

TRANSLATORS and INTERPRETERS:

Interpreters will work orally (i.e. speaking). A translator will usually work with the written word.

If you need an interpreter to do official business e.g. talking to the police, the local council, or asking about jobs at Jobcentre Plus, then the organization you are talking to will find an interpreter. It is their responsibility to find some way that they can help you in your own language.

Some organizations, like the police and Jobcentre Plus, have an interpreting service that they can telephone. You can then have a 3-way phone conversation with the official person and an interpreter. Other organizations can arrange for an interpreter to be present if you need one. They may need a few days to find someone who speaks your language.

In some areas the police give out 'buddy cards' on which you can put your name and the number of someone who can interpret for you if you don't speak good English.

Most businesses which employ foreign workers for manual labour must be registered with the Gangmasters Licensing Authority (the GLA). The GLA will expect contracts, health and safety information etc to be either translated or interpreted for you.

One reputable organization which you should try if you need help is Language Line. They provide a 24-hour interpreting and translating service in 100 languages. Their website is at www.languageline.co.uk and their telephone number is 0800 169 2879.

The creators of this disk also recommend RP Translate, who are contactable via their website at www.rptranslate.com and by telephoning 08707 374737.