



## **Empowering Multicultural Communication: Outcomes and Insights from the Interpreter Training Boost Program**

Presented by:

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Head of Interpreting

2M Language Services

# Official Provider of Interpreter Services for



**Queensland  
Government**



**MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT**  
HĪKINA WHAKATUTUKI



**MINISTRY OF  
JUSTICE**  
*Tāhū o te Ture*



**DEPARTMENT OF THE  
PRIME MINISTER AND CABINET**  
TE TARI O TE PIRIMIA ME TE KOMITI MATUA

**Northern Health**



**Queensland Government**  
Queensland Health



**COVIU**

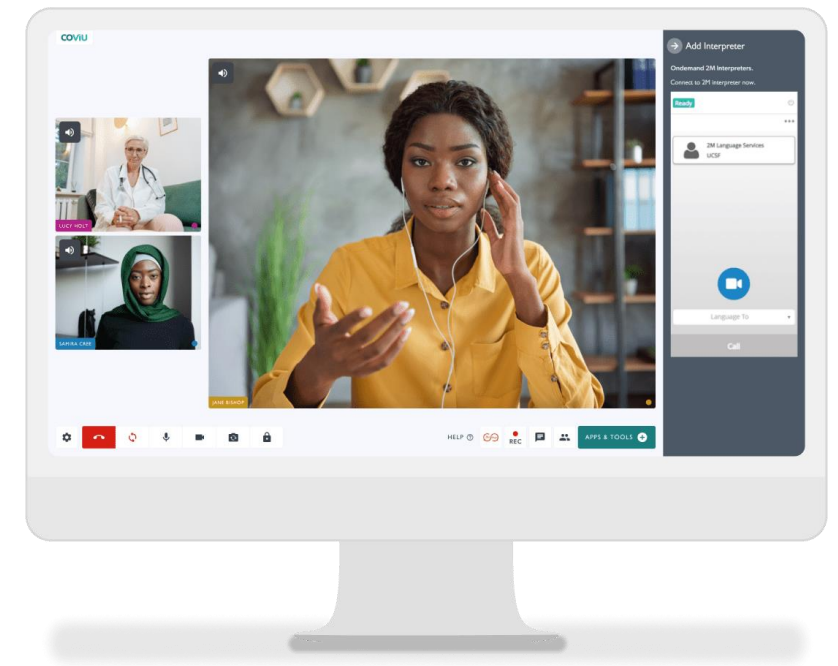


**Australian Government**  
Department of Health



# Language Access in Australia

Lack of and/or sub-optimal interpreting is a key barrier to communication across all sectors and can result in a range of negative outcomes for individuals, government and society.



## Access to Services

Inadequate access to interpreters could result in payment delays, errors in advice or applications and reduced access to services

Deloitte, 2023

## Poorer Health Outcomes

Long term health conditions more common in people with low English proficiency (33%) than people with high proficiency (23%)

AIHW, 2023

## Unequitable Legal Outcomes

Sub-optimal interpreting can potentially lead to incorrect judgements, resulting in additional hearings and appeals processes, longer periods of detention for individuals and cause distrust in legal institutions.

Deloitte, 2023



Queensland  
Government

# Interpreter Training Boost Program



- Launched by Minister for Multicultural Affairs, The Hon Leanne Linard
- Delivered in partnership with TAFE SA and endorsed by NAATI.



# The Program

A practical training program for non-interpreters designed to equip students with the foundational skills and knowledge needed to take the NAATI test/enter the workforce for languages where NAATI testing does not exist.



**Do you want to become a professional interpreter?**

The Queensland Government has funded TAFE SA to provide you this exciting opportunity to enter a fulfilling profession in the language service industry. This program has been developed to help you meet the minimum prerequisite training requirements set by NAATI for the Certified Provisional Interpreter test and is designed to prepare candidates for this test.

The program is delivered and assessed in English. It provides you with the opportunity to receive language-specific feedback through a sample interpreting recording and have a taste of the profession through local placement/industry observation.

You must be a resident of Queensland and meet English proficiency requirements before enrolment by undertaking a pre-course language activity to ensure you have the required level of English to complete the program and meet NAATI English requirements.

**UNITS COVERED:**

- > Ethics in interpreting
- > Preparation for an interpreting assignment
- > Building glossaries
- > Interpreting techniques

**Plus:**

- > Local placement/industry observation
- > NAATI certification orientation

**SHORT COURSE DETAILS**

**Location:** Online (virtual classroom) + face to face (in QLD)  
**Start dates:** 5 August 2024 (intake closes 5 July 2024)  
**Duration:** 6 months  
**Expression of Interest:** Visit [2m.com.au/interpreterboost](https://2m.com.au/interpreterboost)

**STUDENT TESTIMONIAL**



I have been working for a while and wanted to be professionally certified. This course has helped me to build up my confidence, refresh my knowledge and prepare to sit the NAATI test. The lecturing staff were supportive and had so much knowledge to share.

Chongchit, August 2022



**SHORT COURSE.  
BIG FUTURE.**



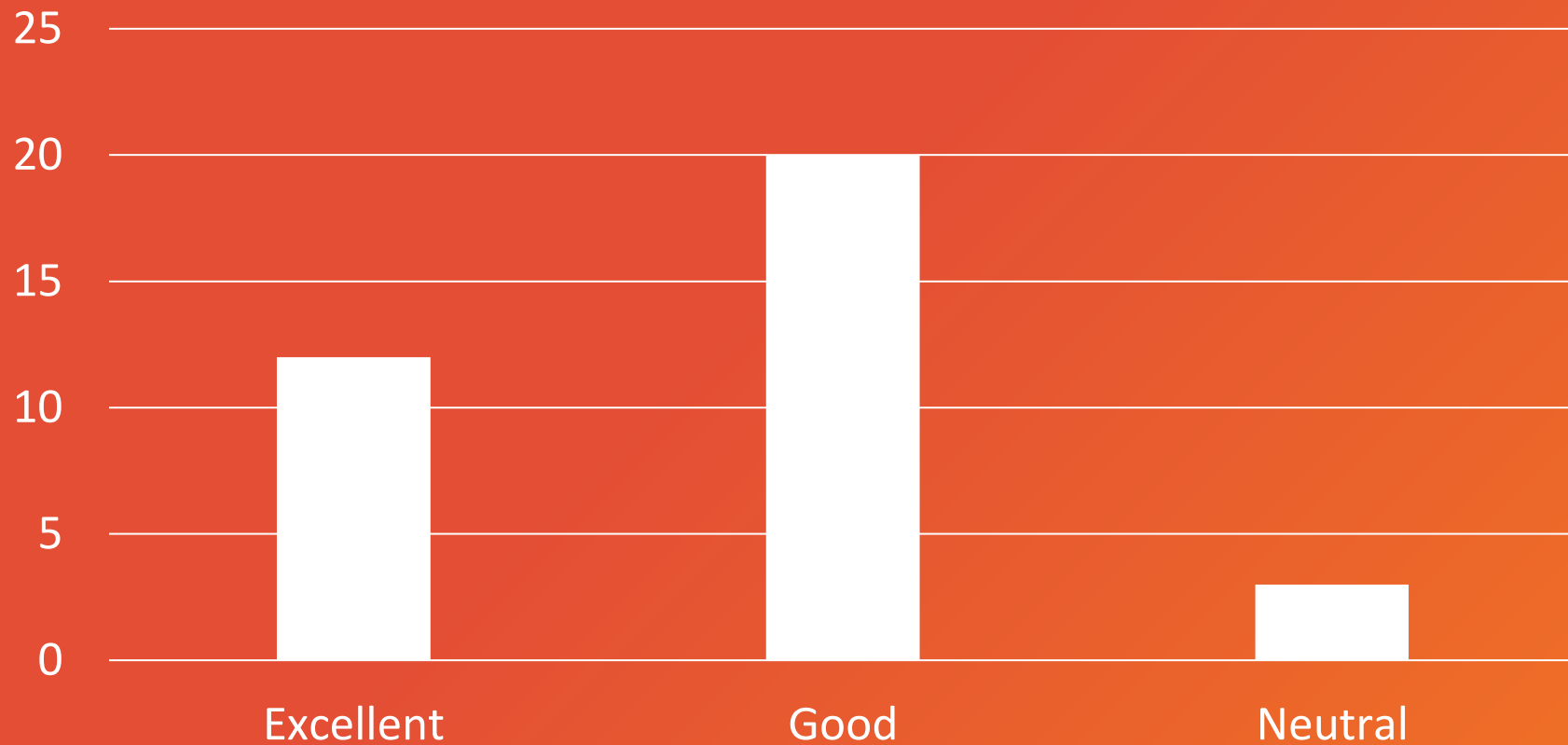


# Industry Component

- Webinars (learning & networking)
- NAATI simulated assignments
- Shadowing credentialed interpreters
- Onsite session at Queensland Courts

# Student Feedback

Overall, how would you rate your experience with the industry program provided by 2M?



# Student Feedback

“The program has been incredibly valuable for me as an interpreter and translator. I've had the opportunity to learn from industry experts, gain practical skills, and network with professionals in the field. It has truly enhanced my knowledge and expertise in this industry.”

“The Industry Program provided me with all the necessary tools, experience, and knowledge to start working as an interpreter. I feel confident in my abilities and ready to take on new challenges in the field.”

“I gained all the necessary experience and knowledge from TAFE Interpreter Boost Program.”

“The NAATI session was very good and it answered some of the important questions regarding the test.”

“Workshop conducted provided guidance and pathways to become a professional interpreter.”



## Interpreter Training Boost Program

### What is NAATI?

NAATI is the **national standards and certifying authority** for translators and interpreters in Australia.

It is the only organisation to issue certification to practitioners who wish to work in this profession in Australia and New Zealand.



NAATI Certified Provisional Interpreter | Information Session

Jim Duncan (NAATI) presenting to the ITB students




## Speaking Up for Health Equity


### Panellists



Despina Amanatidou  
Interpreting Manager  
2M Language Services



Tea Dietterich  
CEO  
2M Language Services




Angel Bogicevic  
Principal Policy Officer, Language  
Department of Health



Roksana Lashin  
NAATI Certified Specialist Health  
Interpreter



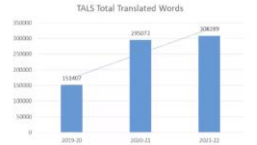
Aurèle Sheehan  
Certification Policy & Development Manager  
NAATI



Wei Teng  
Lecturer  
University of Canterbury

### Health Services Meet Language Services

ALIGN LANGUAGE SERVICES WITH OTHER DISCIPLINES WITHIN A HEALTH SERVICE



TALIS Total Translated Words

Year	Total Translated Words
2019-20	11,400
2020-21	29,000
2021-22	30,000

95% increase of translation requests since the pandemic

01 machine translation

02 translation memory

TRANSLATION



# Challenges

Online vs face-to-face  
training

Shadowing challenges  
medical: COVID-19  
caution, small space in  
consultation rooms

Match language of  
student to the  
credentialed  
interpreter

# Program Results

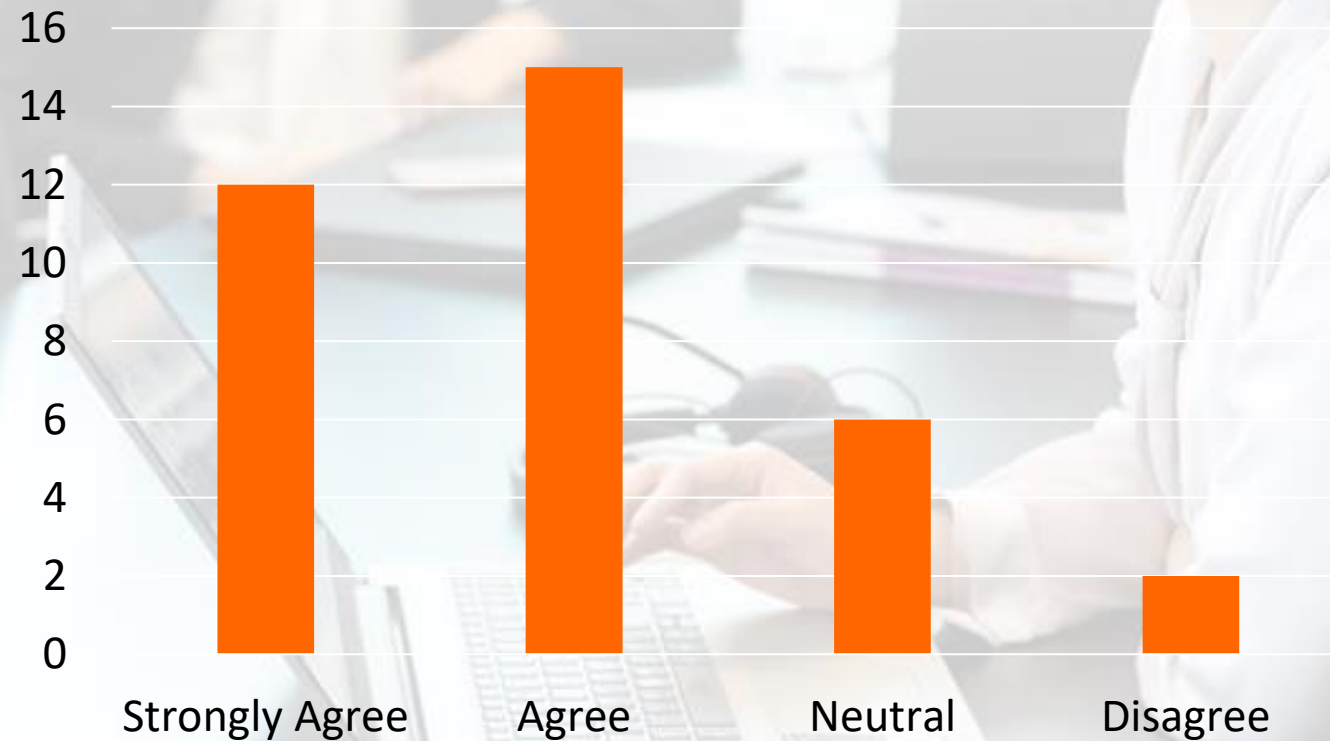
The program engaged 112 students speaking over 30 different languages.



# Program Results



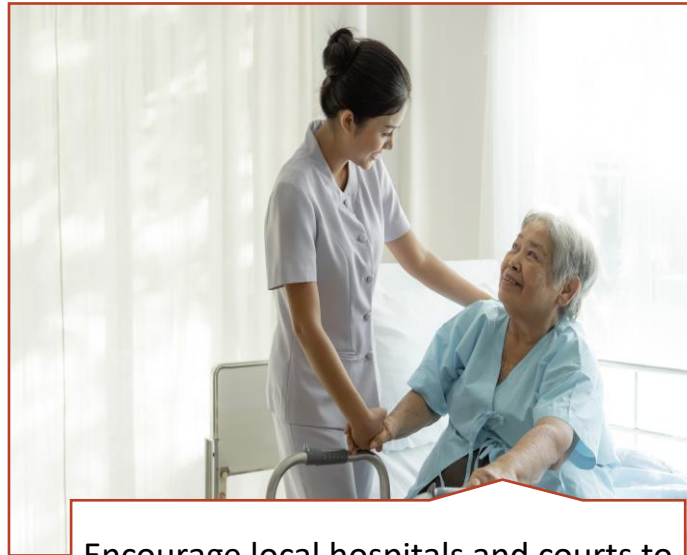
**Did the industry program equip you with the necessary tools, experience and knowledge to start working as an interpreter?**



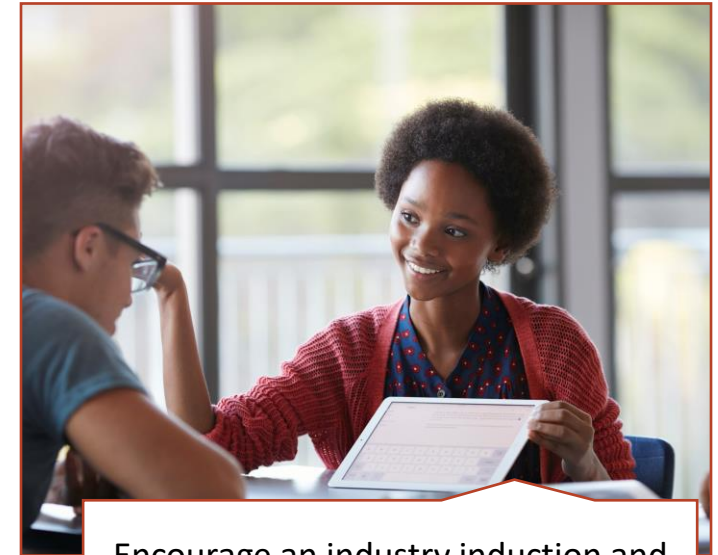
# Recommendations



Integrate mock interpreting sessions for students to practice their skills.



Encourage local hospitals and courts to share their protocols, expectations and experiences with interpreters



Encourage an industry induction and orientation component to similar programs.

# 2M.COM.AU

## Interpreting services

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## Translation services

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## Interpreter & translator training

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Receive the latest news in language access.



ISO certified – 18841:2018 (Interpreting Services)  
ISO certified – 17100:2015 (Translation Services)  
ISO certified – 9001:2015 (Quality Management)  
ISO certified – 27001:2013 (Information Security Management)

