



FACT ADELAIDE • STUDENT POLICY

Interpreter and Translation Support Policy

Professional language support and fair assessment

FACT-POL-20 | Revision 2026.1-D02

Proposed effective date: 1 October 2026

Next review: 1 October 2027

Policy owner: Allan Bartlett, Course Director

Draft prepared for review: 6 September 2026

FORMAL APPROVAL AND PUBLICATION PENDING

Simplified full policy for student review.
Includes amendment history and release checks.

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Interpreter and Translation Support Policy

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1. Asking for support

Tell FACT as early as possible if you need an interpreter, translated information or another communication adjustment. Early notice helps us check the course requirements and make practical arrangements. A late request will still be considered individually.

Interpreting supports spoken or signed communication; translation supports written material. Help with a booking and help during an assessment may require different arrangements. Contact FACT on (08) 7226 5936 or info@factadelaide.com.

2. Who may interpret

Formal course interpreting requires FACT's approval and an appropriate current NAATI credential for the language and service. FACT checks the interpreter's identity, credentials and any conflict of interest before confirming the arrangement.

Friends, relatives, employers and classmates cannot act as the student's assessment interpreter. An appropriate support person may assist with ordinary communications or complaints, subject to consent and safety. If the usual interpreter arrangement is unavailable, FACT will consider other lawful support and explain the available options.

3. Course and assessment requirements

The assessor checks the student's needs, course requirements and any licensing rules before approving interpreting in an assessment. Approval for one course does not automatically apply to another, including White Card or high-risk-work assessments.

The interpreter must relay information accurately without coaching or answering for the student. Each student must demonstrate the required skills and knowledge. Interpreting cannot replace an English-language or communication skill that the student must personally demonstrate. The assessor makes the competency decision.

4. Booking, fees and attendance

Confirm the interpreter's attendance with FACT so room capacity, equipment, timing, privacy and any safety requirements can be checked. FACT does not charge an extra course-seat fee for an approved interpreter accompanying a student.

Any external interpreter fee, who will pay it and cancellation terms must be explained before the arrangement is accepted. Disability-related reasonable adjustment and available support must be considered; the student is not automatically charged for every form of assistance. Existing agreed no-charge interpreter-training arrangements will be honoured.

5. During the course

FACT briefs the interpreter on confidentiality, impartiality, the approved role and assessment limits. Only necessary materials are shared. Answer guides and unrelated student information must not be released.

FACT records the interpreter's involvement. The assessor may pause an activity if safety, accuracy or the student's own evidence is in doubt, explain the concern and consider a fair solution. Translation apps or AI tools require specific approval where used in assessment. Accompanying a student does not itself earn a qualification.

6. Decisions and review

If a requested arrangement cannot be provided or is not permitted, FACT will explain the reason promptly and discuss appropriate alternatives. Course competency and safety requirements still apply.

Students can raise a concern under the Complaints Policy or challenge a decision under the Appeals Policy. FACT will provide an accessible way to do this. Requests, approvals, consent and interpreter details are protected under the Privacy and Student Records policies.

Document control and release record

Internal record — remove this page from the student-facing publication.

Document: FACT-POL-20 — Interpreter and Translation Support Policy

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Amendment record

2026.1-D01 | 6 September 2026 | Initial renewed draft in the FACT policy review pack.

2026.1-D02 | 6 September 2026 | Simplified the legacy Translator Policy and D01. Kept professional credential checks, no family assessment interpreters and no additional course-seat fee. Distinguished booking support from assessment, clarified reasonable adjustment and external costs, and preserved existing agreed no-charge interpreter-training arrangements. Matching FACT cover and control record added.

Status and release checks

Complete draft prepared for Allan's review. No final wording acceptance, formal management approval or publication is recorded by creating this copy. Existing accepted terms and statutory rights remain applicable.

Verify current SafeWork SA and other licensing assessment requirements for each course before approving an interpreter. No blanket permission for White Card or high-risk-work assessment is established here. Record the source, permitted assistance and assessor decision.

Confirm supplier contacts, credential checks, student consent, safe capacity and cost arrangements. Where the normal credential route is unavailable, record consideration of appropriate lawful support without assuming an exemption from competency requirements. Align Policies 01, 10, 11, 12, 14 and 17.

Recheck current requirements before release and when they change. Update the handbook, relevant forms and booking messages, brief staff and record approval and publication separately.

Wording reviewed by / date: _____

Approved by / date: _____

Published / date: _____

Sources checked — 6 September 2026

Business sources: Translator Policy 2025.pdf; review-pack FACT-POL-20 D01; current FACT T&Cs; accepted LLN/Assessment support discussion.

[NAATI — Check a certification](#)

[NAATI — Practitioner identification and credentials](#)

[ASQA — Training support and reasonable adjustment](#)

[ASQA — 2025 Standards FAQs](#)

Future amendment — version / date: _____

Change and reason: _____

Authorised by: _____