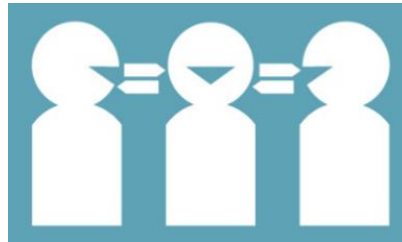


# Interpreting and Translation Services Guidelines for Schools


September 2020



## TELEPHONE INTERPRETING

The ONLY contracted supplier of telephone interpreting is:

**The Big Word Interpreting Services Ltd.**


 **03333449470** 3-way telephone interpreting  
**03333449473** 2-way telephone interpreting

A school access code is required to use this service. Details on page 4.

## VIDEO INTERPRETING AND FACE TO FACE INTERPRETING

The ONLY contracted supplier for video interpreting and face to face interpreting is:

**Flex Language Services.**

 **028 9072 7878**

 [info@flexlanguageservices.com](mailto:info@flexlanguageservices.com)

# Interpreting is funded for:

## Phone interpreting



- ✓ urgent phone calls to parents / guardians regarding a critical incident;
- ✓ follow up phone calls to clarify or request additional information from an initial 'welcome meeting';
- ✓ phone calls to clarify information that has been misunderstood;
- ✓ meetings via phone call because no face to face interpreter is available.

***The Intercultural Education Service (IES) encourages the use of telephoning interpreting where possible.***

## Video and face to face interpreting



- ✓ an 'initial welcome' meeting for new arrivals;
- ✓ two parent / teacher meetings per pupil per year;  
*(One of these may be an annual review organised by the school)*
- ✓ meetings to discuss pastoral issues such as behaviour, attendance or under-achievement;
- ✓ meetings about transition to primary or post-primary school.

*For advice on 'initial welcome' meetings and home school communication, see the Toolkits for Diversity:*

*Pre-School: p17-25 and p71*

*Primary: p18-24 and p125*

*Post-Primary: p12-15 and p108*

*Special: p17-25 and p123*

## **Interpreting is not funded for:**

- home visits (such as Education Welfare);
- assemblies;
- meetings organised by other services or agencies;
- curriculum evenings;
  
- assessments relating to other Educational Services (such as Educational Psychology);
- school tests, assessments or examinations;
- out of hours interpreting (before 8.00am or after 6.00pm);
- sign language interpreting;
  
- GCSE speaking examinations.

***If you employ an interpreter for any of the above purposes you will not be reimbursed by the IES.***

For sign language interpreting contact the Education Authority (EA) Equality Unit on [equality.unit@eani.org.uk](mailto:equality.unit@eani.org.uk) or 028 3751 2264.

For GCSE speaking examinations contact iProcurement for further information. Use EA's contracted provider Flex Language Services, and ensure that the interpreter has an Access NI check **through EA**. To include the interpreting travel claim, over-estimate and then receipt the adjustment.

# How to use telephone interpreting



Telephone interpreting service is on demand so there is no need to pre-book it, except when requesting Tetum.

Big Word customer support: 2-way calls [info@thebigword.com](mailto:info@thebigword.com)

3-way calls [ukgovinterpreting@thebigword.com](mailto:ukgovinterpreting@thebigword.com)

## BEFORE THE INTERPRETING CALL

1. Contact IES EA Antrim Office [ies@eani.org.uk](mailto:ies@eani.org.uk) or 028 94482210 to request your **School Access Code** and the Big Word user pack.
2. If needed, use the Big Word Language Identifier to check language required.
3. Clarify whether or not the parent / guardian will be with you or in another location. If the parent / guardian is with you, use the 2 way call service. If the parent / guardian is in another location, use the 3 way call service.

## DURING THE INTERPRETING CALL

### For a 2-way call

1. Dial **03333449473**
2. Enter the **School Access Code** followed by #.
3. Provide a language code followed by #.

### Language Codes for the Big Word

702	Albanian	4	German	735	Lithuanian	1	Spanish
91	Amharic	993	Greek	97	Mandarin	998	Swahili
92	Arabic	738	Gujarati	533	Mirpuri	762	Tagalog
727	Bahasa Indonesian	994	Hindi	741	Nepali	739	Tamil
706	Bengali	724	Hungarian	796	Oromo	992	Thai
17	Bosnian	995	Italian	98	Pashto	773	Tigrinya
707	Bulgarian	96	Japanese	5	Polish	764	Turkish
93	Cantonese	3	Korean	996	Portuguese	709	Twi
710	Czech	520	Kurdish (Kurmanji)	749	Punjabi	765	Ukrainian
713	Dutch	730	Kurdish (Sorani)	750	Romanian	999	Urdu
712	Farsi (Afghan)	731	Kurdish (Bahdini)	997	Russian	2	Vietnamese
94	Farsi (Persian)	733	Latvian	755	Slovak	0	More Languages
95	French	734	Lingala	757	Somali	700	Cannot Identify

4. You will be connected to an appropriate interpreter.
5. The interpreter will introduce himself / herself. Explain to the interpreter the reason for the call.
6. Note the start time, the end time and the length of the call.

**For a 3-way call:**

1. Dial **03333449470**
2. When instructed, enter the **School Access Code** followed by #.
3. When asked to enter a language code **press 0** followed by #.
4. Once connected to a call centre operator, request a 3 way call in your required language.
5. Provide the newcomer parent / guardian's phone number.
6. You may be put on hold whilst they find an interpreter in your required language.
7. You will be connected to an appropriate interpreter.
8. Explain to the interpreter the reason for the call.
9. You will be asked if you are ready to include the parent / guardian to the call. Say yes.
10. Once the parent / guardian answers the call, the operator will leave the call. This leaves you, the interpreter and the parent / guardian on the line.
11. The interpreter will introduce the call to the parent / guardian.
12. Note the start time, the end time and the length of the call.

**AFTER THE INTERPRETING SESSION**

The Big Word Interpreting Services Ltd sends the invoice directly to the **EA IES Antrim Office for payment.**

# How to use WordSynk app for interpreting



WORDSYNK  
MOBILE APP

## BEFORE THE INTERPRETING SESSION

1. Contact IES to get your **School Access Code**.
2. Download the WordSynk app from iTunes or Google Play onto your mobile phone, laptop, iPad or tablet.
3. Open the WordSynk app.

## TO SET UP THE APP FOR INTERPRETING CALL

1. Enter this **Telephone Number: 03333445709**
2. Enter the **Pin number 25481210**
3. Enter your **School Access Code**
4. Chose language of interpreting from the drop down box. Select the country, then select the language.

## DURING THE INTERPRETING CALL

1. Provide the call centre operator with the parent / guardian's phone contact details.
2. You will be connected to an appropriate interpreter.
3. The interpreter will introduce himself / herself.
4. Explain the reason for your call.
5. The call centre operator asks if you are ready for them to contact the parent / guardian.
6. The call centre operator dials the newcomer parent / guardian's number.
7. When the parent / guardian answer the call, the call operator leaves the call.
8. This leaves the school, the interpreter and the parent / guardian on the call.
9. The interpreter introduces the phone call and the reason for the call to the parent / guardian.

## AFTER THE INTERPRETING SESSION

The Big Word Interpreting Services Ltd sends the invoice directly to the **EA IES Antrim Office** for payment.

# How to use face to face interpreting



E-mail the *Face to Face Interpreting School Booking Form* to Flex Language Services at least **two** days in advance to [info@flexlanguageservices.com](mailto:info@flexlanguageservices.com). The booking form is available on the EA website [www.eani.org.uk/ies](http://www.eani.org.uk/ies)

## BEFORE THE INTERPRETING SESSION

1. Give the following details: language required; date; place; time; duration; parent / guardian telephone number; number of meetings needed.
2. Flex will confirm the booking by e-mail.
3. **If requested** and you provide the parent's / guardian's phone number, the interpreter can contact the parent / guardian in advance to confirm the date and time of the meeting and whether they can attend. (*Also should also confirm the parent meeting with a translated or visual letter.*)
4. You will receive a booking confirmation email. Please email any amendments to [info@flexlanguageservices.com](mailto:info@flexlanguageservices.com) before the appointment.

## JUST BEFORE AND DURING THE INTERPRETING SESSION

1. Before conducting the session, check the interpreter's ID (If the interpreter does not bring ID, contact Flex immediately)
2. If you need to disclose information to the interpreter please do so prior to introducing the parents / guardians.
3. Please make sure that the interpreter explains his / her role at the beginning of the session.

## AFTER THE INTERPRETING SESSION

1. Ensure that the timesheet form is completed and signed by both the interpreter and the principal at the end of the session.
2. An invoice and timesheet will be e-mailed to the school for approval.
3. The signed invoice and timesheet must be e-mailed **within 10 working days** to the Intercultural Education Service [ies@eani.org.uk](mailto:ies@eani.org.uk) .

**We recommend that you keep a copy of all documentation for your own records.**

## If the interpreter doesn't arrive for the session:

1. Telephone Flex Language Services 028 9072 7878
2. Telephone IES: 028 9448 2210

# How to use video interpreting



Contact Flex Language Services to request a secure video call interpreting session on 028 9072 7878 or email [info@flexlanguageservices.com](mailto:info@flexlanguageservices.com)

## BEFORE THE INTERPRETING SESSION

1. Set up the video meeting as per your school procedures.
2. Provide Flex with the following details: method of video interpreting required; language required; date; time; approximate duration; school address and contact details; parent /guardian name and phone number.
3. Flex will confirm the booking by e-mail, assign a unique job reference number and provide the interpreters email address.
4. Send the interpreter an invitation to the video meeting via email.
5. ***If requested*** and you provide the parent's / guardian's phone number, the interpreter can contact the parent / guardian in advance to confirm the date and time of the video call.
6. Check all booking details are accurate and email any amendments to [info@flexlanguageservices.com](mailto:info@flexlanguageservices.com) before the video call.

## JUST BEFORE AND DURING THE INTERPRETING SESSION

1. If you need to disclose information to the interpreter please do so prior to adding the parent/guardian to the video call.
2. Please make sure that the interpreter explains his / her role at the beginning of the video call.

## AFTER THE INTERPRETING SESSION

1. An invoice and timesheet will be e-mailed to the school for approval.
2. The signed invoice and timesheet must be e-mailed **within 10 working days** to the Intercultural Education Service [ies@eani.org.uk](mailto:ies@eani.org.uk)

**We recommend that you keep a copy of all documentation for your own records.**



# Important information

## Please note the following conditions:

- initial parent / teacher 'welcome' meetings must last no more than one hour per pupil / per family;
- parent teacher meetings must last a maximum of 20-30 minutes per pupil (primary and post-primary);
- if **more than one** family speaks the same language, meetings must be held within **one interpreting session**;
- interpreting sessions must be arranged within office hours (**between 8.00am and 6.00pm**). If you choose to employ an interpreter outside these hours you will **not** be reimbursed by the IES.

## To maximise the interpreting session, consider:

- creating an appointment system;
- collating written comments in advance from all post primary subject-teachers;
- asking the form tutor in post-primary to meet parents with the interpreter and give feedback using collated written comments;
- holding parent / teacher meetings for newcomer parents on a different day using an appointment system.

## Tips during an interpreting session:

- *direct your questions to the parent / guardian;*
- *speak clearly;*
- *be aware that short sentences may appear longer in another language;*
- *refer to the interpreter as 'interpreter' to avoid confusion.*

# Translation Services

## IES does not fund translation.

Translated letters and guidelines for parents about school policies are available from the EA website [www.eani.org.uk/ies](http://www.eani.org.uk/ies) or through C2K *Equella*. Follow the link for *Staff Library* and then *Intercultural Education*.

Schools and other EA services may employ a translation service from the following list of contracted EA providers:

1. **Global Connections** [info@globalconnects.com](mailto:info@globalconnects.com)
2. **The Language Room** [translation@thelanguageroom.com](mailto:translation@thelanguageroom.com)
3. **Flex Language Services** [info@flexlanguageservices.com](mailto:info@flexlanguageservices.com)

### EMPLOYING TRANSLATION SERVICES

1. Fill in the *Translation Order Form* from [www.eani.org.uk/ies](http://www.eani.org.uk/ies) .
2. Email it to the first ranked provider from the above list to ask for a QUOTE.
3. If the first ranked provider cannot provide the service within the timescale, then the second ranked provider should be contacted and then the third if necessary.
4. Seek funding approval from your Head of Service or principal.
5. Invoices to be paid by the school or relevant EA Service.

***If you employ a translation service you will not be reimbursed by the IES.***

# Terminology

*Interpreting is oral.*

*Translation is written.*

