Interpreter Policy

General:

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

Trainers can advise a student that they are unlikely to be successful and offer alternatives.

The trainer will assist the student as best as possible individually but must consider the other students.

If a student is declined in the morning, they are eligible for a refund rather than attending the class and becoming NYC (Not yet competent) and not being eligible for a refund.

Digital Interpreters:

Digital interpreters are permitted.

The students still need an understanding of English to be able to write and read mostly English but can use their phones to interpret a few terms occasionally.

The digital interpreters **CAN** be used during the assessment portion. If the trainer feels the student has used the interpreter for the answers, they should verbally ask the questions to the student to confirm an understanding of the topic.

In person Interpreters/Support Staff:

In an effort to provide an opportunity to all students, the use of scribes or sign language can be used during the training and assessment of the course. This also includes school students who are allowed to have a support person during the days training and assessment.

In person interpreters are preferred. This can be a friend, family member or paid individual but interpreting services are NEVER provided by TCP Training. Interpreters do not need to pay course fees.

In public courses interpreters are only allowed to assist one student during the class. In private on-site courses other arrangements may be negotiated, such as schools having multiple students per support person.

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.

Students are also to inform staff via email (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.