



# Bilingual Employment and Training Resource



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# INTRODUCTION

## INTRODUCTION

This guide is aimed primarily at bilingual refugees and migrants interested in finding out about the world of bilingual work. It contains sections on the types of bilingual based training courses and accreditation programmes that can be accessed in order to start and enhance your bilingual career. It also contains information about the available types of bilingual roles and aims to give you an understanding of what is involved, and the possible routes you could take to access them.

Before embarking on a career in bilingual work:

Bear in mind: The demand for bilingual skills varies greatly from language to language, and the language you speak will in many cases determine the type of work you can get.

Be realistic: for example a Somali speaker is more likely to find interpreting work in the public sector than as a translator of technical documents. Before choosing a path, research demand for your language within your chosen field and the geographic area you wish to work.

Think about your long term goals: You may wish to pursue a career in interpreting and therefore think about gaining high level qualifications such as the DPSI. You may want to use interpreting as a 'stop gap'; a way to make money while re-qualifying or looking for work that matches your professional background. If doing that, think whether bilingual work can act as work experience to help you progress onto your chosen field. For example if you wish to pursue a career in teaching in the UK, being a Bilingual Classroom Assistant could provide you with the required experience of working in the UK education sector.

The purpose of this guide is to give you some information about the world of bilingual work, and some ideas about the path you would like to take. Used in conjunction with careers advisors and other support agencies it should help you find a suitable way to use your bilingual skills.

Matt Court

Training and Activities Officer  
Manor Gardens Advocacy Project

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# Training courses

- Understanding Community Interpreting
- Community Interpreting Essential Skills and Knowledge
- Certificate for Bilingual Teaching Assistants
- Community Translation – Principles and Practice

## TRAINING COURSES

### UNDERSTANDING COMMUNITY INTERPRETING

**Description:** This course is an introduction to the work of a Community Interpreter. It is a good starting point for those interested in interpreting that have little or no experience within the field. The course outlines the role of an interpreter and advises trainees on how to prepare for and progress onto the full Community Interpreting Essential Skills and Knowledge course.

**Entry Requirements:** Fluency in both English and one other language.

**Length:** 1 day a week for 7 weeks

**Cost:** Variable; it can cost around £80 although concession prices can be about £25. However, some providers offer the course free of charge if trainees meet certain criteria.

**Where:** In London the course is held at a number of places (see further information below). The main provider is the Workers Education Association (WEA); they can provide you with details of where the course is being held across the country.

**When:** The course is held at different times throughout the year depending on the training provider. Generally, the courses are held in line with the academic term. Contact a training provider or the WEA to get exact dates of courses.

#### Further Information:

##### Workers' Educational Association

Corporate Services

3rd Floor

70 Clifton Street

London EC2A 4HB

Tel: 020 7426 3450

Fax: 020 7426 3451

Email: [national@wea.org.uk](mailto:national@wea.org.uk)

Web: <http://www.wea.org.uk/>

##### Mary Ward Centre

42 Queen Square

London

WC1N 3AQ

Tel: 020 7269 6000

Fax: 020 7269 6001

Email: [info@marywardcentre.ac.uk](mailto:info@marywardcentre.ac.uk)

*There are a wide range of bilingual training programmes around that train you to do a specific role or work within a particular sector. Although you can sometimes find work based purely on previous experience, the competitive nature of bilingual work means that many employers expect applicants to have both experience and a qualification.*

Web: [www.marywardcentre.ac.uk](http://www.marywardcentre.ac.uk)

**Croydon Adult Learning and Training**

Thornton Heath Centre

Ambassador House (4th Floor)

Brigstock Road

Thornton Heath

CR7 7JG

Tel: 020 8683 6850

Fax: 020 8665 9690

Email: From website

Web: <http://www.calat.ac.uk>

**Next Steps:** Community Interpreting Essential Skill and Knowledge

## COMMUNITY INTERPRETING ESSENTIAL SKILLS AND KNOWLEDGE

**Description:** The Community Interpreting course is for people who wish to gain a recognised qualification in interpreting. The course covers a range of topics including:

- interpreting models and techniques
- the role of an interpreter
- handling interpreting assignments
- issues of confidentiality and impartiality
- information on public services.

In addition, trainees are expected to take part in role-playing (mock interpreting assignments), so that their interpreting skills and techniques can be assessed.

The course is split into 3 units:

Community Interpreting Skills, in which the trainee has to complete a role-play in front of the class which is then assessed by the tutor and the trainee's peers;

Bilingual Glossary for Public Services, in which the trainee must compile a bilingual glossary of 250 terms relating to various public sectors and

Research Skills for Community Interpreters, which requires the trainee to research and explain information relevant to the work of a Community Interpreter in a variety of interpreting assignments.

For each unit trainees can achieve either a level 2 or level 3 qualification.

**Entry Requirements:** Applicants need to be fluent in both English and their own language. They are also expected to have some interpreting experience, although this could have been in an informal setting, for example interpreting for friends and family.

**Length:** 1 day a week for 10 weeks

**Course work requirements:** Marked role-playing assignment, compilation of a bilingual glossary and research into the work of a community interpreter. The trainee is required to put a lot of time and effort outside the classroom to complete the assignments.



**Cost:** Variable. The course can cost around £200 although concession prices can be about £40 - £70. Some providers offer the course free of charge if trainees meet certain criteria.

**Where:** In London, the course is held at a number of places (see further information below). The main provider is the Workers Education Association (WEA); they can provide you with details of where the course is being held across the country.

**When:** The course is held at different times throughout the year depending on the training provider. Generally, the courses are held in line with the academic term. Contact a training provider or the WEA to get exact dates of courses.

**Further Information:**

**Workers' Educational Association**  
Corporate Services

3rd Floor  
70 Clifton Street  
London EC2A 4HB  
Tel: 020 7426 3450  
Fax: 020 7426 3451  
Email: [national@wea.org.uk](mailto:national@wea.org.uk)  
Web: <http://www.wea.org.uk/>

**Manor Gardens Advocacy Project**

6-9 Manor Gardens  
Holloway  
London  
N7 6LA  
Tel: 0207 281 7694  
Fax: 0207 263 9660  
Email: [advocacy@manorgardenscentre.org](mailto:advocacy@manorgardenscentre.org)  
Web: [http://www.manorgardenscentre.org/projects/p\\_health.html](http://www.manorgardenscentre.org/projects/p_health.html)

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42 Queen Square  
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Fax: 020 7269 6001  
Email: [info@marywardcentre.ac.uk](mailto:info@marywardcentre.ac.uk)  
Web: [www.marywardcentre.ac.uk](http://www.marywardcentre.ac.uk)

**FinFuture**

225-229 Seven Sisters Rd  
Finsbury Park  
London  
N4 2DA  
Tel: 020 7272 1465  
Fax: 020 7272 3578  
Email: [volunteer@finfuture.co.uk](mailto:volunteer@finfuture.co.uk)  
Web: [http://www.finfuture.co.uk/contact\\_language\\_services.asp](http://www.finfuture.co.uk/contact_language_services.asp)

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Email: From website  
Web: <http://www.calat.ac.uk>

**Next Steps:** Find work as a Community Interpreter or Public Service Interpreter. Complete a DPSI.

## **CERTIFICATE FOR BILINGUAL TEACHING ASSISTANTS**

**Description:** This course is for bilingual people who would like to work supporting bilingual children in schools. The course teaches trainees about the role and responsibilities of a teaching assistant, and covers topics such as:

- language acquisition and learning,
- planning group support for English, Maths and ICT
- policies and procedures

The course includes group work, guest speakers, presentations, individual assignments and some work placement hours.

**Entry Requirements:** A good standard of written and spoken English and a Community Language.

**Length:** The course lasts 30 weeks (1 ½ days a week) plus 120 work placement hours.

**Cost:** The standard fee is £454.00, however a concessional fee of £118.00 is also available for applicants on benefits.

**Where:** The course is held in Croydon, South London

**When:** The course is currently held yearly starting in September.

### **Further Information:**

#### **Croydon Adult Learning and Training**

Thornton Heath Centre  
Ambassador House (4th Floor)  
Brigstock Road  
Thornton Heath  
CR7 7JG  
Tel: 020 8683 6850  
Fax: 020 8665 9690  
Email: From website  
Web: <http://www.calat.ac.uk>

## COMMUNITY TRANSLATION—PRINCIPLES AND PRACTICE

**Description:** This course is aimed at people who wish to work as translators within the public sector. The course teaches you the skills needed for translating documents and information from English public services into community languages. It covers topics such as:

- codes of conduct,
- theories of translation,
- relationship between translators and agencies
- public service terminology.

**Entry Requirements:** You are required to have excellent written skills in English and your own language and good word processing skills. Further background knowledge of public services is required. Many applicants complete the Community Interpreting course first but it is not always necessary if you already have some background knowledge of public services.

**Length:** 10 weeks (1 day a week)

**Course work requirements:** Trainees are required to do additional work outside regular class hours. It is estimated that around 8 – 10 hours worth of additional study may be needed to prepare for the final assessment.

**Cost:** The full fee is £290, however concessional fees are often available.

**Where:** This course is run by the Mary Ward Centre that is based in Holborn, Central London, and by CALAT in Croydon. The course is also provided by the Workers Educational Association (WEA) and they may have information about other providers.

**When:** Check with training providers to find out the exact dates

### Further Information:

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42 Queen Square

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Fax: 020 8665 9690  
Email: From website  
Web: <http://www.calat.ac.uk>

## INTERPRETING IN A POLICE ENVIRONMENT

**Description:** This is a 1 day course that gives trainees an over-view of the style of interpreting that is involved in a police environment. It also cover topics such as working conditions, the types of assignments police interpreters are expected to undertake and the types of terminology encountered in a police environment. It is an introductory course and does not qualify someone to be able to interpret for the police, but will give them a good basis from which to take the MET Police Test (see getting qualified section).

**Entry Requirements:** There are no entry requirements although applicants have to have a high level of English and one other language.

**Length:** 1 day

**Course work requirements:** None



**Cost:** £150

**How to enrol:** To enrol you need to complete and submit the DPSI registration card available from the IOL website.

**Where:** Check the IOL website for exact locations

**When:** The course is held a number of times a year. Check the IOL website to find out the exact dates.

### Further info:

#### Chartered Institute of Linguistics

48 Southwark Street

London

SE1 1UN

Tel: 020 7940 3100

Fax: 020 7940 3101

Email: [info@iol.org.uk](mailto:info@iol.org.uk)

Web: <http://www.iol.org.uk>

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# GETTING QUALIFIED (EXAMINATIONS)

- Diploma in Public Service Interpreting
- Certificate in Bilingual Skills
- Metropolitan Police Test
- National Register of Public Service Interpreters

## GETTING QUALIFIED (EXAMINATIONS)

### DIPLOMA IN PUBLIC SERVICE INTERPRETING (DPSI)

**Description:** The DPSI was introduced in 1994 and is currently the highest public service interpreting qualification in the country. It was setup to provide a nationally consistent standard of professionalism in public service interpreting. Interpreters who successfully complete the DPSI are also eligible to apply to be listed on the National Register of Public Service Interpreters. The register is used by many public service organisations to source professional, qualified and quality assured interpreters. Inclusion on the register shows that interpreters have met certain requirements with regards to qualification and experience, and that they have agreed to abide by the registers code of conduct. With public bodies now becoming more accountable for the quality of the interpreters they use within their services, an ever increasing number only use interpreters that are on the National Register. This is especially true of higher level assignments such as those within the police or the legal system.

*In addition to training courses that train you in a particular role, there are also a number of accreditation examinations that can be taken in order to prove to employers that you are competent in using your language skills. Although many people complete training courses before they sit the exams this is not required; the exams test your competency independent of prior training or qualifications.*

Candidates taking the DPSI examination must stipulate which of the 4 public service contexts they wish to be examined on., the options are:

- English Law
- Scottish Law
- Health
- Local Government.

#### **Institute Of Linguistics Examinations**

*The institute of Linguistics is a respected language assessment and accredited awarding body. It runs a number of language and interpreting examinations that test the competence of bilingual speakers who are working, or wish to work in the public sector. Passing an IOL examination certifies that you have adequate language skills and knowledge of public sector organisations. An increasing number of public sector organisations source interpreters who have passed IOL examinations.*

The examination is split into 2 units - oral and written - with a number of tasks and subtasks included in each unit. The examination tests the candidate's professional knowledge and vocabulary of their chosen option. During the oral section of the test, candidates are required to use a variety of interpreting techniques within a number of different scenarios and perform a sight translation, of a short written piece (approximately 180 words). In the written section of the examination, candidates are required to translate a piece of written text approximately 250 words in length.

**Entry Requirements:** There are no entry requirements for the DPSI but most candidates complete an interpreting based course beforehand in order to gain the knowledge required to pass the test.

**Length:** If sitting all 3 units, the examination will last approximately 3 hrs. If you fail any of the units you are able to re-sit them as many times as you like within a 5 year time frame.

**Course work requirements:** None

**Cost:** £505 to sit all 3 units

**How to enrol:** To enrol you need to complete and submit the DPSI registration card available from the IOL website.

**Where:** The DPSI examination can be taken at a number of examination centres across the country. Check the Institute of linguistics website to find out the location of your nearest examination centre. Alternatively, the IOL provides a number of open centres where candidates can sit the exam if they are not already linked to a registered examination centre.

**When:** DPSI examinations are held a number of times a year and information about times and deadlines can be found on the website.

**Further Information:**

**Chartered Institute of Linguistics**

48 Southwark Street

London

SE1 1UN

Tel: 020 7940 3100

Fax: 020 7940 3101

Email: [info@iol.org.uk](mailto:info@iol.org.uk)

Web: <http://www.iol.org.uk>

**The DPSI handbook can be downloaded here:** <http://www.iol.org.uk/qualifications/DPSI/DPSIHandbook.pdf>

**Next Steps:** A Masters Degree level language course, interpreting work within the public sector, registration on the National Register of Public Service Interpreters, membership of the Chartered Institute of Linguists, Postgraduate Certificate for Interpreter Trainers.

## CERTIFICATE IN BILINGUAL SKILLS

**Description:** The Certificate in Bilingual Skills is an ideal qualification for those already working in, or who wish to begin working in the public or voluntary sector and wish to demonstrate their bilingual skills. The certificate proves to potential or existing employers that the candidate has competency in using languages and is a benchmark of competence recognised by the public sector. Although, the certificate does not qualify someone to work as a public service interpreter, it may be used as a stepping stone to higher level language/ interpreting study or examination such as the DPSI.

The exam consists of 2 units and assesses the candidate's competence in English and another language. The units consist of role-playing, sight translations, and written translations all within a public service setting.

**Entry Requirements:** Although there are no formal entry requirements, candidates must demonstrate a proficiency in English and another language equivalent to GCSE Lv 3. Although, not necessarily required, most candidates will have completed some prior language or interpreting based course in order to gain the knowledge required to pass the examination. Prior public sector experience would be beneficial as the examination is set within a public service setting and the candidate's knowledge of public service terminology is assessed during the examination.

**Length:** The whole examination is approximately 3 hours 45 minutes.

**Course work requirements:** None

**Cost:** £425

**How to enrol:** To enrol you need to complete and submit the DPSI registration card available from the IOL website.

**Where:** The DPSI examination can be taken at a number of examination centres across the country, and information about examination centres can be found on the IOL website. Alternatively, the IOL provides a number of open centres where candidates can sit the exam if they are not already linked to a registered examination centre.

**When:** DPSI examinations are held a number of times a year. Check the IOL website to find out examination dates and application deadlines.

### Further Information:

#### Chartered Institute of Linguistics

48 Southwark Street

London

SE1 1UN

Tel: 020 7940 3100

Fax: 020 7940 3101

Email: [info@iol.org.uk](mailto:info@iol.org.uk)

Web: <http://www.iol.org.uk>

**The Certificate in Bilingual Skills handbook can be downloaded here:**

<http://www.iol.org.uk/qualifications/CBS/CBSHandbook.pdf>

**Next steps:** DPSI, additional professional or vocation public sector training

## METROPOLITAN POLICE TEST

**Description:** The Metropolitan Police Test is a public service interpreting qualification created by the Institute of Linguistics and the Metropolitan Police Force. It tests the candidate's interpretation and translation skills in the context of a police environment. Due to this candidates are required to have an in depth knowledge of police terminology before attempting the test. However, to assist candidates, the IOL can provide sample papers, transcripts and briefing sheets, which help candidates to understand exactly what is expected of them. Further, a glossary of terms is also available.

The test is split into two sections, oral and written.

The oral section of the examination consists of a role play that assesses the candidate's consecutive and simultaneous interpreting skills as well as their sight translation proficiency.

The written section of the examination requires the candidate to translate a both a statement and a technical passage of writing.

If you pass the Metropolitan Police Test you are both qualified to interpret for the Metropolitan Police Service, and eligible to be included on the National Register of Public Service Interpreters.



**Entry Requirements:** There are no formal entry requirements although candidates will need to have extensive knowledge of police terminology. Also, a high level of proficiency in English and other language is required.

**Length:** The examination lasts approximately 2 hrs 30 min

**Course work requirements:** none

**Cost:** £595

**How to enrol:** To enrol you need to complete and submit the DPSI registration card available from the IOL website.

**When:** The examination is held a number of times a year. Check the IOL website to find out the exact dates.

### Further Information:

#### Chartered Institute of Linguistics

48 Southwark Street

London

SE1 1UN

Tel: 020 7940 3100

Fax: 020 7940 3101

Email: [info@iol.org.uk](mailto:info@iol.org.uk)

Web: <http://www.iol.org.uk>

## **NATIONAL REGISTER OF PUBLIC SERVICE INTERPRETERS**

The National Register of Public Service Interpreters is a register of qualified public service interpreters used by public service organisations to obtain professional, qualified and quality assured interpreters. To be included on the register, interpreters have to meet certain selection criteria.

The requirements for an interpreter to be included on the register will full status are:

- Diploma in Public Service Interpreting, a Metropolitan Police Test Qualification, or an equivalent level interpreting qualification at honours degree level.
- More than 400 hours of proven public service interpreting experience.

The requirements for interpreters registering at an Interim level are:

- DPSI, Metropolitan Police Test qualification, an equivalent level interpreting qualification at honours degree level, or a degree partly studied in English (or whatever their second language is) with a least one interpreting and one translation component.

Applicants have a limited time to complete the 400 hours interpreting experience required to upgrade to Full Status.

**How to register:** First read to entry criteria to ensure that you meet all the requirements. You can register by downloading the application form from the National Register of Public Service Interpreting website.

**Cost:** An initial non-refundable payment of £40 is required when applying. The remaining balance of £136.25p is payable when applicants are accepted onto the register.

### **More Information:**

#### **NRPSI Ltd**

Saxon House  
48 Southwark Street  
London  
SE1 1UN

**Tel:** 020 7940 3157

**Fax:** 020 7940 3123

**Email:** nrpsi@iol.org.uk

**Website:** <http://www.nrpsi.co.uk>

3

# FINDING WORK

- Community Interpreter
- Public Service Interpreter
- Bilingual Health Advocate
- Bilingual Classroom Assistant
- Bilingual Outreach Worker
- Bilingual Maternity Support Worker
- Translator for the Public Sector
- Bilingual Secretary

## FINDING WORK

### COMMUNITY INTERPRETER

**Description:** The role of a Community Interpreter is to aid verbal communication between two parties that speak different languages. They must ensure that what is being said by each party is accurately interpreted and that both parties fully understand what is being said by the other person.

A Community Interpreter must remain impartial at all times and they are not there to take sides or influence the outcome of an appointment. In addition to interpreting what is being said, a Community Interpreter is expected to understand and be responsive to the cultural barriers to effective communication between the two parties. For example, there may be a cultural reason why a patient is refusing to take a certain medication; it is therefore the Community Interpreters responsibility to explain this to the service provider. Due to the unequal power and knowledge relationship between the two parties, and the fact that they will be from two different cultures, one role of the Community Interpreter is to challenge discrimination should it arise. In addition, they may be required to intervene in certain situations for a number of reasons, these may simply to ask for an explanation about something that has been said, or it may be challenge assumptions or discriminatory behaviour.



Community Interpreters work primarily within the public sector, interpreting in situations such as, GP or hospital appointments, Citizens Advice appointments, or benefits related meetings. Because of this, they are expected to have in depth knowledge of the terminology used within those sectors and an understanding of how they work.

*“Sometime when you help people with basic things and you see what a difference it makes, its really ‘wow!’ “.*

*Fatima—Community Interpreter*

**Frequency:** This type of interpreting is usually on a sessional basis, that is, the interpreter is asked to work as and when they are needed. The frequency of work will depend on the demand for the interpreter’s language at any particular time.

For some, this type of work is more favourable than working set contracted hours (9 – 5 for example) as it allows flexibility in their working week. However, others can find sessional work frustrating as it is impossible to say how much work you are likely to get from one week to the next. Further, they may find it difficult to plan their life around their work as they do not know which hours or days they will be called upon to interpret.

**Rate of Pay:** £10-£15 per hour. Some agencies will pay for travelling costs to and from jobs and some will even pay you for the time that you are travelling. However, some agencies will not pay for travel costs or travelling time so it is important to ask.

**Qualifications:** Community Interpreting Essential Skills and Knowledge

**Where to look for work:** Interpreting agencies with contracts with the Public Sector

## **PUBLIC SERVICE INTERPRETER**

**Description:** Public Service Interpreting has many similarities with Community Interpreting although qualified Public Service Interpreters will be able to work within a wider range of services and at a higher level. Public Service Interpreters may be asked to interpret within the legal sector, (in courts, for solicitors, or for the police), the health sector (hospitals and GPs), or with local government (assisting with the provision of housing, education and social services).

**Frequency:** See Community Interpreter

**Qualifications and experience:** The highest and most respected qualification in Public Service Interpreting is the Diploma in Public Services Interpreting course, created by the Institute of Linguistics. After gaining your DPSI, you can become a member of the National Register of Public Service Interpreters.

Although interpreters can work within the public sector without completing the DPSI and without being included on the National Register, an ever increasing number of public services only source their interpreters from the National Register.

In addition to the above qualification, Public Service Interpreters are required to have an understanding of the public sector or sectors they are interpreting within and an understanding and familiarity of the cultures they are working with.

**Pay:** Dependant on the service you are interpreting in. On average Public Service Interpreters can expect to be paid around £15 per hour. However, the Metropolitan Police Force will pay around £28 for interpreters working within the criminal justice system.

**Where to look for work:** Councils, Interpreting Agencies, Home Office <http://www.bia.homeoffice.gov.uk/>

## BILINGUAL HEALTH ADVOCATE

**Description:** The role of a Bilingual Advocate is in-depth and challenging and ultimately very rewarding. Bilingual Advocates work with clients who need additional support to interpreting. Advocates are there to ensure that their client is aware of their rights and entitlements and to make sure that these rights and entitlements are respected and upheld. Advocates are partial to their clients needs and represent their interests as if they were their own. If their client wishes, the advocate is able to speak and act on their behalf.

On most occasions, advocates work with their clients over a period of time (casework), beginning with an initial meeting between the advocate and their client to assess their needs and ending when the clients' needs are resolved. Throughout the casework, the advocate should aim to empower their client to be able to support themselves and learn to self advocate. In order to meet the varied client needs, an advocate is required to have in-depth knowledge of the public sector as well as of other support groups and community groups that may benefit their client. On many occasions, advocates are required to keep detailed notes about their client and will often have to report back to their employer about the progress of the advocacy case.

*'People are entitled to be in control of their own lives but sometimes, whether through frailty, disability, financial circumstances or social attitudes, they may find themselves in a position where their ability to exercise choice or represent their own interests is limited. In these circumstances advocacy can help ensure that an individual's views and needs are heard, respected and acted upon.'*

*Quality Standards for Advocacy – A4A*

### CASE STUDY

***Samira (not her real name) is a Somali speaking Bilingual Health Advocate working for a Hospital in London.***

#### ***Briefly describe your job role***

*I work with patients and families to help negotiate the health care system and to ensure that their needs are met. My role is to help communication between the patient and the health professionals who don't speak same language.*

#### ***Can you describe a typical working day?***

*My typically working day is to ensure the patients get their rights. First, when I go to the clinic I usually introduce myself to the Health Care Professional and then ask if the patient has been checked. If the patient was already in the clinic I ask the Health Service Provider to introduce me to the patient. After that I start the pre-interview with the patient.*

*the pre-interview with the patient.*

#### ***What steps did you take to get into this kind of work?***

**Qualifications and experience:** For many Advocate roles an actual advocacy qualification is often listed as desirable rather than essential.

Common essential requirements are:

- An understanding of the principles of advocacy and an in-depth knowledge of the service or services you will be working within (eg mental health, housing etc),
- An understanding of the needs of the client group you will be working with.
- Experience of working in a supportive type role.
- Good writing skills to be in a position to keep case notes.
- Good communication skills to liaise with a number of services and organisations on behalf of the client.
- Assertiveness and ability to work well under pressure.
- The ability to work with vulnerable clients that may have traumatic experiences without becoming emotionally involved.

**Pay:** Sessional Advocates are usually paid between £10 - £15 per hour. Most organisations will pay for travel time and reimburse travel costs, but it is always worth checking this. If employed on a full time basis, an advocate's salary can often be between £20,000 - £24,000 per annum.

**Where to look for work:** Hospitals, [www.jobs.nhs.uk](http://www.jobs.nhs.uk), Guardian Jobs Website, Interpreting and Advocacy Agencies

**After this:** You may want to specialise in a certain field.

*I completed the Community Interpreting Course and gained a level 3 qualification.*

***What are the best things about your job?***

*This job is a remarkable job and I cannot express the gratitude I feel for having this job. The work I have been doing with my patients has been indescribable, wonderful, scary and amazing. However the best bit about my job is when I help my patient out in whatever way they need and I see that they were happy the service I provided for them. Therefore, every one of my patients thanks me for the courage and strength I offered them and my ability to pay attention to their needs.*

***What are the worst bits about your job?***

*When I visited the hospice; whether it was for children or adults. I felt hopeless and sad because I didn't know what to do and how to help them.*

## **BILINGUAL CLASSROOM ASSISTANT**

**Description:** Bilingual Classroom Assistants work within schools, assisting teachers in giving lessons in which one or more of the children are non-native speakers. Bilingual Classroom Assistants do not merely interpret what is being said between the pupil and the teacher but they explore ideas and concepts with the child in his or her own language so the child can contribute to, and understand the teachings of the class regardless of the language barrier that exists. One key role of a Bilingual Classroom Assistant is to make the child feel included in the class, boost their confidence, and encourage them to be independent. A Bilingual Classroom Assistant plays an important role in the child's welfare and future development because they may pick up difficulties a child may be experiencing that would otherwise be attributed to language barriers.

**Qualifications and experience:** There are a number of qualifications relating to the role of teaching assistants (see Certificate for Bilingual Teaching Assistants). However, for many vacancies previous relevant experience is often more beneficial than an actual qualification.

**Pay:** Bilingual Classroom Assistants can be expected to be paid between £12,400 - £13,900. However, the salary varies from job to job depending on the requirements and expectations of the post.

**Where to look for work:** Contact your local schools directly, Guardian Jobs Website, <http://www.eteach.com/>, <http://www.tes.co.uk/>

## **BILINGUAL OUTREACH WORKER**

**Description:** Outreach workers can be employed within a number of different sectors including Mental Health, Housing, and Young People. The main aim of a Bilingual Outreach Worker is to act as a bridge between their community and the service they are working for. They will help the service provider understand the needs of the community or of individuals they are trying to help. They are employed in order to engage with their community in ways that non-native speakers are unable to do. They work to make members of their community aware of services and support and encourage them to access those services. Many outreach workers will be employed to work with a certain sector of their community such as young people, or mothers and children, or people with issues of substance misuse. However, others may be employed in a more general capacity and may offer support for a wide range of issues, signposting people to available services or offering general support. Another role of a Bilingual Outreach Worker may be to promote the service they work for by visiting community groups or publicising the service in areas that are visited by members of their community.

**Qualifications and experience:** You will usually need some experience and knowledge of the sector you will be working in. Further, proven ability to work well with vulnerable people and the ability to engage with and empower people is often required.

**Pay:** Approx £15000

**Where to look for work:** Guardian Jobs Website, Mental Health Charities, Refugee Charities, and Housing Associations

## **BILINGUAL MATERNITY SUPPORT WORKER**

**Description:** The role of Bilingual Maternity Support Worker (BMSW) is relatively new to the field of maternity services and it is being piloted in a few hospitals across the country. Studies have highlighted the need for bilingual employees within the maternity services so we may see an increase in the number of Bilingual Maternity Support Worker vacancies in the future. The role of the BMSW is to work alongside midwives in order to support women from their community through all the stages of their pregnancy. This can include antenatal care in the form of antenatal support groups and advise sessions; and postnatal support in the form of postnatal depression awareness sessions and generalised postnatal support. A key role of the BMSW is to ensure that the women are able to access the services they need during and after their pregnancy and to make sure that the woman is empowered to make decisions about the healthcare she receives. The BMSW may also be required to take part in home visits to offer antenatal and postnatal support.

**Qualifications and experience:** As this is a fairly new role, there are not any specific Bilingual Maternity Support Worker qualifications that one can gain. However, a qualification relating to interpreting, advocacy, or counselling would be very beneficial as well as an understanding of the health care system in the UK. Experience of working in Healthcare would be a great advantage.

**Pay:** Approx £20,000 per annum

**Where to look for work:** Hospitals, [www.jobs.nhs.uk](http://www.jobs.nhs.uk)

## TRANSLATOR FOR THE PUBLIC SECTOR

**Description:** Translators convert written material from one language to another ensuring that the translation is clear and accurate. Translators are required to have a very developed understanding of the language they are translating from as well as an understanding of the culture and society that uses that language. Translators need to be aware of the issues of context, grammar rules and writing idioms of the languages they are working in to ensure that the translation is accurate. Translators within the public sector may be asked to translate a variety of documents such as birth certificates, leaflets and booklets, adverts, and letters.

**Qualifications and experience:** A number of translation qualifications exist as well as a number of different ways to have your translation skills recognised and certified. However, the exact qualification you need to enter the field of translation work will vary depending on the employer.

If you choose to work as a freelance translator you will find it easier to find work if you have some previous experience. Further, due to the competitive nature of translation work, it would be very beneficial to be a member of one of the national registers for public service interpreters.

The WEA run a Community Translation course that teaches trainees the skills needed for translating within the Public Sector.

**Pay:** Rates of pay vary greatly depending on the language and the complexity of the assignment. Some agencies pay around £10 per 100 words translated.

**Where to look for work:** Local Authorities, Interpreting and Translation agencies.

## BILINGUAL SECRETARY

**Description:** Bilingual Secretaries use both their language and administration skills within the office environment. They perform the role of a traditional secretary, such as booking meeting, receiving visitors, taking calls, and offer general administrative support, but have the additional duty of using their bilingual skills to perform tasks like translating documents and emails, writing email and letters in various languages, or sometime interpreting at meetings or for foreign clients. More experienced Bilingual Secretaries may be asked to supervise junior staff or run projects by organising people and arranging events and meetings. The most common languages needed for the role of a Bilingual Secretary as the European languages and Japanese. However, they are an increasing number of positions arising that require Arabic speakers.

**Qualifications and experience:** The qualifications and experience required will depend on the organisation, the sector they work in, are what is required for the post. However, in general, as well as a good knowledge of English and another language you will need to possess good IT and administrative skills. Some employers require you to possess a recognised administration or IT qualification which can usually be gained through universities or colleges; the Learn Direct website is a good place to start to get advice on these types of qualifications. You may also need some prior experience within an office environment and knowledge of office procedures.

**Pay:** Varies depending on the organisation, the sector they work in, and the job requirements. On average, Bilingual Secretaries usually start on £16,000 - £20,000. With experience however, some can earn up to £35,000 per annum.

**Where to look for work:** Guardian Jobs Website, [www.toplanguagejobs.co.uk](http://www.toplanguagejobs.co.uk), [www.totaljobs.com](http://www.totaljobs.com)

## INTERPRETING FOR THE HOME OFFICE (IMMIGRATION AND BORDER AGENCY)

**Description:** All interpreters for the Immigration and Border Agency (IABA) are dealt with through their Central Interpreters Unit. In order for immigration officials to effectively communicate with people arriving to the UK from overseas, they often have to use interpreters. Interpreters working for the IABA will be based in locations across the UK including major airports and ports such as Gatwick, Heathrow or Dover. They will be interpreting primarily during arrival interviews or pre-booked casework interviews. Interpreters for the IABA work on a freelance basis and are called upon as and when they are needed.

*Passengers arrive in the UK from many different countries; the Agency handled approximately 90 million last year alone. The vast majority of overseas nationals are able to communicate satisfactorily with Immigration Officers but in some cases, where communication proves impossible, the Immigration Officer will call upon the services of an interpreter.*

**Qualifications and experience:** There are no formal qualifications or experience needed to originally register with the IABA. However, after you have registered with them they will call you up to take part in their Training and Assessment Programme which will assess your interpreting skills. If you fail this test you will be removed from the register. However, if you hold a DPSI qualification or are on the National Register of Public Service Interpreting you will not be required to sit their assessment.

**Pay:** The fees paid depend on the day and the time of day interpreters are called upon to interpret:

Weekdays: £48/hour for the first hour and £16 for each additional hour until 6.00pm, and £20 per hour after that.

Saturdays: £72/hour for the first hour and £26/hour for subsequent hours.

Sundays and Bank Holidays: £72/hour for the first hour and £32/hour for subsequent hours.

See their website for more information regarding travelling and subsistence costs.

**How to register:** Before registering it is worth checking with the IABA to see if your language is needed. If it is you can register on their website. You will then be called in for an assessment depending on the need for your language and your location.

### More Information:

Border and Immigration Agency Central Interpreters Unit  
Whitgift Centre B Block  
12th Floor, West Wing  
15 Wellesley Road  
Croydon  
CR9 1AT

**Tel:** 020 8760 3820

**Fax:** 020 8760 3090

**Email:** [Ind.centralinterpretersunit@homeoffice.gsi.gov.uk](mailto:Ind.centralinterpretersunit@homeoffice.gsi.gov.uk)

**Website:** <http://www.ind.homeoffice.gov.uk>

*The majority of interpreting work is 'face to face' interpreting. This may be in either arrival interviews or casework interviews where an individual has been booked in advance. In both cases you will be required to provide simultaneous translation. Telephone interpreting is also occasionally required.*

## **HOW TO INTERPRET FOR THE POLICE**

Anyone who wants to interpret for the Metropolitan Police Force must first complete the Metropolitan Police Test (see getting qualified section). As the test is of a high level, there is also a course that aims to prepare you for the actual test (see training section). When you pass the Metropolitan Police Test, contact their careers department for more information about gaining interpreting work.

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# ***USEFUL CONTACTS***

## USEFUL CONTACTS

### **ORGANISATIONS THAT EMPLOY INTERPRETERS, TRANSLATORS OR ADVOCATES**

#### **Advocacy In Barnet**

4 The Concourse,  
Grahame Park,  
NW9 5XB  
Tel: 0208 201 3148

#### **Barking and Dagenham Interpreting Services**

TIS,  
2nd Floor,  
53a East Street,  
Barking,  
IG11 8EN  
Tel: 0208 591 0050

#### **Big Word, The**

Belmont House  
20 Wood Lane  
Headingley  
Leeds  
LS6 2AE  
Tel: 0870 748 8044

#### **Camden Equalities Unit**

Room 303,  
Town Hall,  
Judd St,  
London,  
NW1 9JE  
Tel: 0207 974 5731

#### **Camden and Islington Advocacy and Interpreting Services**

1st Floor,  
Q Block,  
St Pancras Hospital,  
4 St Pancras Way,  
NW1 0PE  
Tel: 0207 530 3220

#### **CITAS**

4 Barb Mews,  
London,  
W6 7PA

Tel: 0207 602 8830

**City and Hackney PCT**

St. Leonard's,  
'B' Block Basement  
Nuttall Street  
London  
N1 5LZ  
Tel: 020 7683 4024

**Homerton University Hospital**

NHS Foundation trust,  
46-48 Clifden Rd,  
E9 6SR  
Tel: 0208 510 7931

**Immigration and Nationality Directorate**

Whitgift Centre,  
B Block,  
12th Floor,  
West Wing,  
15 Wellesley Road,  
Croydon,  
CR9 1AT  
Tel: 0208 760 3820

**Islington Language Service**

FINFUTURE,  
225-229 Seven Sisters Road,  
Finsbury Park,  
N4 2DA  
Tel: 020 7272 1465

**Language Line**

11-21 Northdown Street  
London  
N1 9BN  
Tel: 020 7520 1430

**LionBridge Interpreting Services**

Eaton House,  
Wigmore Place,  
Luton,  
Bedfordshire,  
LU2 9EZ  
Tel: 0800 376 991 991

**Medic Interpreters**

Suit 310,  
AJP Business Centre,  
152-154 Coles Green Rd,  
NW2 7HD  
Tel: 020 8438 6305

**Newham Language Shop**

Town Hall Annexe,  
330-354 Barking Rd,  
East Ham,  
E6 2RT  
Tel: 0208 430 3040

**North Middlesex Hospital**

Sterling Way,  
N18 1QX  
Tel: 020 8887 2000

**OneStop Interpreting and Translation Agency**

145 Askew Rd,  
London,  
W12 9AU  
Tel: 0208 746 2332

**Pearl Linguistics**

2nd Floor,  
Karen House,  
1-11 Baches Street,  
N1 6DL  
Tel: 0207 253 7700

**Prestige Network**

Crown House,  
72 Hammersmith Rd,  
W14 8TH  
Tel: 0870 770 6903

**QPR Health Advocacy Project**

Queens Park Rangers FC  
Tel: 0207 625 2531

**Southeast Interpreting Services**

17 High St,  
Lewes,  
East.Sussex,  
BN7 2LN  
Tel: 01273 473986

**Whittingotn Hospital**

Magdala Ave,  
London,  
N19 5NF  
Tel: 0207 288 5551

**TRAINING PROVIDERS**

**Chartered Institute of Linguistics**

48 Southwark Street  
London

SE1 1UN  
Tel: 020 7940 3100  
Fax: 020 7940 3101  
Email: [info@iol.org.uk](mailto:info@iol.org.uk)  
Web: <http://www.iol.org.uk>

**Croydon Adult Learning and Training**

Thornton Heath Centre  
Ambassador House (4th Floor)  
Brigstock Road  
Thornton Heath  
CR7 7JG  
Tel: 020 8683 6850  
Fax: 020 8665 9690  
Email: From website  
Web: <http://www.calat.ac.uk>

**FinFuture**

225-229 Seven Sisters Rd  
Finsbury Park  
London  
N4 2DA  
Tel: 020 7272 1465  
Fax: 020 7272 3578  
Email: [volunteer@finfuture.co.uk](mailto:volunteer@finfuture.co.uk)  
Web: [http://www.finfuture.co.uk/contact\\_language\\_services.asp](http://www.finfuture.co.uk/contact_language_services.asp)

**Making Training Work**

26 Links Yard  
Spelman Street  
LONDON  
E1 5LX  
Tel: 020 7247 2944  
Fax: 020 7247 3811  
Web: <http://makingtrainingwork.co.uk>

**Manor Gardens Advocacy Project**

6-9 Manor Gardens  
Holloway  
London  
N7 6LA  
Tel: 0207 281 7694  
Fax: 0207 263 9660  
Email: [advocacy@manorgardenscentre.org](mailto:advocacy@manorgardenscentre.org)  
Web: [http://www.manorgardenscentre.org/projects/p\\_health.html](http://www.manorgardenscentre.org/projects/p_health.html)

**Mary Ward Centre**

42 Queen Square  
London  
WC1N 3AQ  
Tel: 020 7269 6000  
Fax: 020 7269 6001  
Email: [info@marywardcentre.ac.uk](mailto:info@marywardcentre.ac.uk)

### **Workers' Educational Association**

Corporate Services  
3rd Floor  
70 Clifton Street  
London EC2A 4HB  
Tel: 020 7426 3450  
Fax: 020 7426 3451  
Email: [national@wea.org.uk](mailto:national@wea.org.uk)  
Web: <http://www.wea.org.uk/>

## **CAREERS ADVICE AND GUIDANCE**

### **Education Action International**

3 Dufferin Street  
London  
EC1Y 8NA  
Tel: 0207 426 5800  
Email: [info@education-action.org](mailto:info@education-action.org)

### **Learn Direct**

<http://www.learndirect.co.uk/>

### **Refugee Assessment and Guidance Unit**

The Learning Centre  
236-250 Holloway Road  
London  
N7 6PP  
Tel: 020 7133 2110  
Fax: 020 7133 2419  
Email: [ragu@londonmet.ac.uk](mailto:ragu@londonmet.ac.uk)  
Website: <http://www.londonmet.ac.uk/ragu/>

### **Refugees into Teaching**

Website: [www.refugeesintoteaching.org.uk](http://www.refugeesintoteaching.org.uk)

### **Tracks to Employment:**

#### **Finsbury Park**

225 - 229 Seven Sisters Road  
N4 2DA  
Tel: 0800 197 1407

#### **Kings Cross**

260 Pentonville Road  
N1 9JY  
Tel: 0800 197 1406

#### **Goswell Centre**

180 Goswell Road  
EC1V 7DT  
Tel: 0800 197 1405

**Goswell Centre**  
180 Goswell Road  
EC1V 7DT  
Tel: 0800 197 1405

## **USEFUL WEBSITES**

[www.TopLanguageJobs.co.uk](http://www.TopLanguageJobs.co.uk)

Specialist language recruitment website providing language recruitment and language jobs in London, UK, and Europe.

<http://jobs.guardian.co.uk/>

Guardian Jobs Website

[www.cilt.org.uk](http://www.cilt.org.uk)

National Centre for Languages is the Government's recognized centre of expertise on languages.

<http://www.prospects.ac.uk>

The official graduate careers website; contains a section on using languages

[www.jobs.nhs.uk/](http://www.jobs.nhs.uk/)

The NHS jobs website