

EMTAS Language Phone Lines



- For ad hoc support for parents/carers on education-related matters through the medium of a language other than English
- Free for parents/carers to use; chargeable for Services and Pre-School settings
- Operate during term time only
- Languages with days and times are on the [EMTAS website](#)
- Downloadable Phone Line Cards in the target language(s) can be printed off and given to parents/carers

Interpretation



- In-person or using videoconferencing or phone, an interpreter will convey messages between participants, interpreting from English into the target language and back again
- Allows participants to ask questions and to express their views; can be supportive and empowering for parents/carers
- Very useful where issues are sensitive (eg SEND-related) or culturally-bound (eg to do with the complex EHCP process in the UK), even for parents/carers whose English is quite good.
- Where there are things that don't translate, the interpreter can make you aware of this as issues arise
- Does not rely on parents being literate in their preferred language
- Is often cheaper and more reliable than a written translation
- Be aware that meetings facilitated by an interpreter typically last much longer than monolingual meetings

Translation



- Relies on parents/carers being literate in the target language
- Relies on correct identification of the target language and the availability of a professional translator
- Can be time-consuming and expensive
- Gives a fixed final product with no opportunity for parents/carers to ask questions or discuss content with anyone
- May contain things that have been mis-translated for various reasons but you can't check for accuracy if you don't read the target language yourself

Translation apps



- Quick, cheap and readily available in numerous languages. Try SayHi, iTranslate or Google Translate
- Some apps include an audio component – good where literacy may be an issue
- May mis-translate things for various reasons but you can't check for accuracy if you don't read the target language yourself. Try translating content back into English for an indication of how good the translation is
- Better for short excerpts of literal language
- Not suitable for dealing with sensitive issues where you need to be sure your message has been correctly conveyed and understood by parents/carers
- See <https://emtas.hias.hants.gov.uk/blog/index.php?entryid=18> for a blog about translation apps