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 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.

RSA/RCG/ARCG (any course from Liquor and Gaming):

Liquor and Gaming do **not** permit translators.

"It is a requirement that students complete all course content and assessment without the aid of a translator"

Other courses:

Digital Interpreters:

Digital interpreters are permitted to be used but at the trainer's discretion.

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 CANNOT be used during the assessment portion.

In person Interpreters:

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 and therefore will not receive competency for sitting the day of training.

Interpreters are only allowed to assist one student during the class. Otherwise this is a plagiarism risk.

The interpreter is to sit with the student throughout the day of training but cannot assist in the written assessment portion and CANNOT write anything for the student.

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.

(02) 9232 1010   info@tcptraining.com www.tcptraining.com   RTO ID 91118   Level 7, Dymocks Building, 428 George St., Sydney 2000

1

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.

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2

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