

Unit Title

LA30 Facilitate communication using an interpreter

Summary

This Unit is for you if you are involved with communicating with clients and need the help of an interpreter to assist the communication process. The interpreter may be involved in directly assisting you to communicate with the client in a way that facilitates understanding. The Unit is generic and is designed to include working with interpreters in a range of languages, including British Sign Language. It is important to note that it is not the role of the interpreter to *explain* anything to the client.

The Unit is not about the functions performed by the interpreter. There are National Occupational Standards for interpreting. The Unit is about the functions and actions that you need to perform to help the interpreter to do their job effectively.

The Unit requires you to:

- Establish and agree the communication support need of the client
- Contract with and brief an interpreter
- Facilitate communication through an interpreter

There are 3 elements:

No	Title
LA30.1	Establish and agree the communication support need of the client
LA30.2	Contract with and brief an interpreter
LA20.3	Facilitate communication through an interpreter

This is a new Unit that has been developed for the independent Legal Advice Sector. It has been developed in the format agreed for the NOS for Legal Advice



Element

LA30.1 Establish and agree the communication support need of the client

Performance Criteria

To meet the standard, you must be able to:

- 1 Identify the communication support need of the client
- 2 Establish and agree that the communication support could best be met through the use of one or more interpreters
- 3 Identify and access sources of appropriate interpreters
- 4 Establish any costs involved in contracting with an interpreter
- 5 Identify and access any sources of funding available to support working with an interpreter

The skills you will need to enable you to deliver the service effectively are

- questioning
- active listening
- presenting information
- non-verbal communication
- summarising
- reviewing/reflecting
- prioritising
- reviewing
- negotiating
- decision making
- interviewing

Knowledge and Understanding

To meet the standard, you must know:

- a) How to establish the communication support needs of clients
- b) Different kinds of communication needs and ways of meeting them:
 - foreign language
 - British Sign Language
 - other
- c) When it may be appropriate or necessary to use more than one interpreter
- d) Ways of communicating with clients informally to establish their communication needs
- e) Sources of appropriately qualified public-services interpreters and how to access them
- f) Why it is important to establish any charges that interpreters will make before contracting with them
- g) Sources of funding that may be available to support the use of an interpreter and how to access them

Element**LA30.2 Contract with and brief an interpreter****Performance Criteria**

To meet the standard, you must be able to:

- 1 Make initial contact with interpreter(s) and establish their suitability for the case
- 2 Provide suitable opportunities for the client to meet with the interpreter and establish rapport
- 3 Provide interpreter(s) with oral and written information about the nature of the service you can offer the client
- 4 Ensure that the physical environment is conducive to the interpreting process
- 5 Establish and agree contractual terms with interpreter(s)
- 6 Ensure that all cultural and ethical considerations are agreed with client and interpreter

The skills you will need to enable you to deliver the service effectively are

- questioning
- active listening
- presenting information
- non-verbal communication
- summarising
- reviewing/reflecting
- prioritising
- reviewing
- negotiating
- decision making
- interviewing

Knowledge and Understanding

To meet the standard, you must know:

- a) What needs to be considered when establishing the suitability of the interpreter(s):
 - can they communicate effectively with the client
 - is the client happy with the interpreter(s)?
 - reasons why more than one interpreter may be required
- b) Why it is important to enable the client to meet with the interpreter(s) before contracting
- c) What kind of information you need to provide for the interpreter(s) and why this is important
- d) What needs to be considered when setting up the physical environment for the interpreting process:
 - appropriate location
 - keeping sight lines clear
 - acoustics
 - seating or standing arrangements
- e) Organisational procedures for contracting with interpreters
- f) Special ethical and cultural considerations that may occur when communicating with clients using an interpreter and why it is important to agree these with client and interpreter

Element**LA30.3 Facilitate communication through an interpreter****Performance Criteria**

To meet the standard, you must be able to:

- 1 Use clear and unambiguous language in all exchanges with client
- 2 Encourage the interpreter to query any aspect of the interchange that they are unclear about
- 3 Ensure that you address the client rather than the interpreter
- 4 Monitor the reactions of the client during the interchange to assess their continued satisfaction with the communication process
- 5 Provide the interpreter and the client with rest opportunities if the interchange is likely to be prolonged
- 6 Identify and agree opportunities for providing further support for clients
- 7 Record interactions and agreed outcomes in the appropriate systems

The skills you will need to enable you to deliver the service effectively are

- questioning
- active listening
- presenting information
- non-verbal communication
- summarising
- review/reflecting
- prioritising
- reviewing
- negotiating
- decision making
- interviewing
- recording and storing information

Knowledge and Understanding

To meet the standard, you must know:

- a) Why it is important to use clear and unambiguous language when working with interpreters
- b) Why it is important to encourage the interpreter to ask for clarification
- c) Why it is important to address the client directly rather than the interpreter
- d) Why it is important to assess client satisfaction with the interpretation service and ways of doing this
- e) Why interpreters might need rest periods and how to arrange these if necessary
- f) What further support might be available to clients
- g) Organisational systems and procedures for recording interactions and outcomes, why it is important to use the systems and the consequences of not following them