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## Overview

This standard identifies the requirements for when you promote the use of interpreters and translators for individuals. This includes arranging appropriate interpreting and translation services and supporting communication between individuals and others through interpreters. It also includes supporting those involved to review the effectiveness of interpreting and translation services.

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## Performance criteria

### *You must be able to:*

1. identify the roles and responsibilities of yourself and others to promote the use of interpreting and translation services for individuals
2. gain consent and access information about individuals and interpreting and translation services for individuals
3. review or complete risk assessments for interpreting and translation services
4. identify and access interpreting and translation services for individuals
5. work in partnership with individuals and others to identify preferences, needs and agreed outcomes for the use of interpreting and translation services
6. work with individuals and others in ways that promotes rights and choices, respects experiences, expertise, abilities and promotes inclusion
7. access and set up resources and environments for the use of interpreting and translation services for individuals
8. work in partnership with individuals and interpreters or translators to ensure that individuals are supported to communicate their thoughts, views, opinions and wishes
9. support individuals and others to feedback if outcomes were met when using interpreting and translation services, and identify and address changes to improve services
10. complete records and reports required for interpreting and translation services for individuals
11. reflect on how you carried out your roles and responsibilities when promoting the use of interpreting and translation services for individuals

## Knowledge and understanding

### *You need to know and understand:*

1. the forms of communication that might require translation and interpretation services
2. how to source and access translation and interpretation services
3. the roles of translators and interpreters
4. how digital tools and devices can be used to support individuals with interpreting and translation
5. the influence of neurodivergence and additional needs on interpreting and translation services
6. the influence of culture and background on the use of interpreting and translation services
7. the importance of dignity, kindness and compassion when supporting individuals to use interpreting and translation services
8. how to support emotional regulation when using interpreting and translation services
9. how to apply trauma informed principles when promoting the use of interpreting and translation services for individuals
10. how to complete risk assessments, records and reports required for interpreting and translation services for individuals
11. how to review feedback on agreed outcomes and address changes to improve services for individuals
12. how to respond to issues and concerns that may occur when individuals use interpreting and translation services
13. theories relevant to promoting the use of interpreting and translation services
14. the relevant legal requirements, standards of practice, frameworks and guidance for promoting the use of interpreting and translation services for individuals
15. the workplace requirements on equality, diversity, inclusion, and rights when promoting the use of interpreting and translation services
16. how to work in partnership with others to promote the use of interpreting and translation services
17. how your own personal experiences and unconscious bias may impact when promoting the use of interpreting and translation services for individuals
18. the role of supervision, reflective practice and learning and development when

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## Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

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