

AA Global Language Services

How to use our telephone interpreting service using a “call-in” option

1. Call our telephone interpreting line on **0151 329 0749**.

*[Please remember this number is only for requesting **Telephone Interpreters***

2. Enter your **Unique Pin Number** followed by # (XXXXXXX#)

*[You can obtain your **Pin Number** registering on our TI/VRI platform. Your **Unique Pin** is displayed under “**My Profile**” section. If you are not sure on how to register, please contact us on 01482 308 777 and a member of our team will be able to assist you.*

3. **Speak the Language** you require or **Enter at least 3 letters** of the language you require using the dial pad. followed by #

*[If you are entering the language you would use number **2 for ABC, 3 for DEF...** for example, if you need a **Polish** interpreter you would enter “**765**”]*

4. **Confirm** the language you requested by pressing 1 if correct.

5. Follow the instructions to provide **Required Details**. For example, “Budget Code”

[This will be set by your organisation and may be different to what it says on this form]

6. If your client is not with you, **enter their country code and Phone Number** (for UK please enter 44contact number) followed by #, if not applicable (2-way call) proceed with your call.

7. Stay on the line and wait to be connected to an interpreter.

Guidelines for using telephone interpreters

- Remember that you control the conversation, not the interpreter.
- Make sure you know exactly which language your client speaks. Use our language identifier so that your client can confirm their language. (Extra Copies of Language Identifier Charts available on request)
- Please remember that your **interview times will be lengthened** by approximately 50% compared to an English only conversation.
- Please **try and brief interpreters on the subject matter and the history of the case** if possible.
- **Allow time for introductions** and for the interpreter to clarify their own role.
- Explain to the service user that all information shared will be **confidential**.
- Please **use plain English** and try using **short and uncomplicated sentences**.
- Speak to the service user **directly**, for example “What is your name?” rather than “can you ask her what her name is?” The interpreter will adopt the same technique as you.
- Remember to **pause for the interpreter to interpret** what you have said, before moving on to the next sentence.
- **Do not stop half way through a sentence**, as in some languages the interpreter needs to know the end of the sentence to use the correct grammar at the beginning.
- Please **give sufficient time for the interpreter to note dates, numbers and names** to ensure they are interpreted correctly.
- Please try and **refrain from using phrases specific to English**, as it may be very difficult for the interpreter to find the equivalent phrase in the target language on the spot. Using a phrase like “how to teach a granny to suck eggs” may fit in nicely with the topic of your conversation but it will probably end up losing its meaning.

If you have any questions, please contact us on **01482 308 777**



Or email: interpreting@aaglobal.co.uk