

# Certified Provisional Interpreter

## Candidate Instructions

(Online via Microsoft Teams)

OFFICIAL

Last updated 02/04/2024



**National Accreditation Authority  
for Translators and Interpreters LTD**

## Contents

<b>Certified Provisional Interpreter Candidate Instructions .....</b>	<b>1</b>
<b>Reminder for candidates .....</b>	<b>3</b>
<b>Equipment &amp; system requirements .....</b>	<b>3</b>
<b>Preparing for test day .....</b>	<b>4</b>
What you need to do before test day .....	4
Test time and link .....	4
Test task brief .....	4
MS Teams .....	4
Test preparation & sample materials .....	5
What NAATI will & will not provide.....	5
Test conditions .....	5
Leaving the test environment .....	5
Behaviour on test day .....	5
Use of electronic devices .....	5
Confidentiality .....	6
What if something goes wrong on my test day? .....	6
Test description.....	6
Domains & topics .....	6
Duration .....	6
<b>Sitting the test .....</b>	<b>7</b>
On test day.....	7
Two consecutive interpreting face to face dialogue tasks .....	7
One consecutive interpreting remote dialogue task.....	7
Interacting with role-players.....	8
Role-players .....	8
Managing interaction .....	8
<b>Assessment &amp; results.....</b>	<b>9</b>
Assessment .....	9
Results & receiving your credential.....	9
Supplementary testing .....	9
<b>CPI Online Test: Checklist.....</b>	<b>10</b>

## Reminder for candidates

- Familiarise yourself with the Certified Provisional Interpreter test page  
< <https://www.naati.com.au/certification/cpi/> >.
- Read the Terms and conditions < <http://naati.com.au/resources/terms-and-conditions> >.
- Understand the assessment process, including how NAATI will assess your language use.
- Read the Language Policy for Interpreting Tests  
< <https://www.naati.com.au/resources/language-policy-interpreting/> >

## Equipment & system requirements

Please carefully read the specifications below. It is your responsibility to make sure your equipment is suitable and will function for the entire test.

### Equipment

You will need the following to sit this test:

- Laptop or computer with the following:
  - Working camera and microphone.
  - A wired headset or earphones. The use of wireless headphones or earphones is not permitted due to connectivity issues.
  - A power cord/connector: your electronic device should be connected to a power source for the duration of your test.
  - Updated internet browsing software.
    - Please ensure you are using a browser that is supported for use with MS Teams.
    - The latest version of Google Chrome or Microsoft Edge is recommended. A full list of supported browsers is on the Microsoft website: [Teams supported Browsers](#).
  - Your test will be conducted via Microsoft Teams.
  - It is recommended that your computer is less than 5 years old.

### Internet connection:

- At least 25mbps download speed, 10mbps upload speed, and internet speed (ping) below 25 milliseconds.
- You can check your internet speed on < <https://speed.measurementlab.net/> >.
- Using a public WiFi network or computer with firewalls that block access to the test platform may result in access to the test being restricted.
- A mobile phone to help us get in touch with you if there are any issues connecting on test day. Before commencing the test, the invigilator will ask you to turn it off.

## Other items you will need:

- You must bring a photo identity document (e.g. Australian or New Zealand driver's licence or passport) to check in for your test. Click here to learn more about identity verification.  
<<https://www.naati.com.au/resources/identity-verification/>>
- You can bring a single printed A4 sheet containing the test task brief and your preparation notes for each task (i.e. three sheets of paper in total).
- Pen and extra blank paper.

## Preparing for test day

### What you need to do before test day

#### Test time and link

You will receive your exact test time and the MS Teams link **4-7 days** before your test.

This email will specify the time you should join your test and indicate when the test will finish.

*Important: The start and finish times may vary from your original confirmation email depending on the number of candidates confirmed to attend the session.*

#### Test task brief

NAATI will send you the task brief for your test tasks three days before your test day. You should use these to prepare for your test, and you should contact us at [info@naati.com.au](mailto:info@naati.com.au) if you have not received them. You will not have any additional preparation time on test day.

#### MS Teams

You should familiarise yourself with MS Teams prior to attending the test and ensure your audio and video settings are working properly.

Whether you are joining the test via MS Teams App or browser, you must use your NAATI Attendance ID as your name. Your NAATI Attendance ID can be found on your test confirmation email.

#### **MS Teams App:**

To join a Teams meeting as a guest using the app, sign out of any existing profiles first. This will allow you to enter your attendance ID as your 'name' during the test.

#### **MS Teams browser:**

To join a Teams meeting as a guest using the browser, just click on the meeting link and use your attendance ID as your name.

Step by steps instructions on how to join a Teams meeting is here: [Join a meeting without an account in Microsoft Teams - Microsoft Support](#)

Before your test, you will be invited via email to attend an online Q&A session. We recommend joining this session using the same setup as you will use on your test day (i.e. same computer, phone, wired headphones, location, internet connection). This will give you an opportunity to confirm your equipment is suitable for the test. Limited technical advice will be provided by NAATI staff at this session.

## Test preparation & sample materials

A Certified Provisional Interpreter test preparation module is available on the NAATI learning management system. You can access NAATI Learn for free at this link: <https://learn.naati.com.au/>. You don't need to create an account. Just select the CPI Preparation Module from the dashboard.

It provides you with:

- Practice dialogues are available in 46+ languages, with more languages to be added.
- A built-in audio recorder allows you to record and download your performance.
- Self-assessment tools, including a self-review sheet, allow you to assess your performance critically.

*These materials are © National Accreditation Authority for Translators and Interpreters Ltd (2023) and cannot be reproduced without the written permission of NAATI.*

## What NAATI will & will not provide

NAATI will provide:

- MS Teams link to join your test session (4-7 days prior to your test).
- Q&A Session.
- Task briefs. These will be emailed to you 3 days before the test.
- Basic technical support relating to Microsoft Teams.

NAATI will not provide:

- Technical support should you experience issues with your device or internet connection.
- Other resources to prepare for the dialogue tasks.

## Test conditions

You must follow these conditions. If you do not, NAATI may cancel your test or not issue your test result. If this happens, you will not receive a refund of your test fee.

### Leaving the test environment

Leaving the test environment during a test session is not allowed.

In exceptional circumstances, you may request a 5-minute bathroom break during your test. This must be requested via the live chat before leaving the room.

### Behaviour on test day

You are expected to be courteous and respectful towards NAATI staff.

### Use of electronic devices

Only the laptop or computer used to access the test is permitted to be used during your test. When you check in for the test, you will be asked to turn off all your electronic devices.

You must not use any communication and recording functions of any devices for the duration of your test session, other than those required by NAATI.

## Confidentiality

All test materials are the property of NAATI. You are not permitted to make or record copies (paper or electronic) of any test material, reproduce the test or communicate the test content to a third party.

## What if something goes wrong on my test day?

Please have your mobile phone turned on and nearby as a NAATI staff member will call if you do not join the meeting on time. You will be asked to switch your phone off once you've joined the meeting and the test is about to start.

If you have connected to MS Teams and issues arise during your test, the NAATI staff member will provide support to fix these as quickly as possible.

- If IT issues can be resolved quickly, your test will continue.
- If IT issues cannot be resolved, the NAATI staff member will stop the test and discuss the next steps with you.

# Test Overview

## Test description

The Certified Provisional Interpreter test assesses your ability to provide quality, professional interpreting of non-specialised dialogues commonly encountered in daily-life situations using the consecutive interpreting mode.

- Two consecutive interpreting face-to-face dialogue tasks.
- One consecutive interpreting remote dialogue task.

Each task involves a different situation from a different domain and is a live role-play. There will be two role-players involved in each task, one English-speaking and one speaking the other language.

## Domains & topics

All tasks deal with situations set in different domains of daily life in Australia. These domains include health, legal, community, immigration/settlement, education, social services, finance, housing, business, employment, insurance and consumer affairs.

## Duration

The test can take up to 1.5 hours per candidate from the time it starts. NAATI will provide you with an exact attendance time, and MS Teams link 4-7 days prior to test day.

## Test supervision & support from NAATI

NAATI staff manage logistics, the equipment recording your test, start and finish times, and any other issues.

A NAATI staff member will remain with you during the whole test. You will also be given a direct contact number for further support.

NAATI staff are not permitted to talk about the content of the task or comment on your performance.

You must always follow NAATI's instructions.

## **Sitting the test**

### **On test day**

The test must be completed in a location free of distractions, background noise and other people.

When you are ready, click the MS Teams link that you will have received via email. You must check-in for your test at the time advised in your test invitation email.

You will need to provide proof of your identity by showing your identity document (passport or Australian/New Zealand driver's licence) to the NAATI staff member when asked prior to beginning your test.

The test will be audio and video-recorded for identity verification, assessment, and auditing purposes.

### **Two consecutive interpreting face to face dialogue tasks**

You will use the consecutive mode to interpret two face to face dialogues between two role-players about the topic and situation described in the interpreting brief. The role-players are in the same online meeting as you for the online test. The role-players will have their video turned on for these tasks.

For each task, the role-play dialogue begins as soon as the role-players are admitted into the online meeting. The English-speaking role-player will greet you.

You should introduce yourself to both role-players (in English and LOTE as appropriate) as 'the interpreter'. Do not use your real name. The introductory part is not recorded or assessed. Shortly after the introduction, the test invigilator will make an announcement and start recording the session.

The English-speaking role-player will begin the timed assessment part of the task by saying, "ok, let's start," or similar. You must interpret what the role-players say from this point on. You should interact with the role-players to accurately transfer the meaning between them.

Each task will finish when the dialogue between the two role-players ends or 12 minutes after the start of the assessed part.

### **One consecutive interpreting remote dialogue task**

You will be asked to complete an audio-only interpreting task. This task intends to simulate a telephone interpreting assignment, and you will not be able to see the role players.

You will use the consecutive mode to interpret a remote dialogue between two role-players about the topic and situation described in the interpreting brief.

The role-players will be in the same online meeting as you for this task, but they will have their video turned off. The NAATI staff member will play the role of the English-speaking telephone operator.

The role-play dialogue begins as soon as the role-players are admitted into the online meeting.

The NAATI staff member will play the role of an English-speaking telephone operator. They will initiate the conversation and ask if you are available to take on a telephone interpreting job. You will accept the job, and then the 'telephone operator' will connect you to the role-players.

Once you are connected to the role-players, you should introduce yourself to both role-players (in English and LOTE as appropriate). This part is not recorded or assessed. Shortly after the introduction, the test invigilator will make an announcement and start recording the session.

The English-speaking role-player will begin the timed assessment part of the task by saying, “ok, let’s start” or similar. You must interpret what the role-players say from this point on. You should interact with the role-players to accurately transfer the meaning between them.

The task will finish when the dialogue between the two role-players ends, or about 12 minutes after the start of the assessed part.

## Interacting with role-players

### Role-players

The age and gender of the role-players may not accurately represent the age and gender of the characters described in the brief. In some briefs, characters are given female and male names because their role is not gender specific. You should refer to the role-player by the name with which they introduce themselves.

Under the test situation, the candidate should not ask the role-players to speak in short sentences or segments for the entire dialogue. The role-players will not be able to accommodate the candidate with regard to such a request.

### Managing interaction

As the interpreter, you should listen to what the role-players say and transfer the meaning accurately. You are also expected to demonstrate your ability to manage the interaction with the role-players to make sure you accurately transfer the meaning.

There may be instances during the test where it will be challenging for you to capture and comprehend what has been said, including:

- the role-players speak for an extended period,
- the role-players mumble or talk at the same time,
- there is a distracting noise or other interference,
- the phone cuts out,
- the role-players use a phrase you don’t know.

You should use a range of techniques to deal with these instances, including:

- cutting-in unobtrusively by making use of the role-players’ natural pauses and indicating that you are about to interpret by using conversational cues,
- asking the role-player to repeat or clarify what they have said,
- asking the role-player to pause or slow down,
- asking the role-player to speak louder or softer,
- inserting a correction if you realise you have made an error,
- using other techniques to manage the interaction and transfer meaning.

The use of these techniques is considered acceptable if:



- they result in accurate transfer of meaning,
- you are courteous,
- you inform the other role-player about what occurred in the other language,
- the flow of the conversation is NOT hindered.

## Assessment & results

### Assessment

At least 2 NAATI examiners will independently assess your performance in the test. They will assess each task separately, using assessment rubrics with 5 bands (with Band 1 representing the highest level of performance and Band 5 the lowest). Your task performance will be marked against each criterion, which are the same for all task types, as outlined below.

For each task, NAATI examiners will assess your:

- Transfer competency: Meaning transfer skill, application of interpreting mode skill, interactional management skill and rhetorical skill.
- Language competency: Language proficiency enabling meaning transfer into the target language.

Refer to our language policy < <https://www.naati.com.au/resources/language-policy-interpreting/> > to understand how the examiners will assess your use of language in your test.

You need to achieve at least Band 2 for each criterion, and you must pass all three tasks to pass the test.

You can read the assessment rubrics here < [Certified-Provisional-Interpreter-Assessment-Rubrics.pdf \(naati.com.au\)](#) >.

### Results & receiving your credential

NAATI aims to issue results within 8-10 weeks of the test date. We will issue results as they are finalised, so some candidates will receive their results earlier than others even if they sit the test on the same day.

If you have already passed any prerequisite screening tests (Ethical Competency and/or Intercultural Competency), we will issue your credential if you pass this test.

### Supplementary testing

You must attempt all three tasks and pass two of them to be eligible to apply for a supplementary test. You must apply for the supplementary test from your myNAATI account within 30 days of receiving your test results. The supplementary test will involve re-sitting only the failed task but with a different situation.

If you pass the supplementary test, NAATI will award you the Certified Provisional Interpreter credential. If you fail the supplementary test, this means you have failed the test. You can apply for another Certified Provisional Interpreter test with NAATI if you want to sit the test again.

# CPI Online Test: Checklist

What to do before the test	Y/N
Read the NAATI Terms and conditions <a href="http://naati.com.au/resources/terms-and-conditions">http://naati.com.au/resources/terms-and-conditions</a>	
Read the Language Policy for Interpreting Tests <a href="https://www.naati.com.au/resources/language-policy-interpreting/">https://www.naati.com.au/resources/language-policy-interpreting/</a>	
Read the CPI Online Candidates' instructions <a href="https://www.naati.com.au/resources/candidate-instructions-cpi/">https://www.naati.com.au/resources/candidate-instructions-cpi/</a>	
Complete the free practice tests on NAATI Learn <a href="https://learn.naati.com.au/">https://learn.naati.com.au/</a>	
Attend the NAATI Q&A session	

What NAATI will provide you before the test	Y/N
10 to 15 days prior to the test: Invite from NAATI to attend the NAATI Q&A session	
4-7 days before the test: email from NAATI with MS Teams invitation and test start time	
3 days before the test: email from NAATI containing the Task briefs	

What to bring into the test	Y/N
Laptop or PC	
Power cord for laptop	
Wired headphones	
Functional webcam and microphone	
Mobile phone	
Good internet connection	
Access to MS Teams	
Quiet room	

Pens	
Blank paper to take notes	
Water	
Photo identification (Passport or Australian/New Zealand drivers' licence)	
MS Teams link to join the test (refer to the email received by NAATI 7-10 days before the test)	
Task briefs (single printed/handwritten on A4 sheets): They can contain your preparation notes. Only one sheet per task brief is allowed.	