

## How do you know you have a well-trained interpreter?

### We can vouch for ours because:

- We have a robust recruitment process
- We provide comprehensive, practical training in interpreting
- We offer contracts only to those who pass a rigorous practical and theoretical assessment
- We require interpreters' commitment to a code of ethics
- We provide ongoing professional development which we expect our interpreters to attend regularly
- We provide mentoring to interpreters as required, and monitor their performance through an annual evaluation process.

### Our recruitment process

- considers only applicants who are excellent speakers of English and another language
- tests the English ability of applicants who are not native speakers
- tests the applicant's ability in the language other than English if they are native English speakers or have lived in an English-speaking country for some time
- interviews all applicants to assess suitability to attend the introductory course.

### The introductory course covers all aspects of interpreting, such as:

- Accuracy in content details and way of delivery
- In depth understanding of the interpreting process
- Building background knowledge and vocabulary for specific situations, such as medical appointments, court work and police interviews
- Practice in interpreting, including language laboratory sessions
- Memory and note-taking
- Maintaining impartiality – keeping to strict role boundaries
- Ethics in interpreting
- Management of the interpreting process
- Handling emotive situations
- Preparation for interpreting assignments including research skills

### **The practical assessment tests the interpreter's ability to**

- speak fluently and naturally in both English and their other language
- convey the message fully and accurately, not omitting nor adding anything
- seek clarification or ask for repetition when something is not understood
- manage the process competently, for example, reporting any side conversations to clarify part of a message
- remain impartial—offer no opinion, advice or help even when asked.

### **Our ongoing professional development covers such topics as:**

- Language workshops for particular languages or groups of languages
- Interpreting in various contexts e.g. the mental health sector, medical specialties, regulatory agencies, courts
- Practical professional ethics
- Background knowledge in specialized areas e.g. medicine and law

### **Interpreting standards & qualifications**

New Zealand does not have an independent, nationally-recognised interpreting qualification, so the two de facto standards are:

1. Membership of the New Zealand Society of Translators & Interpreters (NZSTI).

Interpreting New Zealand interpreters are eligible for affiliate membership of NZSTI once they have successfully completed the Interpreting New Zealand introductory course, and have worked for Interpreting New Zealand for a minimum of one year.

2. Achievement of a NAATI qualification. (NAATI is the National Accreditation Authority for Translators and Interpreters, an Australian organisation, funded by the Federal and State governments.)

NAATI offers two levels: Paraprofessional and Professional. A number of our interpreters are NAATI qualified, and our pass rate in the NAATI examinations is well above the average. Our own introductory course assessment is pitched somewhere between the NAATI Paraprofessional and Professional levels.

### **For further information:**

E-mail us at [info@interpret.org.nz](mailto:info@interpret.org.nz)

Check our website [www.interpret.org.nz](http://www.interpret.org.nz)

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