

The logo for CITC (Construction Industry Training Centre) features the letters 'CITC' in a bold, orange, sans-serif font.

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CITC 5.40 - Interpreter Policy

Procedure for the use of interpreters in courses where allowed

CITC 5.40 Interpreter Policy July 2025

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Purpose

The purpose of this policy and procedure is to outline the process for when an interpreter assists with training or assessment of a student. CITC supports the training of all people, including those from culturally and linguistically diverse (CALD) backgrounds. This policy is to be used in conjunction with CITC 5.24 - Language Literacy Numeracy and Digital (LLND) Policy.

Scope

Some courses that the CITC offers have external restrictions on the use of interpreters. These are primarily the high risk work courses. This is due to the nationally mandated assessment tool requiring that the assessment be conducted in English. The assessment for these units are continuous throughout the days of the course, making it unfeasible for an interpreter to be included in a standard, public course. Where a student's Language Literacy and Numeracy (LLN) is considered as being below the standard required for a course, the student will be advised and maybe directed to either an English as a Second Language (ESL) training centre and asked to return once they have reached a reasonable level of proficiency or to a Registered Training Organisation (RTO) that provides the course with a full suite of Language Literacy and Numeracy (LLN) support.

When an Interpreter is assisting with training and assessment

- CITC enrolments staff will ask if any assistance is required at the time of enrolment (as per CITC 5.24 - Language Literacy Numeracy and Digital (LLND) Policy).
- If it is indicated that assistance is required (and that an interpreter is appropriate) the student or their agent is responsible for arranging and paying for an accredited interpreter to attend.
- Enrolments staff will indicate on the attendance list if an interpreter will be in attendance and who they will be assisting.
- Trainers must sight the interpreter's accreditation, multiple are accepted. Only accredited interpreters will be accepted. This is to protect the integrity of the assessment process. Any variation to this must be approved by the CITC's CEO.
- If the student can reasonably complete the AQF LLN unassisted, training can be conducted.
- If the student cannot meet the LLN requirement the student will be advised:
 - Given Australian Skills Quality Authority (ASQA) need, we will provide the training, but there is a possibility of the assessment being beyond the students capability or
 - They should undertake further instruction to get themselves to a standard where they have a fair and reasonable opportunity to complete the course.
- On the assessment sheet for each student assisted the 'Interpreted Assisted Assessment' stamp needs to be used. This is kept in the CITC's front office. It must be returned after use.
- If a trainer is delivering a course off site and suspects that they will need to use the stamp, they are to stamp their assessments prior to leaving CITC.
- If an interpreter is on a course, but the trainer has not got access to the stamp, they must record the following: Interpreter's Name, Interpreter's Company and the Company's telephone number.

- On successful completion of the course, the student’s certification will be marked with “Not Assessed in English”.
- For public courses there is a maximum of 2 interpreters allowed in each class.
- For public courses an interpreter can only interpret for a maximum of 3 students.
- Only one language can be translated per course.
- The interpreter can be used in the assessment process, other than where a unit of competencies Foundation Skills requires reading and comprehension skills to be undertaken in English.
- The trainer must monitor interaction between the interpreter and the student at all times to ensure the assessment completed is the students own work/answers not the interpreters.
- For corporate bookings alternative arrangements can be made as the issues surrounding the quality for all students being impacted by having an interpreter in the course is mitigated.

Assistance

Our trainers and other staff will make every effort to make any necessary adjustments to cater for the student’s special needs, but in the event that the student’s needs exceed the capacity of the CITC or the requirements of a mandated assessment item, we will refer the student to the appropriate organisation to assist them. An appropriate organisation may include:

Interpreting and Translating Centre

1800 280 203

Level 4 – 44 Pirie Street, Adelaide SA 5000

www.translate.sa.gov.au/

External Support Services

Reading and Writing Hotline (8am – 8pm)

1300 655 506

English Language Centre

(08) 8226 6555

Ethnic Link Services (Non-English speaking background)

(08) 8241 0201

Please note: Students requiring support services not provided by the CITC or further support, might receive referral to appropriate external support services. Costs directly associated with the support services are payable by the student and not the CITC.