



Using interpreter/translation services in school

***You must use a Teams account that can dial to outside telephone numbers, usually an admin or management staff account.**

Note: Video conference should be the preferred option, with face-to-face (in person) by exception for a specified reason.

Booking an Interpreter

- The appointment must be booked at least 3 days in advance.
- Ensure you know the correct language and dialect.
- Confirm the parent's availability.

Please [Click this link to book an interpreter](#) and send to eal.service@aberdeenshire.gov.uk.

Emergency Telephone Interpreter

In some circumstances you may need to call a parent/carer immediately. Rather than book an interpreter you can call Global Language Solutions:

1. **Call 01463 592116** *(see note at top of page)
2. **Give requested information** including the Telephone Interpreting PO Number for this year. (An updated PO number to cover the current financial year will be sent by the EAL Service each year. You do not need to raise one in school)
3. **Please note down** the interpreting **job number** (Please ask for this if it is not given)
4. If you are phoning the parent, add the parent into the call once the interpreter has been briefed *(see note about Teams accounts at top of page)
5. Please **note the start and end time** of the call and [click this link to confirm the job length](#).

Advice:

- If you are phoning the parent, add the parent into the call once the interpreter has been briefed *(see note at top)
- Make the call in a quiet space with sufficient time to conclude the call.
- Have all information written down in advance of phone call.
- Ensure you cover all points before concluding the conversation.
- Ask the parent/carer to summarise to confirm their understanding.
- After the job please [click this link to confirm the job length](#).

*Please keep a copy of the timesheet from the interpreter if the job was face-to-face (in person)

- [See EAL Service Guidelines on using interpreters](#)
- [Click this link to request text translation](#)