



Western Australian Language Services Policy 2020

Quality control and assurance

When booking an interpreter or translator, ask the language services provider to match a practitioner with the qualifications and/or NAATI credentials and experience appropriate to the situation or task. The provider will be able to assist in verifying the practitioner's tertiary qualifications and/or NAATI credentials.

NAATI credentials, including those of a person who was accredited under the previous system, can also be verified using the verification tools in the Resources section of the NAATI website at www.naati.com.au.

Being aware of the relevant skills required for various tasks will contribute to the agencies' quality control processes.

Quality control

Western Australian public sector agencies can play a key role in maximising the quality of the language services provided to clients by:

- ensuring that relevant staff, especially front-line service staff, are trained in how to engage and work with interpreters and translators

It is helpful if all staff are provided with broader training in working effectively with clients from culturally diverse backgrounds.

OMI's Diverse WA free online cultural competency training program includes information on engaging with interpreters. **Diverse WA** is available to Western Australian public sector and local government staff, and staff of incorporated non-government organisations that have signed a user agreement.

For more information email Diverse WA DiverseWA@omi.wa.gov.au.

- matching practitioner competence to task by correctly defining the setting and providing adequate job specifications to the language services provider
- verifying the tertiary qualifications and/or NAATI credentials of practitioners
- monitoring and evaluating the quality of interpreting services and conducting regular quality checks during the production of translations.

Quality assurance

You can establish quality assurance measures by:

- including quality assurance requirements in contractual arrangements
- having transparent and easily accessible complaints/feedback processes
- conducting client feedback surveys post interpreting session
- organising focus groups with support agencies
- evaluating the quality of services received, for example, through client, practitioner, or provider feedback surveys.

Interpreting and translating service providers contracted through the Department of Finance's Common Use Arrangement (CUA) for Interpreting and Translating are required to adhere to the quality assurance arrangements detailed in their contracts.

Case study:

Taking responsibility for quality

I recently terminated an interview because the interpreter's level of English was the same as the client's. I could hear that the client was getting frustrated. She was saying things like, "no good, no good", and the interpreter had difficulties in explaining what the client was saying. So, I said, "I'm sorry, I'm not able to understand and I need to terminate the interview". Following the session, I documented the issues I had with the interpreter and provided feedback to the language services provider.

Further reading

Office of Multicultural Interests

- **Western Australian Language Services Policy 2020 and Guidelines**

