



Working with Professional Interpreters

DATES **CODE**
Wed 18 Aug WI-08
Tue 12 Oct WI-10

TIME: AM 9:30 - 12:30

VENUE:
West End Brisbane Q 4101 area.

Morning tea will be provided

WHAT THE PROGRAM OFFERS

This three-hour program provides an opportunity for participants to gain knowledge, insights and skills to work successfully with professional interpreters. It is ideal for those who must use professional interpreters in their day-to-day work. This program is targeted to all levels of government, organisations and businesses.

WHO should attend?

All staff who provide customer services/information to a culturally and linguistically diverse public, call centre staff.

Learning Outcomes

By the end of the program participants will:

- Be informed of policies governing the use of professional interpreters and the skills and levels of accreditation of professional interpreters;
- Understand why and when professional interpreters are preferable to BYO interpreters or untrained bilingual staff members and how to decide when a professional interpreter is needed;
- Learn the contact details, fees and procedures for accessing professional interpreters; and
- Practice the skills acquired and strategies learnt for successful interpreted interviews.

EXPERIENCE REAL NAATI ACCREDITED INTERPRETERS

Professional Interpreters will assist with this program to support you to gain the skills and confidence when using interpreter services

WHY?

- ⇒ To ensure effective and productive contacts with the public; to acquire a higher level of confidence when working in this area, which will ensure less stress and a higher degree of job satisfaction.
- ⇒ To ensure a solid grounding for team leaders, supervisors, managers and support staff to overcome a key communications barrier.
- ⇒ To enable organisations to provide more efficient services, fewer complaints, higher staff morale and meet Multicultural Action Plan aims, objectives and training needs.

Background to this Program

- The 2006 ABS Census records 220 languages other than English spoken at home in Queensland households.
- Access to information and services is essential to the successful settlement of migrants, refugees and 457 visa holders.
- Anti-Discrimination legislation and state and federal policies make it clear that organisations should offer professional interpreters as part of their service to non-English speaking people.

What participants have said about this program?

- "This training was very informative and helpful in relation to my role as an advocate" (QADA)*
- "This training gives us an understanding of professional need to ensure accurate info provided" (DETA-SR)*
- "It was very useful and gave very practical ways to improve my interpreter skills" (ZigZag)*
- "I learnt a lot and feel much more comfortable using interpreters" (Othila's)*

Online Registration is now available at www.picc.org.au

A RANGE OF CUSTOMISED PROGRAMS ARE AVAILABLE FOR DELIVERY IN YOUR WORKPLACE
please contact Sandra Bennett, Client Liaison Manager on 3844 9166 or email to admin@picc.org.au

"An initiative of the Ethnic Communities Council of Queensland"