

RCH Interpreters Service Interpreter Feedback Form



Name of Interpreter:	
Date(s) of session:	
Unit/ Department:	
Patient Details	
<i>Please confirm that the feedback documented below has been discussed in person with the Interpreter concerned before being submitted.</i>	Yes, this feedback has been discussed with the Interpreter concerned Signature: _____ Date: _____

This form uses the 'ethics of interpreting and translating' document by National Accreditation Authority for Translators and Interpreters (NAATI) along with the 'code of ethics and code on conduct' of Australian Institute of Interpreters and translators (AUSIT) to assist with appraising the knowledge, skills and ethical characteristics of an Interpreter employed by RCH Interpreter Service. When completed please deliver to the RCH Interpreter service office on Level 4 of the East Building to be photocopied or alternatively scan and email to rch.interpreters@rch.org.au

Professional conduct <ul style="list-style-type: none"> Take responsibility for their work, conduct, appearance, timely attendance. Provide a quality service in a respectful and culturally sensitive manner, dealing honestly and fairly with all other parties. They disclose any conflict of Interest or any matter that may compromise their impartiality They are diligent and responsive to the needs of others.
<i>Please provide specific examples where the standard(s) is/are met or where additional support and development is required</i>
Confidentiality <ul style="list-style-type: none"> Interpreter maintain confidentiality and do not disclose information acquired in the course of their work
<i>Please provide specific examples where the standard(s) is/are met or where additional support and development is required</i>
Competence <ul style="list-style-type: none"> When accepting an assignment they are competent to carry that assignment. Interpreter is familiar with terminology when accepting the assignment. If requested, the interpreter can state their level of qualification in particular languages.
<i>Please provide specific examples where the standard(s) is/are met or where additional support and development is required</i>

Impartiality

- Interpreters must remain impartial at all times regardless of personal beliefs or other circumstances.
- Interpreters must not voice an opinion solicited or unsolicited on any matter during an assignment.
- Interpreters disclose any conflict of interest; ie assignments for relatives or friends or those affecting their employers.

Please provide specific examples where the standard(s) is/are met or where additional support and development is required

Accuracy

- Interpreter provides accurate rendition of what is requested.
- Interpreter does not alter, add to or omit anything from the content and intent of the source message.
- Interpreter acknowledge and promptly rectify any interpreting mistakes.
- Where required or permitted, interpreters ask for repetition, rephrasing or explanation or unclear.

Please provide specific examples where the standard(s) is/are met or where additional support and development is required

Role Boundaries

- Interpreter do not in the course of their assignment assume other roles such as offering advocacy, guidance or advice.
- Interpreters respect professional boundaries of all participants involved.
- Interpreter must draw attention to any situation where other parties misunderstand the interpreter role or have inappropriate expectations; they help clients understand the difference between personal and professional interactions and they take responsibility for establishing and maintaining appropriate boundaries between themselves and the other participants.

Please provide specific examples where the standard(s) is/are met or where additional support and development is required

Additional comments related to specialty knowledge and skills:

Name of appraiser:		Signature:	
Position:		Date:	