

Working with Interpreters

Frequently asked questions

- How do I give the Interpreter a briefing?**

A briefing is an important step to assist an Interpreter with the context of the situation. This can be as simple as stating your name and the purpose of the interaction with your client. The length of the briefing will change depending on the situation's complexity. Please brief the Interpreter with anything relevant. The maximum would be 15 minutes, but most briefings take one to two minutes and can even be provided with on-demand telephone interpreting.
- Does an Interpreter have to be present for the entire time I've booked?**

Yes. You can allow them to leave early if you complete your interaction early. They are paid for the booking time and you are charged for the time booked.
- What if I think an Interpreter isn't interpreting correctly?**

Remember that in many cases, Interpreters do not work word-for-word. Instead, they are transferring meaning across the languages most appropriately—that's why they are so much more than bilingual. They are trained to understand many terms, local idioms and expressions. They are also ethically bound to communicate everything with omission, addition, or distortion. If you have any concerns about the quality of the interpretation, we recommend that you contact our feedback team.
- What if I book an Interpreter, but it turns out my client speaks English?**

In some cases, even if your client speaks English, it may be useful for the Interpreter to be present if any language barriers arise during the conversation. This is your decision, and the Interpreter must wait for you to release them if you feel they are not required.
- Will the Interpreter keep everything they hear confidential?**

Yes! Language professionals practice their skills while guided by the AUSIT Code of Ethics and our LanguageLoop code of conduct. Language professionals do not disclose any information acquired during the course of their work.
- What information do I need to include in my feedback?**

Please provide us with your PIN, date & time of the call/interaction, language, and a brief description of your concern. Our team will contact you to update you on our investigation into the matter.
- Is training available?**

Yes! Our training team can work with your organisation to provide customized learning to enable your team to work effectively with Interpreters. Email us at relationships@languageloop.com.au to learn more.

Turn your words into possibilities.



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