



**PARTNERS
FOR LEARNING
SUCCESS.**

CABS

INTERPRETER INDUCTION HANDBOOK



CENTRAL AUSLAN BOOKING SERVICE

Contents

About deafConnectEd	2
Central Auslan Booking Service (CABS).....	2
How to tender for bookings on the CABS website	3
Booking Allocation	4
Update contact details and availability	5
Employment with a VET institute	6
CABS Staff	6
Disability Liaison Officers	6
Employee induction	7
Professional behaviour	7
Preparing for a booking	8
On the job.....	9
Contingencies.....	9
At the conclusion of your booking.....	9
Occupational Health and Safety Guidelines	11
Professional Development.....	11
NAATI Revalidation and Documentation of Professional Practice	12
References.....	13
Professional Behaviour and Ethics for Sign Language Interpreters	13
Occupational Health & Safety.....	14

About deafConnectEd

deafConnectEd is committed to the success and inclusion of students who are Deaf or hard of hearing (DHH) in post-secondary education. deafConnectEd is supported by the Victorian Department of Education and Melbourne Polytechnic. We are located at the Prahran Campus of Melbourne Polytechnic, right across the hall from the Department of Auslan. Established in 1993 as the NMIT Centre of Excellence, the service was responsible for providing educational programs for DHH students, enabling them to overcome barriers to employment and mainstream services.

deafConnectEd now works with the Vocational Education and Training sector (VET) – particularly teaching and training staff – to enable the participation of DHH students through providing specialist advice and training for teaching and support staff, workforce development and specialised research and project development.

Central Auslan Booking Service (CABS)

CABS is a flagship service for deafConnectEd. CABS is a booking service that supports Disability Liaison Officers working in the VET Sector by taking on the work of advertising for Auslan interpreters and making bookings. We also provide guidance, insights and advice about Auslan interpreting and employing interpreters.

Over the last year, CABS has seen a 90% increase in booking requests, and interpreters have delivered approximately 3837 hours of interpreting in a diversity of classroom settings including Dance, Engineering, Outdoor Recreation, Computer Systems Architecture & Professional Cooking.

Training providers listed with CABS include:

- Bendigo TAFE
- Box Hill Institute
- Centre for Adult Education
- Chisholm Institute
- Holmesglen Institute
- Hospitality Training Australia
- Melbourne Polytechnic
- William Angliss Institute

To support interpreters we organise Professional Development workshops and run a Mentor and Coaching Program for interpreters at the start of their career. We have been active in responding to growth in DHH student participation in Vocational Training, developing new entries for Signbank (the online dictionary of Auslan) as a resource for both students and interpreters. More about Educational Signbank can be found here: <http://www.deafconnected.com.au/educational-signbank/>

To register with CABS please contact the CABS team on 03 9269 8308 or email cabs@melbournepolytechnic.edu.au

We will ask you to supply copies of your NAATI accreditation and Working With Children Check; we will also ask for a copy of your CV to keep on file.

Once we have sighted your documentation we will create a username and password for you to use the CABS booking system.

How to tender for bookings on the CABS website

Please contact us if you have difficulty navigating the CABS website, or if you have forgotten your username or password.

1. Log in to the CABS website with your username and password

Ed Central Auslan Booking System

WELCOME TO CABS!

It's easy to register as an interpreter for CABS.

Email: cabs@melbournepolytechnic.edu.au

Telephone: (03) 9269 8308

Visit our new website: www.deafconnected.com.au

CABS team

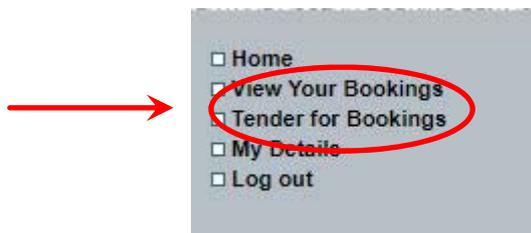
User Name: test12

Password: *****

Login

Logged Out

2. Select Tender for Bookings on the left side of the screen.

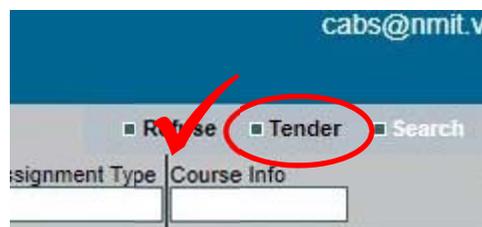


This will list all available bookings. Bookings are updated and managed on a daily basis

3. To submit a tender, select the check-box next to the job number ;

Job Number	Date	Finish
<input type="checkbox"/> 32166	25/07/2017 9:00AM	11:00AM
<input checked="" type="checkbox"/> 32082	27/07/2017 10:30AM	12:00PM
<input type="checkbox"/> 32167	01/08/2017 8:00AM	9:30AM
<input type="checkbox"/> 32168	01/08/2017 8:00AM	9:30AM
<input type="checkbox"/> 32194	01/08/2017 10:00AM	11:00AM

4. Select Tender at the top right of the screen.



this will send an email to the CABS inbox you will receive a reply before the end of the next working day

Booking Allocation

The CABS team will usually confirm that they have received your EOI within a few hours and inform you whether you have been allocated the booking. If you do not receive confirmation by the end of the next working day, please contact the CABS team.

When you are allocated a booking CABS will send you an email or SMS confirmation. If you are unsure of any details, please call the office. Alternately contact the DLO responsible for the booking. You can view your allocated bookings by selecting *View Your Bookings* from the options on the CABS homepage.

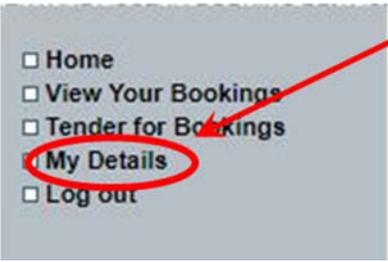
CABS will approach interpreters directly if students have a preferred interpreter or specific needs.

There are often last minute vacancies due to timetable changes or illness. We will contact interpreters via SMS to fill these vacancies. If you do receive an SMS you should reply by SMS or call advising whether or not you are available. Please quote the job number, student's name or date to avoid confusion.

If you would like to know why you were not allocated a booking please do not hesitate to contact the CABS team.

In addition to maintaining the listings on the CABS website, the CABS team also produce a regular email newsletter with a listing of available bookings.

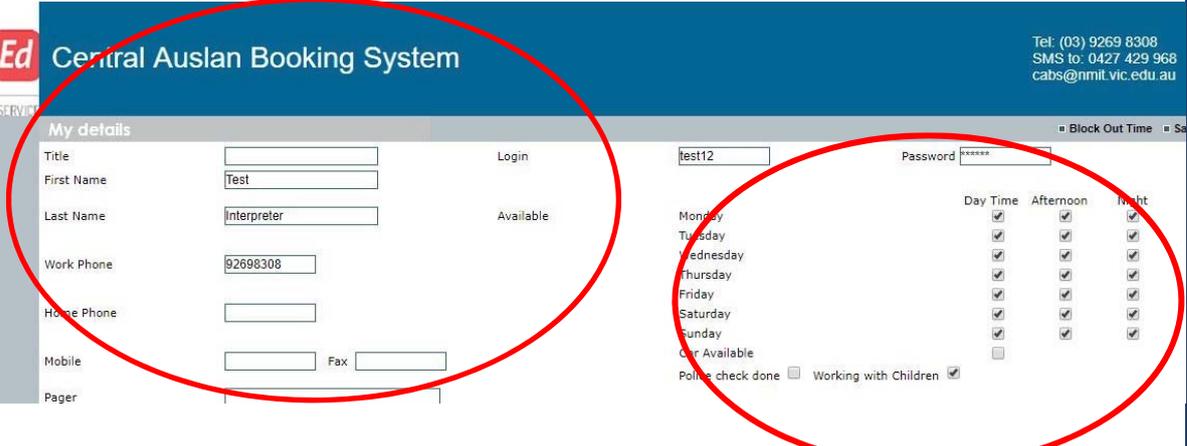
Update contact details and availability



Select *My Details* on the left side of the home screen

- Home
- View Your Bookings
- Tender for Bookings
- My Details**
- Log out

You can update your address, contact email and phone number here.



Central Auslan Booking System

Tel: (03) 9269 8308
SMS to: 0427 429 968
cabs@nmit.vic.edu.au

My details

Title Login Password

First Name Available

Last Name

Work Phone

Home Phone

Mobile Fax

Pager

	Day Time	Afternoon	Night
Monday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tuesday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wednesday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thursday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Friday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Saturday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sunday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Car Available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Police check done Working with Children

You can update your address, contact email and phone number here.
Note that you will NOT see shifts or be able to tender for shifts at times you have indicated you are unavailable.

Employment with a VET institute

CABS is not an employment agency. The VET Institute where you are providing interpreting services is your employer. Consequently, you have the same rights and responsibilities as other casual staff working for that organisation, and the VET institute has the same responsibilities towards you as it does to all other casual staff.

As a **freelance interpreter**, you will need to sign a contract with each Institute you work for. All VET providers in Victoria are governed by the same State and Federal Legislation. However, each Institute operates as a separate business entity. Whilst there are some similarities between Institutes with regard to policies, procedures and employment conditions, they are not standard and they are not transferable.

Accepting a contract will involve an induction process, during which you are given information about the Institute's policies and regulations.

The **Disability Liaison Officer (DLO)** is your immediate supervisor and it is important that you maintain a good relationship with that person. Once you are allocated a booking, the DLO at the Institute you are interpreting at will be your main contact.

CABS Staff

CABS is a booking service and staff act as agents between VET institutes and Auslan interpreters. Booking staff aim to remain impartial. Their role is to provide advice and support for all stakeholders and to facilitate the flow of information between VET Institutes and Auslan Interpreters.

Our role includes the following:

- Matching job requests with appropriately skilled and qualified Auslan interpreters
- Providing advice to staff in the VET sector on matters related to employing interpreters, such as the number of interpreters required, how best to work with interpreters, and advice on dispute resolution
- Offering support and guidance to interpreters relating to employment and remuneration
- Organising an annual induction activity for interpreters and DLOs from partner VET providers

Disability Liaison Officers

A DLO is employed by VET Institutes to facilitate the participation of all students with a disability. They work within budgetary and institutional policy constraints. The DLO is responsible for:

- Overall support requirements of students with a disability who are registered with the Disability Liaison Unit (DLU)
- The professional relationship between interpreters, students and teaching staff
- Provision of CABS staff with information relating to bookings for Auslan interpreters
- Maintaining up-to-date records of interpreters' Working With Children Check, NAATI revalidation and other professional documentation as required by the Institution

Employee induction

Staff induction should occur prior to your employment commencing with that institute. If you have any concerns or questions about this procedure, please contact CABS or the DLO at that particular institution.

When you attend an induction session, it is in your best interest to confirm the following:

- What documentation you are required to provide
- Rate of pay (including after-hours rates) arrangements for timesheets and payment
- The minimum number of hours paid for an assignment
- The Institute's cancellation policy
- Remuneration for travel or other expenses, if required
- Professional indemnity insurance requirements
- Reporting requirements after bookings are completed
- Staff parking facilities

CABS organises annual induction sessions at Melbourne Polytechnic in December/January each year on behalf of the Institutions we service. This is an opportunity for interpreters to sign up with several employers on the same day.

Professional behaviour

CABS is committed to referring high quality, ethical and professional Auslan interpreters to VET Institutes. Whilst we are not your employer, it is expected that all CABS registered interpreters will:

- Develop strategies to prepare for classroom interpreting
- Maintain professional boundaries at all times
- Abide by the Australian Sign Language Interpreters Association (ASLIA) Code of Ethics

As an Auslan interpreter, you work with a number of stakeholders and it vital that teamwork and cooperation are at the forefront of these relationships. The people in your team are the tandem interpreter (if there is one), the Deaf student, the class teacher, the DLO and CABS.

Your conduct reflects the professional standards of CABS and the DLO who employs you. Your behaviour will also influence others' perception of Deaf students you are working with.

We ask that you be particularly mindful of professional boundaries. The ASLIA code of Ethics and similar guidelines for sign language interpreters produced around the world emphasise that it is the role of the interpreter to facilitate accurate communication between users of signed and spoken languages. It is not the interpreter's role to advise, assist, coach or influence the deaf person.

If you feel that the student you are working with needs additional support such as language tuition, learning support, counselling or other assistance, please inform the DLO or the CABS office.

Download a copy of the ASLIA Code of Ethics here - <https://aslia.com.au/code-of-ethics/>

The "References" section in this document has links to other examples of Interpreter Codes of Ethics from around the world.

Preparing for a booking

Make sure that you have all the details regarding your booking (booking details are available on the CABS website once it's been allocated to you):

- Address of the campus you are working at
- Time of booking
- Room Number
- DLO name and contact details
- Student's name
- Course/subject information
- Protective clothing, if required (you may be interpreting in a workshop or kitchen environment)

If you don't have this information contact the CABS Office or the DLO.

Be prepared

Ideally, you will have time to do some preparation before class. There are a number of ways you can do this:

- Ask the DLO for course notes/information. If you are able to view some material beforehand this will assist you in your preparation, especially with foreign names, technical terms or jargon
- Try and find out in advance if there will be audio-visual material or Powerpoint presentations shown in class. Ask for access to those resources
- Access course texts at the library where the course is taught (as a casual employee you are entitled to access to their libraries and computers). Do some research on the internet.

Arrive early

Arrive at least ten minutes before the start of class. If it is the first time you've worked at that particular location, give yourself more time to find parking, get to know the campus facilities and navigate to the classroom. You may have the opportunity to chat with your tandem Auslan interpreter and Deaf person prior to class to gage their Auslan register.

Introduce yourself

If you haven't worked with them before, it is a good idea to introduce yourself to the Deaf person, and ask them if they would like to introduce you to their lecturer or teacher or whether they are happy to let you introduce yourself.

Although DLOs aim to brief teachers in advance, in some cases, the class teacher may not be aware that an interpreter has been booked for the student and may be confused about your role. It is important to be professional and diplomatic at all times. This will ensure you are able to develop a positive and professional relationship with the class teacher.

On the job

Your job is to facilitate communication for the Deaf student, including formal teaching, class discussion and student interaction.

Utilise classroom 'down time' in a professional, non-disruptive manner, for example:

- if working with a tandem interpreter, avoid chatting about social issues (even in Auslan)
- don't make or accept phone calls or SMS messages in class
- avoid reading magazines or books other than class notes or hand-outs

Take regular breaks. Ensure that you are not damaging your hands and arms through overuse.

Contingencies

Waiting time

Sometimes the student you are working with will not be able to attend class. When you first meet the DLO, ask what the procedure is if this happens.

It is the student's responsibility to inform the DLO if they cannot attend a class. The DLO will notify you or ask CABS to send you a message.

Generally, it is expected that interpreters will wait for half an hour if they haven't received a message from CABS or from the DLO. After half an hour, it is usually acceptable to leave the class. Before you leave, inform the DLO that the student was not in attendance. If the DLO is not available, call the CABS office.

Changes to Class Location and Timetables

If you have incorrect information about the location or time of the class, please contact the DLO and ask them to follow up with staff at the Institution.

If you are informed by the class teacher or student that the timetable or location for a class has changed, check that the teaching staff have informed the DLO of the changes. The DLO can follow this up and pass this information onto the CABS team, ensuring that all interpreters booked for that class have up to date information.

At the conclusion of your booking

Take time to 'warm down', do some relaxation and have a break.

If you have time, you may want to check-in with the DLO to let them know about how the class went and if there are any adjustments staff could make.

If you encounter any problems executing your duties as an interpreter, it is vital that you discuss these with the DLO in the first instance. CABS booking staff are available to debrief and offer advice where appropriate but we cannot make changes to your engagement as an employee or the arrangements that have been made by the institution for the student. Every effort should be made to resolve issues with the DLO, as they are your employer.

Working alone

Despite the careful planning the DLO puts into timetabling, you may find that you are working alone in a situation that requires a tandem interpreter.

Generally, this is due to exceptional circumstances or the CABS team have not been able to find a replacement for your tandem. If they are able to, the CABS team will let you know as soon as your tandem calls in sick or is not able to attend. Sometimes, the CABS team have not been informed that your tandem is unable to work.

If you are working alone unexpectedly, you should discuss the situation with the class teacher and advise that you are unable to provide full interpreting support for the student. There are a number of strategies you can use to assist you

- Contact the DLO and/or the CABS team and advise them of the situation straight away. In some cases the DLO will be able to discuss the situation with the teacher
- Ask the teacher to include extra breaks into their lesson plan
- At points in the class where interpreting is not required, take a walk outside or stretch
- Request that the DLO and the CABS Team review the interpreter allocation for that booking

If you suspect that you are at risk of an injury, i.e. you experience tingling or pain in your arms or hands, stop immediately and advise the student and teacher that you will need to withdraw from the assignment that day.

There is more about injury prevention in the Occupational Health and Safety Guidelines below.

Occupational Health and Safety Guidelines

To prevent **Occupation Overuse Syndrome (OOS)** make certain you have a sound understanding of how to manage your own Occupational Health and Safety whilst undertaking interpreting work.

- Appropriate work duration, job rotation and rest breaks. Do not work for longer than 25 minutes at one time
- If you are working alone, make sure breaks are taken every 25 minutes and use natural breaks as they arise during the class to rest your arms
- Knowledge about and adoption of, comfortable, correct postures when working
- Variation in the types of jobs you work in, or the way in which they are performed
- If soreness, pain or other symptoms become noticeable, rest the sore part of the body and report symptoms to the appropriate personnel as soon as possible.

Helpful hints

- Avoid interpreting when your hands are cold. Always warm them up first.
- After a full day of interpreting 'warm down'
- If interpreting in a seated position, choose a chair which allows for good posture.
- Change positions regularly [every 20 minutes to half an hour] while you are interpreting
- Increase sign vocabulary to minimise fingerspelling.
- Learn stretching and motion exercises for body and hands.
- Consider preventive and treatment approaches such as therapeutic massage or regular appointments with a physiotherapist or other health professional.
- If you eat well, exercise, and get enough sleep, your body will be less fatigued, more resilient and less vulnerable to injury.

The above is a guide only, and may not prevent or preclude the development of an injury. If you do have some injury symptoms, please advise your DLO and commence reporting procedures as advised by that Institute. Please also advise CABS booking staff immediately if you are injured in case you need to be removed from an ongoing booking.

A link to a recent paper on Occupational Health for Sign Language Interpreters is included in the 'References' section of this document.

Professional Development

CABS encourages the professional development of interpreting practitioners and is dedicated to the development of the interpreting profession as a whole.

Each year CABS provides a range of professional development activities to support educational interpreters. These activities are promoted through the CABS newsletter, via social media and on the deafConnectEd website. Recent workshops have included lectures on Auslan linguistics by leading researchers in the field, and a practical introduction to reflective practice for interpreters (*Demand/Control Schema*)

NAATI Revalidation and Documentation of Professional Practice

On 1 January 2007, NAATI implemented a new system of Revalidation of Accreditation. From this date all new accreditations will be valid for a period of three years. At the end of the three years, interpreters will have to apply for Revalidation of Accreditation or Recognition by

1. Providing evidence of a minimum amount of Continuing Practice in interpreting
2. Providing evidence of a minimum amount of Professional Development activity
3. Keeping records of Working Assignments and Professional Development
4. Make application for revalidation of accreditation at least one month prior to the expiry date of your accreditation

Your accreditation will be valid for a further three years if revalidation is awarded, after which you will need to revalidate again.

Any workshop or PD activity organised by CABS will be part of your Revalidation points for Professional Development.

For purposes of Revalidation, confirmation emails or other correspondence from CABS is not sufficient proof of Continuing Practice. Documentation must be provided by your *employer*. We *are* able to provide a schedule of bookings for you, but these need to be backed up with payslips or other evidence issued by the employer.

For further information on NAATI revalidation requirements visit:

<https://www.naati.com.au/information/revalidation/>

<https://aslia.com.au/naati-revalidation/>

References

Professional Behaviour and Ethics for Sign Language Interpreters

The ASLIA Code of Ethics is your first point of reference in all matters relating to professional ethics. Further references are included should you be interested in researching a particular point further.

Australian Sign Language Interpreters Association (ASLIA) 2007 *Code of Ethics and Guidelines for Professional Conduct*

<https://aslia.com.au/wp-content/uploads/2016/03/ASLIA-Code-of-Ethics.pdf>

[Accessed 12 July 2017]

Association of Visual Language Interpreters of Canada (AVLIC)

2000 *Code of Ethics and Guidelines for Professional Conduct*

<http://www.avlic.ca/ethics-and-guidlines/english>

[Accessed 12 July 2017]

Australian Sign Language Interpreters Association (ASLIA) 2015 *Guidelines for the Employment of Sign Language Interpreters in Educational Settings*

<https://aslia.com.au/wp-content/uploads/2015/09/ASLIA-Educational-Interpreting-Guidelines.pdf>

[Accessed 12 July 2017]

Finnish Association of Sign Language Interpreting (SVT) 2013

Code of Ethics for Community Interpreters

http://wasli.org/wp-content/uploads/2013/10/80_coe-svt.pdf

[Accessed 12 July 2017]

NSW Department of Education 2010 “Some useful tips for the interpreter” in *Sign Language Interpreting in TAFE NSW – A guide for interpreters, teachers and students*

<http://disabilitysupport.sydneyinstitute.wikispaces.net/file/view/Sign+Language+Interpreting+in+TAFE+NSW+%E2%80%93+A+guide+for+interpreters,+teachers+and+students>

[Accessed 13 July, 2017]

Senses Australia 2017 *Using Auslan Interpreters in Educational Settings*

<http://www.deafblindinformation.org.au/acquired-deafblindness/education-and-employment/accessing-further-education/using-auslan-interpreters-in-educational-settings/>

[Accessed 12 July 2017]

Victorian Deaf Society (VicDeaf) 2010

Working with an Auslan (Australian Sign Language) Interpreter

http://www.vicdeaf.com.au/files/editor_upload/File/Information%20Sheets/Working%20with%20an%20Auslan%20Australian%20Sign%20Language%20Interpreter.pdf

[Accessed 13 July 2017]

Occupational Health & Safety

Australian Sign Language Interpreters Association (ASLIA) 2014

ASLIA Workplace Health and Safety Policy

<https://aslia.com.au/wp-content/uploads/2016/03/ASLIA-OHS-Policy.pdf>

[Accessed 13 July 2017]

Woodcock, K & Fischer, S.L. 2008 "Prevention" in *Occupational Health and Safety for Sign Language Interpreters pp 54 61* Ryerson University, Toronto Ontario (Canada)

<http://www.ryerson.ca/woodcock/pdfs/OHSforSLI.pdf>

[Accessed 12 July 2017]