

Training, Quality Assurance and the WA Language Services Policy WAITI-sponsored session

The Western Australian State Government Language Services Policy, endorsed in August 2008, has been lauded as groundbreaking and the way of the future for translating and interpreting in Australia. The Policy provides a framework for substantive equality for non-English speaking migrant, Indigenous and Deaf members of the Western Australian community. It charges government agencies with the responsibility of acknowledging, documenting, acting on and gathering data on their legal and financial duty to communicate effectively with their CALD client base. Importantly for the translating and interpreting profession, the Policy is also a blueprint for the delivery of quality language services. It supports occupational training for practitioners and outlines the shared responsibility of all parties to achieve the best possible communication outcome. Already the Policy has impacted WA's membership of NAATI Ltd, occupational training in the TAFE sector in WA, tendering for interpreter services by WA Police, and reformulation of departmental policy in Health. But policy, like legislation, is given shape and substance in its interpretation and application. The WA Language Services Policy was endorsed by both the former Labour and the current Liberal-National Party Governments. The current Government has nevertheless been slow to provide resources for its implementation. In particular, Appendix 3 of the Policy, which was the major contribution of a joint WAITI-AUSIT-ASLIA workshop, is poorly understood. WAITI's three speakers will talk about: the background and political import of the Policy; the continuum of training now existing in WA and its implications for practitioner competence in the long term; and the interpretation of Appendix 3 and its significance for quality assurance in language services.

THE WA LANGUAGE SERVICES POLICY – Background and import



The Hon. **Ljiljana Ravlich** - Shadow Minister for Commerce and Small Business, Government Accountability, Tourism and Training. As Minister for Multicultural Interests and Citizenship, Ms Ravlich was responsible in 2008 for guiding the Language Services Policy through the process of endorsement by the four responsible ministers. She is a former Minister for Education and Training, and the first woman born in a non-English speaking country to be elected to State parliament.

TRAINING – Practitioner competence

Dagmar Dixon – Life Member, WAITI As long-standing Lecturer and Coordinator of Translating and Interpreting at Central Institute of Technology (formerly TAFE), Dagmar is a nationally recognised leader in occupational training for our sector. She is the author of the curriculum for the Diploma of Interpreting used nationally throughout the VET sector, and has written a range of courses, including having customised the Diploma for the Indigenous sector, an Advanced Diploma of Interpreting, and more recently a Certificate IV in Bilingual Work. Dagmar has also developed short courses for interpreters in health, mental health and law. She has also been closely involved in development of the nationally endorsed qualifications for translating and interpreting and continues to work as a practitioner.



QUALITY ASSURANCE – Appendix 3

Heather Glass – Fellow, WAITI Since 1984 Heather has run a successful small business providing value-added, quality controlled Japanese language services nationally and internationally to government and the private sector. She was Industry Consultant to the Industry Skills Council responsible for the nationally endorsed qualifications, is a sessional lecturer in translating and interpreting at Central, and has collaborated with Dagmar on the development of the Certificate IV in Bilingual Work and the writing of training and student resources for the course. Heather continues to work as a practitioner.