

## Interpreter Policy

If you believe there will be any issues with LLN, please advise our staff via email ([info@tcptraining.com](mailto:info@tcptraining.com)) or by calling us 02 9232 1010 so we can discuss personalised assistance.

The trainer will assist the student as best as possible individually but must also consider the rest of the class.

Trainers/admin staff may have a discussion with students based on how the trainer feels about their English levels. Although the trainer cannot decline the student, they will advise what they believe is best for the student in rescheduling with a translator or requesting a refund.

**Please see below for course specific Interpreter/Translation policies.**

### General Policy:

- TCP Training does not supply interpreters or translators
- The interpreter must fill out an interpreter form before class starts and is to be aware of the interpreter policy.
- The assessments must still be written and delivered in English, and/or the approved language.
- Interpreters are only allowed to assist one student during the class. Otherwise, this is a plagiarism risk.
- Students are also to inform staff via email ([info@tcptraining.com](mailto:info@tcptraining.com)) if they are bringing an in-person interpreter so that the classroom can be set up accordingly and a spot saved for the additional persons.

Course	Interpreter Policy
<b>Liquor and Gaming NSW Courses:</b> e.g RSA/RCG/ARCG/LT	<ul style="list-style-type: none"> <li>• <b>No interpreters/translators allowed, in person or digital</b></li> </ul> <p>Liquor and Gaming do not permit translators &gt; "It is a requirement that students complete all course content and assessment without the aid of a translator"</p>
<b>SafeWork NSW Courses:</b> e.g. White Card NSW	<ul style="list-style-type: none"> <li>• <b>Interpreters/translators are allowed only if they are NAATI certified and complete a Conflict-of-Interest Declaration.</b></li> </ul> <p>SafeWork NSW do not permit friends or relatives to interpret the course content.</p>
<b>Other Courses:</b> e.g. Barista, First Aid	<ul style="list-style-type: none"> <li>• <b>Interpreters are typically allowed and can be digital or a friend/relative only when we are given prior notice</b></li> </ul> <p>We will need to confirm with the trainer and ensure there is sufficient room in the venue, so we must be informed beforehand.</p>