530
<u>252,705</u>		<u>334,733</u>

NOTE 10 PROVISIONS

	Current	
64,018	Provision for annual leave	74,149
65,575	Provision for long service leave	106,615
<u>129,593</u>	Aggregate employee entitlements liability	<u>180,764</u>
21.9	Number of full time equivalent employees at year end	22.4

NOTE 11 RETAINED SURPLUS

665,939	Retained surplus at the beginning of the financier year	710,659
<u>44,720</u>	Net surplus/(deficit)	<u>(141,547)</u>
<u>710,659</u>	Retained surplus at the end of the financial year	<u>569,112</u>

NAATI shows an accumulated surplus of \$569,112. The adequacy of this surplus is constantly under review, as the company must ensure that it has sufficient working capital to meet its day to day operational cash flows. As with prior years, NAATI's cash flow can be significantly affected by such factors as the timing of grant funding from the Commonwealth, State and Territory Governments, and the considerable up front costs that are incurred in delivering a test program, before any revenue is received. If no government funding is

**NATIONAL ACCREDITATION AUTHORITY FOR
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**DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2002**

2001\$

2002\$

NOTE 11 RETAINED SUR-PLUS (CONT'D)

received and there is a delayed or unsuccessful test program NAATI has to maintain reasonable accumulated surpluses to assure operational stability. From recent business outcomes, it has been identified that NAATI must maintain reserves at a level equivalent to four months trading to provide a level of security and an environment for efficient decision making.

NOTE 12 CASH FLOW INFORMATION

a) Reconciliation of cash

Cash at the end of the financial year as shown in the statements of cash flows is reconciled to items in the statement of financial position as follows:

972	Petty cash accounts	555
289,387	Operating accounts	43,323
538,642	Investment accounts	879,340
<u>829,001</u>		<u>923,218</u>

b) Reconciliation of cash flows from operations with operating surplus/(deficit) from ordinary activities after income tax

44,720	Surplus/(deficit) after extraordinary items	(141,547)
	Non cash flows in surplus/(deficit) from ordinary activities	
8,098	Depreciation	6,969
70,500	Depreciation (technology upgrade)	70,506
1,160	Loss on disposal of fixed assets	-
	Changes in assets & liabilities	
(14,126)	Increase)/decrease in debtors	15,291
6,457	(Increase)/decrease in accrued income	1,935
(4,924)	(Increase)/decrease in prepayments	11,930
6,156	Increase/(decrease) in employee entitlements	51,171
86,419	Increase/(decrease) in creditors	9,981
1,347	Increase/(decrease) in accrued charges	(14,565)
-	Increase/(decrease) in grants in advance	114,525
10,198	Increase/(decrease) in test fees in advance	(16,455)
3,068	Increase/(decrease) in Directory fees in advance	(11,458)
<u>219,073</u>	Net cash provided by operating activities	<u>98,283</u>

**NATIONAL ACCREDITATION AUTHORITY FOR
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2002**

NOTE 16 ECONOMIC DEPENDENCY

A significant portion of NAATI's annual revenue is derived from Commonwealth, State and Territory Government funding. A new funding agreement for 2002/03 is being negotiated with these funding bodies. While there is no reason to believe that the grant funding will not be received, if the agreement is not finalised within the next two months, the Directors will have to consider the future operations of NAATI.

NOTE 17 FINANCIAL INSTRUMENTS

a) Interest rate risk

NAATI's exposure to interest rate risk, which is the risk that a financial instrument's value will fluctuate as a result of changes in market interest rates and the effective weighted average interest rates on classes of financial assets and financial liabilities, is as follows:

2002	Weighted Average Effective Interest Rate	Fixed Interest Rate Maturing				Over 5 years	Non- interest Bearing	Total
		Floating interest Rate	Within one year	1 to 5 years				
		\$	\$	\$	\$	\$	\$	
Financial Assets								
Cash	4.4	584,494	338,169	-	-	555	923,218	
Receivables	-	-	-	-	-	4,340	4,340	
Total Financial Assets		584,494	338,169	-	-	4,895	927,558	
Financial Liabilities								
Payables	-	-	-	-	-	334,733	334,733	
Total Financial Liabilities	-	-	-	-	-	334,733	334,733	

2001	Weighted Average Effective Interest Rate	Fixed Interest Rate Maturing				Over 5 years	Non- interest Bearing	Total
		Floating interest Rate	Within one year	1 to 5 years				
		\$	\$	\$	\$	\$	\$	
Financial Assets								
Cash	4.26	289,387	538,642	-	-	972	829,001	
Receivables	-	-	-	-	-	19,631	19,631	
Total Financial Assets		289,387	538,642	-	-	20,603	848,632	
Financial Liabilities								
Payables	-	-	-	-	-	252,705	252,705	
Total Financial Liabilities	-	-	-	-	-	252,705	252,705	

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**NOTES TO THE FINANCIAL STATEMENTS
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NOTE 17 FINANCIAL INSTRUMENTS (CONT'D)

b) Credit risk

Credit risk on the company's financial assets is the loss that would be recognised if the other parties failed to perform their contractual obligations. The maximum exposure to credit risk, excluding the value of any collateral or other security, at balance date to recognised financial assets is the carrying amount, net of any provisions for doubtful debts of those assets, as disclosed in the statement of financial position and notes to the financial statements.

The company does not have any material credit risk exposure to any single debtor or group of debtors under financial instruments entered into by the company.

c) Net fair values

The carrying amount of the company's receivables, payables and bank accounts approximate their fair value. Receivables and payables are recognised at the amounts due and owed respectively. The net fair values of listed investments have been valued at the quoted market bid price at balance date.

Financial assets where the carrying amount exceeds net fair values have not been written down as the company intends to hold these assets to maturity or for the long term.

Aggregate net fair values and carrying amounts of financial assets and financial liabilities at balance date:

	2002		2001	
	\$		\$	
	Carrying Amount	Net Fair Value	Carrying Amount	Net Fair Value
Financial Assets				
Cash	923,218	923,218	829,001	829,001
Receivables	<u>4,340</u>	<u>4,340</u>	<u>19,631</u>	<u>19,631</u>
	<u>927,558</u>	<u>927,558</u>	<u>848,632</u>	<u>848,632</u>
Financial Liabilities				
Payables	<u>334,733</u>	<u>334,733</u>	<u>252,705</u>	<u>252,705</u>
	<u>334,733</u>	<u>334,733</u>	<u>252,705</u>	<u>252,705</u>

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2002**

NOTE 18 PROCEEDS OF LEGAL SETTLEMENT

During 2001 NAATI was party to a legal dispute concerning a defamation claim. The proceeds represent an insurance recovery relating to the legal settlement.

NOTE 19 CONTINGENCIES

In 1998-1999, Commonwealth, State and Territory Governments provided grants totalling \$230,350 for the purpose of a technology upgrade. The Commonwealth and Queensland Governments have a stated position that there will be cost recoveries in future years because of the upgrade. On this basis a reduction in government funding for 2002/03 and 2003/04 to recover their initial capital funding is in place. The amount of the reduction in 2002 was:

Commonwealth Government		\$32,375
Queensland Government		\$5,000

The expected reduction for 2002/03 and 2003/04 will be:

		Per annum
Commonwealth Government		\$32,375
Queensland Government		\$5,000

NOTE 20 OVERSEAS TESTING

Included in the test-related revenue and test-related expenditure is the financial information pertaining to the overseas testing program. Further information is available in relation to this area of NAATI's operations in a separate "Special Purpose Financial Report."

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DETAILED INCOME & EXPENDITURE STATEMENT
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2001\$		Note	2002\$
GOVERNMENT FUNDING			
406,840	Commonwealth Government	19	417,800
7,000	ACT Government		7,175
144,850	NSW Government		148,475
3,750	NT Government		3,850
63,450	QLD Government	19	63,525
36,200	SA Government		37,100
11,700	TAS Government		12,000
109,000	VIC Government		111,725
36,800	WA Government		37,725
819,590	Total Government Funding		839,375
TEST-RELATED REVENUE			
9,846	Cancellation fees		11,988
20,503	Language Aide		13,172
2,136	Paraprofessional - Translation		2,184
60,135	Interpreting		111,412
236	Review		920
131,911	T&I- Translation		135,480
43,269	Interpreting		111,121
4,962	Review		3,692
1,458	AT/CI - Translation		952
118	Review		-
108,950	Overseas - Translation	20	124,124
6,563	Interpreting	20	5,832
25,241	Application fees - overseas tests	20	12,111
27,999	Sale of overseas prospectus	20	48,386
121,590	On demand tests - resident		104,117
92,653	On demand tests - non-resident		243,884
80,432	Sale of sample tests		99,893
12,165	SOCOG testing revenue		-
3,169	Viewing of tests		6,785
36,310	Other test related revenue		14,096
789,646	Total testing revenue		1,050,149

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**DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2002**

2001\$	Note	2002\$
OTHER REVENUE		
116,034	Application fees	136,040
3,459	Recognition fees	4,329
29,950	Education services - candidate workshops	41,575
-	Education services - delivery of special workshops	47,318
20,680	Australian Course Accreditation - by course	27,543
3,065	Australian Course Accreditation - by institution	5,967
53,059	Practitioner Directory entry fee	57,738
5,320	Sale of Practitioner Directory	5,391
5,596	Overseas qualifications - Assessment fees - resident	9,142
43,605	Overseas qualifications - Assessment fees - non-resident	32,581
16,769	Sale of 'Ethics of the Profession'	20,192
3,268	Sale of 'Introduction to Interpreting'	4,567
3,484	Sale of other publications	10,706
5,523	Sale of 'Terms on the Go'	4,889
3,040	Sale of 'Working with Interpreters'	2,945
22,595	Sale of Certificates	31,009
14,273	Sale of ID Cards	19,351
6,633	Sale of NAATI News	9,141
10,018	Sale of RMIT publications	11,186
8,512	Sale of Translator Stamps	13,846
42,334	Interest	30,759
-	Sponsorship	7,455
6,975	Other revenue	6,202
424,192	Total other revenue	539,872
2,033,428	TOTAL REVENUE	2,429,396

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DETAILED INCOME & EXPENDITURE STATEMENT
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2001\$	Note	2002\$
TEST-RELATED EXPENDITURE		
2,649		6,817
5,308		2,477
1,527		591
41		100
322		500
3,650		7,932
116		199
20,683		19,706
194		475
1,586		2,375
3,916		5,525
11,100		15,591
78,008		79,053
15,445		21,262
1,628		2,579
870		2,590
1,648		720
1,171		1,094
1,912		2,029
1,880		2,592
1,391		1,283
293		-
58,693		120,303
4,487		5,363
14,504	20	16,056
4,779	20	7,563
6,300	20	13,388
715	20	1,488
678	20	-
815		8,347
383		1,772
6,652		9,004
6,696		5,878
75		-
2,192		2,852
822		1,445
4,940		1,409
9,646		10,100
30		-
1,461		-
279,206		380,458

**NATIONAL ACCREDITATION AUTHORITY FOR
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**DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2002**

2001\$		Note	2002\$
OPERATING EXPENDITURE			
10,731	Bank charges		32,659
17,185	Accounting & Audit fees	13	19,485
925	Administration costs		-
6,125	Insurance - contents & liability		11,337
-	Consultants		999
36	Research		28,438
8,443	Legal costs		20,237
5,713	Travelling expenses		6,092
75,159	Directors' remuneration & other costs	14	65,387
4,712	Insurance - directors & travel		4,303
28,863	Equipment - photocopier lease & charges		37,549
12,871	Education services		29,393
11,144	QAAC sitting fees & other costs		10,874
2,341	Translator stamps		5,372
40,446	Office - general expenses		75,490
65,175	Postage/courier		109,989
11,887	Electricity		15,822
142,177	Property - rental		152,075
9,032	Property - upkeep,(including cleaning)		12,578
935	Equipment - repairs and maintenance		5,043
-	Outgoings - Melbourne		5,029
45,000	AMS Upgrade		76,180
9,287	IT consumables		13,872
64,153	IT support/maintenance		43,753
673	IT licences & subscriptions		6,191
137	IT manuals & memberships		180
1,558	IT postage & courier		3,655
9,539	IT network connectivity & internet		9,183
-	IT lease agreement		51,383
-	Installation new fleet		705
8,412	Communications - internet		4,546
47,534	Telecommunications		48,807
1,783	Certified agreement costs		-
12,668	OH&S costs		516
18,227	Recruitment costs		15,375
10,453	Human Resource Development		7,739
784,132	Salaries - permanent/contract		865,671
2,871	Salaries - casual		25,354
4,613	Salaries - movement provision LSL		41,040
1,544	Salaries - movement provision AL		10,131
22,258	Insurance - workers' compensation		11,270
27,205	Payroll tax		15,893

NATIONAL ACCREDITATION AUTHORITY FOR
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DETAILED INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2002

2001\$		Note	2002\$
OPERATING EXPENDITURE (CONT'D)			
101,655	Superannuation contributions		138,677
8,098	Depreciation		6,969
70,500	Depreciation - technology upgrade		70,506
23,252	Printing - directory/newsletter/stationery		27,745
26,877	Printing - other publications		26,429
2,131	Publicity and functions		20,389
382	RAC costs		152
1,160	Loss on disposal of fixed assets		-
-	General expenses		23
1,760,002	Total operating expenditure		2,190,485
2,039,208	TOTAL EXPENDITURE		2,570,943
(5,780)	OPERATING (DEFICIT BEFORE EXTRAORDINARY REVENUE ITEMS		(141,547)
50,500	Proceeds from legal settlement	18	-
44,720	OPERATING SURPLUS/(DEFICIT) AFTER EXTRAORDINARY ITEMS		(141,547)

Appendix 1

NAATI Objectives and Outputs

On 31 May 2002, the Members of NAATI approved a new constitution under the corporations Law 2001. Under the constitution the objectives and outputs for NAATI were redefined as follows:

Objective 1

Set and maintain high national standards in translating and interpreting

Outputs:

- develop and publish a set of standards at various levels for translators and interpreters;
- establish a review mechanism to ensure standards are maintained;
- enhance translating/interpreting standards through close links and cooperation with relevant professional and educational bodies;
- include Translators & Interpreters' Code of Conduct as part of the accreditation.

Objective 2

Maintain and enhance a nationally recognised accreditation system that is responsive to the changing needs of the Australian community and accreditation applicants

Outputs:

- accredit competent translators and interpreters over a range of professional and para-professional levels by:
 - testing,
 - approval of courses at tertiary institutions,
 - assessment of overseas qualifications,
- develop close relationship with all stakeholders government/private service providers to enable identification of their needs;
- be responsive to service providers' changing accreditation needs for translating and interpreting in current, new and emerging community languages at appropriate levels as identified by governments/service providers;
- promote interest for obtaining accreditation and upgrading among potential applicants;
- in a cost effective manner be responsive to candidates' needs for NAATI T/I accreditation; and
- provide for equitable accreditation opportunities- directly or indirectly (ie through appropriate institutions) – across Australia despite geographical remoteness.

Objective 3

Raise community awareness of the value and appropriate use of accredited Translators and Interpreters.

Outputs:

- raise community awareness in relation to the need for using accredited translators/interpreters for effective communication;
- raise service providers' awareness of the importance of using accredited translators/interpreters in the provision of services to their clients;
- keep and make publicly available an updated list of all NAATI accredited translators and interpreters;
- provide information to all relevant/interested users on how to use translating/interpreting services; and
- encourage governments/service providers to use Translators and Interpreters who meet NAATI standards; and
- provide governments/service providers and the community with an updated list of languages available for testing.

Objective 4

Establish accreditation processes that are accountable and externally validated through suitably recognised and independent institutions.

Outputs:

- liaise and cooperate with relevant organisations and individuals in pursuit of this objective;
- put in place accreditation processes supported by independent validation;
- put in place recognition processes where there is no accreditation available for languages not yet tested;
- pursue continuous improvement of all procedures and processes through streamlining, regular benchmarking, and better use of advanced technology;
- ensure language panels' competency through:
 - engaging examiners of high qualifications
 - maintaining uniformity across various language examiner panels in the interests of consistent high standards in all languages
 - inclusion of external auditing processes
 - informing all NAATI examiners of probity and code of conduct requirements; enforcing these requirements through monitoring and taking appropriate action in cases of breach
- advise candidates of the testing process and opportunities for review.

Objective 5

Provide opportunities for accredited Translators and Interpreters to re-validate/upgrade their accreditation level.

Outputs:

- processes for periodic re-validation of accredited translators/interpreters' qualifications;
- inform relevant community organisations/service providers of the validity of NAATI accreditation;
- inform accreditation applicants of re-validation requirements and processes;
- inform applicants of professional development activities; and
- inform governments/service providers and community on the number of upgrades in NAATI status.

Objective 6

Provide advisory and consultancy services in relation to Translating and Interpreting

Outputs:

- Provide advice/consultancy on:
- translating/interpreting standards;
- accreditation process;
- translators/interpreters' code of conduct;
- role of the translator/interpreter as an independent, impartial communicator;
- translating and interpreting skills in various media, in various settings, utilising various techniques;
- cultural sensitivity in performing translating/interpreting tasks; and
- educational or other institutions' Translating/Interpreting course content

Appendix 2

Members of the Qualifications Assessment and Advisory Committee 2001-2002

Mr Adolfo Gentile (Chair of Committee)

President of the International Federation of Translators; former T&I educator at the professional level, practitioner as an Advanced Translator, for NAATI examiner.

Dr Emy Watt

Conference Interpreter, AIIC Member, T&I educator, knowledge of T&I courses at international locations, NAATI examiner.

Dr Judy Wakabayashi

Advanced Translator, T&I educator at the University of Queensland (Conference Interpreter and Advanced Translator in Japanese/English), NAATI examiner.

Ms Anna Grassi

T&I educator (curriculum), representative for paraprofessional courses in Australia.

Ms Amalia Milman

Practitioner at Advanced Translator and Interpreter levels, T&I educator, experience with service provision, NAATI examiner.

Appendix 3

Members of the Regional Advisor Committees 2001-2002

ACT:	Mr Mr P Blackburn Ms C Crane Ms A Dolejsi Ms A Milman <i>(Deputy Chair)</i> Mr M Ovington <i>(Chair)</i> Mr R Pintos-Lopez Ms A Prospero <i>(NAATI)</i> Ms K O'Sullivan Dr K Windle Mr D Wheen <i>(NAATI Director)Ex-Officio</i> Ms J Xiao		Ms M Kenny Mr A McGregor Ms T Ou Ms A Quinn <i>(Deputy Chair)</i> Ms A Wait <i>(Chair)</i>
NSW:	Mr R Acheson <i>(NAATI Director)Ex Officio</i> Ms P Andreacchio Mr A Aroustian Ms M Barany Mr J Blackbourn Mr M Doerfler Mr P Djite Ms A Grassi <i>(Chair)</i> Ms R Lazzari Mr A Raisbeck <i>(NAATI)</i> Ms Thida Yang		QLD: Dr M Brandle Mr Jim Duncan <i>(NAATI)</i> Ms B Houston Ms S Jordan Ms P Nugent Mr P O'Brien Ms M Spring <i>(Chair)</i> Ms I Szymanska Ms M R Tse Mr A von Stein Ms J Stines
NT:	Dr N Chadwick Dr P Chakravarti Mr R Coates Ms J Fuchs (NAATI) Ms C Goldie Ms N Hassan		SA: Ms C Appelkamp <i>(NAATI)</i> Mr M Armiento <i>(Chair)</i> Mr Andrew Gaal Ms R Gillies Mr R Grympa Mr J Hallett <i>(Deputy Chair)</i> Mr J Kiosoglous <i>(NAATI Director)Ex-Officio</i> Mr N Marovich Mr E Neophytou Ms T Semple Ms G Skalban Ms M Slatter

- TAS:** Ms L Andersch
Mr G Duarte
Mr T Edwards
(Delegate)
Mrs M Nolan
(Chair)
Mr Mahendra Pathik
Mr S Robinson
Ms T Sabine
Det. C Waterhouse
Ms S Wickham
- VIC:** Ms S Akcelik
Mr I Akinci
Mr A Florez
Mr A Gentile
(NAATI Chair)Ex-Officio
Mr K Hermes
Ms S Leane
Ms M Maggio De Leo
Mr U Ozolins
Ms S Pavlovska
(Chair)
Mr S Romaniw
(NAATI Director)Ex-Officio
Ms C Toffoli-Zupan
(NAATI)
Ms M Vasilakakas
Mr B Turner
(Delegate)
Mr M Zafiropoulos
- WA:** Mr A Barton
Mrs K Bastian
Ms K Bontempo
Ms B Brewster-Jones
Mrs M Gurgone
Prof. I Malcolm
Mrs H Murphy
Mrs T Nicholls
- Ms R Perera
Mr P Quinn
(Resigned 9/1/02)
Mrs K Sprigg
Ms N Motherway
(NAATI)

Appendix 4

NAATI Staff at 30 June 2002

NAATI Central Office

Ms Sherrill Bell FT
Executive Director

Ms Reena Blair FT
Office Manager

Mr Patrick Brown FT
Accreditation Manager

Ms Maria King FT
Finance Manager

Ms Pilar Christis FT
Client Services Officer

Ms Celia Kochevatkin FT
Client Services Officer

Ms Janet Lane FT
Client Services Officer

Ms Melini Cluff FT
Administration Services Officer

Ms Lynne Goodyer FT
Publications Officer

Ms Santa Jugovac PT
Administration Services Officer

Anchal Rastogi FT
Receptionist/ Client Services

Australian Capital Territory

Antonietta Prosperi PT
Manager ACT Office

New South Wales Office

Mr Alan Raisback FT
Manager New South Wales Office

Ms Maria Coloma FT
Receptionist/ Client Services

Ms Dea Perini FT
Client Services (Testing)

Ms Amanda Hawkes FT
Client Services Officer

Ms Jane Davis Casual
Client Services Officer

Mr Brendan Finnane Casual
Client Services

Northern Territory Office

Ms Katherine Andrews PT
Manager Northern Territory Office

Queensland Office

Mr Jim Duncan PT
Manager Queensland Office

Ms Birgit King-Martin Casual
Client Services Officer

South Australian Office

Ms Cheryl Appelkamp PT
Manager South Australian Office

Ms Daniela Kautsky PT
Client Services Officer

Tasmanian Office

Ms Sarah Briggs PT
Manager Tasmanian Office

Victorian Office

Ms Cynthia Toffoli-Zupan FT
Manager Victorian Office

Ms Deborah White FT
Receptionist/ Client Services Officer

Ms Loraine David Casual
Client Services Officer

Western Australia Office

Ms Norma Motherway PT
Manager Western Australian Office

Appendix 5:

Participants in NAATI Review of Test Formats and Methodologies

- Mr Adolfo Gentile** NAATI Chairman, President International Federation of Translators, NAATI Accredited Advanced Translator
- Mr Robert Adam** President Aust. Assoc. of the Deaf, Examiner
- Mr Victor Baskir** Manager, TIS Eastern
- Mr January Blackburn** Assistant Manager, On Site T & I, TIS Eastern
- Dr Harry Blackmore** Educator, Auslan Interpreter, Examiner
- Mr Peter Bonser** Auslan Interpreter, Examiner
- Mr Skender Bregu** Interpreter, President AUSIT
- Ms Marianne Bridge** Auslan Interpreter, Educator, Researcher, Examiner
- Ms Jo Caffery Educator** – Course coordinator (BIITE)
- Dr Stuart Campbell** Educator (USW), Researcher, Examiner
- Dr Raymond Chakhachiro** Educator (SI T), Interpreter, Examiner
- Dr Prith Chakravarti** Educator (formerly at BIITE), Interpreter, Examiner
- Mr Jianming Chen** Educator (RMIT)
- Ms Terry Cheshier** Translator, Educator, Service Provider
- Ms Mary Coley** Educator (BIITE), Interpreter and Translator
- Dr Michael Cooke** Educator (formerly BIITE), Researcher, Interpreter, Translator
- Ms Dagmar Dixon** Educator (CMC-Perth), Interpreter & Translator, Examiner
- Ms Mandy Dolejsi** Auslan Interpreter, Educator, Examiner
- Ms Radmila Domonkos** Service Provider (NSW CRC) Translator, Paraprofessional Interpreter
- Dr Songsri Foran** Interpreter, Translator, Examiner
- Ms Anna Grassi** Educator (SIT) , QAAC Member
- Dr Matthew Gredley** Translator, Interpreter, Examiner
- Dr Sandra Hale** Educator (UWS), Interpreter/Translator, Researcher, Examiner
- Mr John Hallett** Auslan Interpreter, Examiner
- Mr Klaus Hermes** Advanced Translator, former Educator and Examiner
- Ms Susanna Hovell** Conference Interpreter, AIIC member, Advanced Translator
- Mr Andrew Jantke** Educator (formerly BIITE)
- Ms Claudia Koch** Interpreter, Advanced Translator, Examiner
- Mr J.C. Lloyd-Southwell** Conference Interpreter, AIIC Member, Educator
- Dr Maree Madden** Auslan Interpreter, Educator, Researcher, Examiner
- Ms Joyce Measures** Educator (IAD)
- Ms Barbara McGilvray** Advanced Translator, Educator, Examiner
- Ms Amalia Milman** Advanced Translator, Interpreter, QAAC Member, Examiner
- Mr Bill Milroy** W.A. Justice Ministry
- Ms Lorraine** Norton Service Provider – Manager. HCIS – NSW, Interpreter
- Mr Ari Pappas** Service Provider – Manager, CHIS – Victoria, Interpreter

Mr Chris Poole Interpreter, Translator, freelance practitioner

Dr Hosain Riazi Interpreter, Translator, Examiner

Ms Colleen Rosas Service Provider - Manager, Aboriginal Interpreter Service, Darwin

Ms Magdalena Rowan Educator (AIT), Interpreter, Translator, Examiner

Ms Yuki Sayeg Conference Interpreter, AIIC member, Educator (U. Qld), Examiner

Ms Helen Slatyer Educator (Macq.U), Researcher – test design, Translator

Ms Merie Spring Auslan Interpreter, Examiner, AUSIT Branch President Qld

Ms Katarina Steiner Translator, Interpreter, Examiner Ms Christobel Swan Educator (IAD), Interpreter

Ms Lena Taylor Educator (IAD), Interpreter

Mr Barry Turner Educator (RMIT), Interpreter, Translator, Examiner

Dr Judy Wakabayashi Educator (U. Qld), Researcher, Advanced Translator, Examiner, QAAC Member

Dr Emy Watt Conference Interpreter Senior, AIIC member, Educator, Examiner, QAAC Member.

Ms Lorna Wilson Educator, Interpreter

Glossary of Abbreviations

AIT	Adelaide Institute of TAFE
AIIC	International Association of Conference Interpreters
AUSIT	Australian Institute of Interpreters and Translators Inc
Auslan	Australian Sign Language
BIITE	Batchelor Institute of Indigenous Tertiary Studies
CHIS	Central Health Interpreter Service (Vic)
CMC	Central Metropolitan College of TAFE – Perth
HCIS	Health Care Interpreter Service (NSW)
FIT	International Federation of Translators
IAD	Institute of Aboriginal Development
MacquU	Macquarie University
NTITS	Northern Territory Interpreter and Translator Service
NSW CRC	NSW Community Relations Commission
McNT	Multicultural Council of the Northern Territory
QAAC	Qualifications Assessment and Advisory Committee (NAATI)
RMIT	Royal Melbourne Institute of Technology
SIT	Sydney Institute of Technology
TIS	Translating and Interpreting Service (Commonwealth)
UQld	University of Queensland
UWS	University of Western Sydney
VITS	Victoria Interpreter and Translator Service
FT	Full Time
PT	Part Time



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