

Learning Assessment Guide

Unit Standard 22747 – Version 1

Use a telephone interpreter to facilitate an interview in specific public sector situations

Level 4 – 5 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

This Learning Assessment Guide is made up of:

- tasks for you to complete
- a verification form for your manager to complete
- assessment results that the assessor will use to assess your competence.

The tasks in this assessment are designed to show your assessor that you can:

- use a telephone interpreter to facilitate an interview with a client
- document a telephone interpreted interview.

Assessment Task One – Elements 1 and 2

The questions in task one are designed to address:

- the process for clarifying the client's needs
- the process you would use to contact an interpreter
- the process you would go through to complete the interpreted interview
- the process you would go through to assess whether the interview outcomes had been met.

Task one questions

1. Explain the types of requirements and support a client may need related to language, gender, age and accent when they are undertaking a telephone interpreted interview. You will need to identify all **four** requirements in your response.
2. Explain the process you would use to clarify client's needs.
3. Explain the process you would use to contact an appropriate interpreter.
4. Explain the process you would use to conclude and complete an interpreted interview.
5. Explain the process you would use to assess whether the interview outcomes had been met.

Assessment Task Two – Elements 1 and 2

Task two involves verification of your use of a telephone interpreter from:

- your manager and/or nominated team member.

Task two instructions

Find out from your assessor whether they require oral verification (through direct contact with your manager and nominated team member), or written verification.

If written verification is required:

1. Brief your nominated verifier on the content of this unit standard.
(Your nominated verifier has been asked to provide examples of your work performance and will need to know the focus of this assessment).
2. Ask your nominated verifier to complete the following verification form.
3. Ensure that the completed form is given to your assessor.

Learner verification form – unit standard 22747

Name of learner:	
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This learner is currently being assessed toward unit standard 22747 – Use a telephone interpreter to facilitate an interview in specific public sector situations. Your knowledge of the learner is sought to verify whether or not the learner demonstrates a good understanding and application of using telephone interpreters in the workplace. Evidence needs to be supplied that the learner has used a telephone interpreter over a minimum of 3 different occasions.

Please complete this form and arrange for it to be passed on to the 22747 assessor.

Did the learner clarify the client's requirements for telephone interpreting and support needs?	Yes	No
Did the learner contact the appropriate interpreter in a way that met your organisation's requirements?	Yes	No
Was the interview facilitated to meet everyone's requirements and were the outcomes agreed for the interview achieved?	Yes	No
Was the interview concluded in a way that met your organisation's requirements?	Yes	No
Was the interview information recorded and reported in a way that met your organisation's requirements?		

Comments:

Name:		Phone:	
Position:		Date:	
Email:			

Assessment Task Three – Element 2

You will need to supply evidence of how you recorded and reported the minimum of three telephone interpreted interviews carried out in task two.

Assessment results

These are the judgements that your assessor will use to assess you.

Do the learner's answers provide sufficient and appropriate examples?	Yes	No
Do the learner's answers demonstrate an understanding of the use of telephone interpreters to facilitate an interview with a client?	Yes	No
Do the responses from the learner's manager endorse the learner's understanding and demonstration of the use of telephone interpreters to facilitate interviews with clients?	Yes	No
Do the learner's recorded reports accurately reflect the agreed outcomes of the telephone interpreted interviews?	Yes	No
Has the learner conducted a minimum of three telephone interpreted interviews with clients and accurately recorded them?	Yes	No