

Guide for Training Institutions

NAATI Endorsement of Translating & Interpreting Qualifications



Updated December 2023



Aim of this guide

This guide must be referred to by institutions that wish to gain and maintain NAATI endorsement of qualifications in translating and/or interpreting. It provides information on:

- requirements for institutions applying for qualification endorsement
- requirements for making amendments to NAATI Endorsed Qualifications
- NAATI's role in monitoring endorsed qualifications
- the process for graduands / graduates of NAATI Endorsed Qualifications applying to NAATI for certification testing.

Updates or reviews of this guide

From time to time, NAATI may review this guide and make amendments where necessary. Institutions will be informed when an updated version of the guide is released. An amendment to the guide will not be applied retrospectively, unless the issue or topic it addresses goes to the integrity of the system as a whole. However, institutions will be required to adhere to any amendments made to the guide in the subsequent academic year.

Please note that submitting an Application for Qualification Endorsement does NOT entitle an institution to advertise its qualification as NAATI endorsed.

A qualification can only be advertised as NAATI endorsed once formal written endorsement has been received from NAATI.

Table of Contents

PART A – Before Endorsement

- Section One - General Information**..... 4
 - 1.1. NAATI..... 4
 - 1.2. NAATI Endorsed Qualifications 4
 - 1.2.1. Requirements for endorsement..... 4
 - 1.2.2 Qualifications eligible for endorsement..... 4
 - 1.2.3 Certification test types and languages 5
 - 1.2.4 Student eligibility for NAATI certification testing..... 6
 - 1.2.5 Services provided by NAATI to EQ institutions..... 6
- Section Two - Endorsed Qualification Application Process** 7
 - 2.1 Applying for NAATI qualification endorsement 7
 - 2.2 Successful applications for qualification endorsement..... 7
 - 2.2.1 Qualification endorsement 7
 - 2.2.1 Period of endorsement 7
 - 2.2.3 Endorsement fee 7
 - 2.4 Unsuccessful applications for qualification endorsement 7
 - Where NAATI does not approve the qualification, clear reasons for non-endorsement will be given to the institution in writing. The institution can then choose whether it wishes to submit a new application for endorsement..... 7
 - 2.4.1 Appeals process..... 7
 - 2.5 Privacy and confidentiality 8
 - 2.6 Changes or amendments to an endorsed qualification 8
 - 2.7 Re-endorsement of an existing qualification 8
- Section Three – Endorsed Qualification Application Requirements** 9
 - 3.1. Submission of application 9
 - 3.1.1 Institution Details (*Part 1 in Application form*) 9
 - 3.1.2 Contact Details (*Part 2 in Application form*)..... 9
 - 3.1.3 Qualification Details (*Part 3 in Application form*) 9


PART B - Once Endorsement is Granted

- Section Four - Conditions of NAATI Endorsed Qualification Status** 14
 - 4.1 Compliance with conditions of endorsement..... 14
 - 4.2 Making an amendment to an Endorsed Qualification 14
 - 4.2.2 Endorsement of amendment 15
 - 4.2.3 Non-endorsement of amendments..... 15
 - 4.3 Monitoring of Endorsed Qualifications 15

4.3.1 Graduate performance in certification testing	15
4.3.2 Institution visits	15
4.3.3 Complaints made about an institution with a NAATI Endorsed Qualification	15
4.3.4 Requests for other information.....	16
4.4 Ending endorsement	16
Section Five - Marketing Endorsed Qualifications	17
5.1 Endorsed Qualifications list.....	17
5.2 NAATI Endorsed Qualification logo	17

PART C - Pathway to Certification Testing

Section Six - Students of Endorsed Qualifications Applying for NAATI Certification Testing.....	20
6.1 Student eligibility for sitting a NAATI certification test.....	20
6.1.1 Minimum attendance policy	20
6.1.2 Sitting a NAATI certification test at a lower level than a qualification is endorsed	20
6.2 Applying for certification testing.....	20
6.2.1 Diploma, Advanced Diploma, and Graduate Certificate students	20
6.2.2 Graduate Diploma, Bachelor’s degree, and Master’s degree students	21
6.2.3 When will testing occur?	22
6.2.4 What happens if a candidate fails the test?	22
Glossary	23



PART A:
Before Endorsement

Section One - General Information

1.1. NAATI

NAATI is the sole certifying body of translating and interpreting practitioners in Australia, and interpreters in New Zealand (from July 2024). Holding NAATI certification (or recognition) means a translator or interpreter meets the standard expected of these professionals in the community.

NAATI's mission is to set and maintain high national standards for the translating and interpreting sector to enable the existence of an adequate supply of appropriately certified translating and interpreting professionals, responsive to the changing needs and demography of Australia's culturally and linguistically diverse society.

This is achieved by:

- ensuring high national standards for the profession through a robust national Certification System, and
- strengthening access and equity for individuals from culturally and linguistically diverse communities, the Deaf community and Aboriginal and Torres Strait Islander people.

NAATI certification is required by government agencies in Australia as a prerequisite for working as a translator or interpreter. Many private employers and service providers also expect practitioners to hold certification. From July 2024, NAATI certification is also a requirement for interpreters working in the New Zealand Public Sector.

1.2. NAATI Endorsed Qualifications

Under NAATI's Certification System a candidate must meet certain prerequisites before they are eligible to sit a NAATI certification test or apply for a Recognised Practising credential. Completing a NAATI Endorsed Qualification allows a candidate to meet all of these prerequisite requirements, and is the preferred and most streamlined prerequisite pathway to eligibility.

1.2.1. Requirements for endorsement

NAATI endorses translating or interpreting qualifications that provide the skills, knowledge and attributes required for professional practice. NAATI will only consider translating or interpreting qualifications that meet NAATI's requirements (outlined in *Section 3*) for endorsement.

NAATI will work cooperatively and collegially with institutions, both before endorsement and once endorsed, to ensure the necessary standards are met. However, there may be circumstances in which NAATI will determine that an institution must meet specific additional conditions to gain or retain endorsement. Unless these conditions are met within the stipulated timeframe, NAATI may refuse to grant endorsement or withdraw existing endorsement for a qualification.

The application process for qualification endorsement is outlined in *Section Two*, and the application requirements for endorsement are outlined in *Section Three*, of this guide.

1.2.2 Qualifications eligible for endorsement

NAATI will consider for endorsement qualifications in translating and/or interpreting which align with the Australian Qualification Framework (AQF) or New Zealand Qualification Framework (NZQF) and are at the Diploma level or above. The delivery of the qualification by the applying institution must be approved by the relevant authority.

<p>Australian Vocational Education and Training (VET) providers</p> <ul style="list-style-type: none"> • The qualification must be offered by a Registered Training Organisation (RTO). • The qualification must be listed on the RTO's scope. • The qualification must either be a nationally accredited qualification or part of a nationally recognised training package. • Should the institution intend to enrol international students in the Endorsed Qualification, then the institution must be CRICOS registered and the qualification must be listed for delivery against this registration.
<p>Australian Higher Education – self-accrediting institutions</p> <ul style="list-style-type: none"> • The qualification must be approved for delivery by the institution concerned when the application for NAATI endorsement is made. • Should the institution intend to enrol international students in the Endorsed Qualification, then the institution must be CRICOS registered and the qualification must be listed for delivery against this registration.
<p>Australian Higher Education – other providers</p> <ul style="list-style-type: none"> • The qualification must be approved for delivery by the appropriate jurisdiction when the application for endorsement is made. • Should the institution intend to enrol international students in the Endorsed Qualification, then the institution must be CRICOS registered and the qualification must be listed for delivery against this registration.
<p>New Zealand</p> <ul style="list-style-type: none"> • The provider must hold accreditation and program approval from NZQA or CUAP when the application for endorsement is made.
<p>Other situations</p> <p>There may be other situations where an institution seeks NAATI endorsement of their qualification. This includes overseas institutions or Australian institutions delivering qualifications overseas.</p> <p>NAATI may consider applications in these situations on a <i>case-by-case</i> basis. The general principle applied when considering such applications will be comparability between the institutional governance, quality assurance and regulatory requirements, and the level of qualification offered.</p> <p>Institutions in this situation should contact eg@naati.com.au in order to discuss their application before lodging an application form.</p>

1.2.3 Certification test types and languages

Completion of a NAATI Endorsed Qualification should prepare students to sit one (or more) of the following NAATI certification tests:

Translator:

- Certified Translator (CT)

Interpreter:

- Certified Provisional Interpreter (CPI)
- Certified Interpreter (CI) – **NOTE:** candidates must pass both the CPI and CI tests to obtain a Certified Interpreter credential

- Certified Specialist Interpreter (Health or Legal) (CSHI/CSLI) – **NOTE:** all CSI candidates must already hold CI in the same language combination.
- Certified Conference Interpreter (CCI)

An important part of qualification endorsement is establishing for which level of NAATI certification testing a qualification prepares students.

Endorsement of a qualification applies to all languages the institution wishes to offer. NAATI is interested in working with institutions to broaden opportunities for students across a wide range of languages used in Australia and New Zealand. There may be instances where NAATI is not able to offer regular testing for particular languages offered by an Endorsed Qualification. As such, all NAATI Endorsed Qualifications also meet the training requirements for Recognised Practising credentials in either translation or interpreting, depending on the skill(s) for which the qualification is endorsed.

Information about the availability of certification testing for each credential type and language can be found on the NAATI website at www.naati.com.au. Please contact NAATI at eg@naati.com.au if you have any questions.

1.2.4 Student eligibility for NAATI certification testing

All candidates for NAATI certification testing must meet the following prerequisites:

1. Formal training in translation and/or interpreting
2. Language Proficiency (English or Auslan, depending on the credential)
3. Ethical Competency
4. Intercultural Competency

Test applicants who have completed a NAATI Endorsed Qualification within the past three years satisfy these requirements and will be considered eligible to sit the relevant NAATI certification test. Further information, including details about the process for students applying to sit for a NAATI certification test, is outlined in *Section Six*.

1.2.5 Services provided by NAATI to EQ institutions

Endorsed Qualification details will be listed on the NAATI website, including the languages, delivery location, and corresponding test type for each qualification. NAATI can assist with occasional promotion of Endorsed Qualifications via our networks (website, LinkedIn and NAATI News). Please contact our Communications & Engagement team at communications@naati.com.au for support with this.

To support the delivery of Endorsed Qualifications, NAATI will periodically run webinars for EQ staff and can deliver information sessions for students upon request.

Primary and Secondary contacts nominated in the endorsement application will be given access to the EQ Hub on NAATI Learn (learn.naati.com.au). The EQ Hub contains important resources, including:

- Announcements and updates
- Test specifications
- NAATI Endorsed Qualifications logo files
- Anonymised test result data
- Recordings from past webinars
- Links to publicly available test preparation modules developed by NAATI

NAATI is interested in supporting the T&I industry and Endorsed Qualifications in any way we can. If you have suggestions regarding how NAATI can better support you, please contact eg@naati.com.au.

Section Two - Endorsed Qualification Application Process

2.1 Applying for NAATI qualification endorsement

NAATI welcomes new applications for Endorsed Qualifications at any time. Please advise NAATI of your intention to apply for endorsement by emailing eq@naati.com.au.

To apply for NAATI qualification endorsement, institutions are required to submit a *NAATI Endorsed Qualification Application Form* and, if successful, pay the relevant endorsement fee. The specific requirements for Qualification Endorsement are outlined in *Section Three*.

2.2 Successful applications for qualification endorsement

Institutions can expect a period of up to three months from application submission to receive formal notification of NAATI's decision on qualification endorsement. However, the endorsement process may be delayed if the application is incomplete.

2.2.1 Qualification endorsement

Where an institution is successful in its application for NAATI endorsement, NAATI will inform the institution of the terms and conditions under which the qualification(s) must operate. All relevant terms and conditions of having a NAATI Endorsed Qualification will be set out in writing in an official qualification endorsement letter.

2.2.1 Period of endorsement

Endorsement will be awarded on an annual basis. If, during that time, the institution ceases to satisfy the conditions on which endorsement was originally granted, NAATI may withdraw its endorsement without a refund of the endorsement fee. An institution may also voluntarily withdraw from delivering Endorsed Qualifications.

2.2.3 Endorsement fee

Once an application has been approved, the institution will be required to pay an endorsement fee.

The current fee schedule can be found at <https://www.naati.com.au/resources/fees/>. NAATI reviews its fees on an annual basis, and the fee schedule is updated on 1 July each year.

2.4 Unsuccessful applications for qualification endorsement

Where NAATI does not approve the qualification, clear reasons for non-endorsement will be given to the institution in writing. The institution can then choose whether it wishes to submit a new application for endorsement.

2.4.1 Appeals process

Institutions that are dissatisfied with the outcome of their application can lodge an appeal. An appeal is a request for reassessment of NAATI's decision in relation to an application for qualification endorsement or amendment.

An appeal must be lodged in writing no more than two months from the date the institution was formally advised of the outcome of their application. The appeal must provide specific details as to why the institution believes a wrong decision has been made. Appeals may not be made in relation to NAATI policy, only in relation to the incorrect application of policy. To assist NAATI in considering an appeal, any additional information the institution considers relevant should be provided by email to eq@naati.com.au.

The first stage of the appeal involves a review of the application assessment process and will involve the delegated NAATI staff member. The review should be conducted within 2 weeks of NAATI receiving the institution's appeal. Details of the appeal and decision will be provided to the CEO for consideration. The CEO may seek additional expertise, for example from the Technical Reference Advisory Committee, as required to assist in decision making.

NAATI will advise the institution of the outcome of the appeal in writing. The outcome of an appeal is final, and NAATI will not consider further correspondence in relation to the matter.

2.5 Privacy and confidentiality

NAATI regards any submission for endorsement, or part thereof, from an institution as confidential commercial-in-confidence. NAATI may provide information and documentation to the necessary NAATI staff, the Technical Reference Advisory Committee (TRAC), NAATI's Board of Directors and its sub-committees for the purposes of consideration of the application. The material remains the intellectual property of the institution and will not be used for any other purpose or provided to any other party. All individuals with access to this information and documentation are subject to confidentiality agreements.

2.6 Changes or amendments to an endorsed qualification

If an institution wishes to make amendments to any aspect of an Endorsed Qualification, they must follow the process outlined in *Section 4.2*.

2.7 Re-endorsement of an existing qualification

The institution must apply for endorsement renewal annually. NAATI will contact all institutions with a renewal reminder at the start of Q4 of the calendar year. If the renewal application is not submitted by the required date or is incomplete, the qualification may not be re-endorsed before the original endorsement expiry.

Section Three – Endorsed Qualification Application Requirements

3.1. Submission of application

The following section outlines the information and criteria that must be met by an institution to be considered for qualification endorsement by NAATI.

3.1.1 Institution Details *(Part 1 in Application form)*

Institution details **must** include the institution’s name, trading name, ABN/NZBN, GST status, physical and postal address and website, as well as the registration or accreditation details for the relevant quality assurance and compliance bodies.

3.1.2 Contact Details *(Part 2 in Application form)*

Institution contact details must be official and verifiable. Details must include nominated primary and secondary contacts, each contact’s position title, email address, phone number, and NAATI customer number (if applicable).

3.1.3 Qualification Details *(Part 3 in Application form)*


Institutions seeking endorsement for a translating and/or interpreting qualification must provide specific details about the qualification on the application form, which includes:

The qualification name (in full)	Examples include Diploma of Interpreting, Advanced Diploma of Translating.
The qualification code	This is generally the internal code used by the institution to refer to the qualification. For Australian VET qualifications, this will be the PSP code.
Confirmation of approval by relevant authorities for the delivery of the qualification	The institution should provide evidence of approval or a link to where this can be verified online. For Australian institutions offering the qualification to international students, this should also include the CRICOS registration number.
Delivery mode and location	This information will assist prospective students in finding training, so in addition to listing all delivery locations, please specify whether the qualification can be completed entirely online or if it requires face-to-face interaction.
Qualification duration	The institution is to provide information about the qualification duration, both in learning hours and semesters/weeks.
The corresponding NAATI certification type(s)	Before submitting an application for endorsement, institutions should contact NAATI staff at eq@naati.com.au to discuss the corresponding level of NAATI certification for their qualification(s). An overview of NAATI’s certification model can be viewed here: https://www.naati.com.au/certification/ Generally, NAATI considers:

	<p>For translating:</p> <ul style="list-style-type: none"> • An Advanced Diploma of Translating (Australian Qualifications Framework (AQF) - Level 6 or comparable) will prepare students for a <i>Certified Translator</i> test. <p>For interpreting:</p> <ul style="list-style-type: none"> • A Diploma of Interpreting qualification (AQF - Level 5 or comparable) will prepare students for a <i>Certified Provisional Interpreter</i> test. • An Advanced Diploma or higher (AQF - Level 6 or comparable) <i>with units in chuchotage</i> will prepare students for a <i>Certified Interpreter</i> test. • A Bachelor degree or higher (AQF - Level 7 or comparable) <i>with specialised units in health interpreting</i> will prepare students for a <i>Certified Specialist Health Interpreter</i> test. • A Bachelor degree or higher (AQF - Level 7 or comparable) <i>with specialised units in legal interpreting</i> will prepare students for a <i>Certified Specialist Legal Interpreter</i> test. • A Master’s Degree or higher <i>in Conference Interpreting</i> (AQF - Level 9 or comparable) will prepare students for a <i>Certified Conference Interpreter</i> test. <p>NOTE: graduates of a qualification endorsed for Certified Specialist Interpreter (CSI) testing will need to obtain a Certified Interpreter credential and be able to demonstrate at least two years of interpreting experience in the language combination before they can apply to sit a CSI test.</p>
<p>Which languages will be taught, including the direction</p>	<p>Endorsement of a qualification applies to any languages the institution wishes to offer, as long as a NAATI test is available in that language at the corresponding certification level. Information about the availability of certification testing for each credential type and language can be found at https://www.naati.com.au/certification/. Please contact NAATI at eg@naati.com.au if you have any questions before applying. Institutions are required to indicate on their application form the languages they expect to offer each qualification in. This information aids NAATI staff in ensuring efficiency in certification test scheduling and is published on our website for prospective students.</p>
<p>English proficiency requirements</p>	<p>All NAATI certification candidates are required to meet certain levels of English proficiency depending on the test for which they are applying. These requirements can be found on our website: https://www.naati.com.au/certification/prerequisites-training/language-proficiency/</p> <p>Institutions must indicate the English proficiency requirements for entry into the qualification. If the entry requirement is below the level that NAATI accepts for test candidates, the institution should indicate the level of proficiency at which a graduate should exit the qualification.</p>

	<p>Candidates who have completed an Endorsed Qualification are not required to provide additional evidence of English proficiency to NAATI with their application.</p>
<p>Evidence as to how the qualification will link to student eligibility for the specified NAATI certification type</p>	<p>This information should be submitted as an appendix to the application form. It should include a list of all components of a qualification, differentiating between core and elective units and indicating the contact and recommended independent study hours for each.</p> <p>The Ethical and Intercultural competency components are an important part of NAATI certification and must be assessed <i>during</i> the qualification. Ethical Competency refers to both the knowledge of the appropriate codes of ethics and the skills and attributes required to apply the relevant codes and act ethically as an interpreter and/or translator. Intercultural Competency refers to the areas of knowledge, skills and attributes required by the interpreter and/or translator that allows them to identify culturally-specific information, appropriately reflect these in the target language and deal with clients in a culturally appropriate manner. Institutions should specify which units will fulfil the Ethical and Intercultural Competency requirements of the qualification.</p> <p>Institutions applying for endorsement for <i>Certified Interpreter</i> must also indicate which unit(s) will cover chuchotage (whispered simultaneous interpreting) training.</p> <p>If applying for endorsement for <i>Certified Conference Interpreter</i> or <i>Certified Specialist Interpreter</i> qualifications, the institution must also outline how the qualification ensures that a practitioner would have the Knowledge, Skills and Attributes (KSAs) to work in that specialist environment. The KSAs NAATI expects translating and interpreting practitioners to have are outlined on our website: https://www.naati.com.au/certification/</p> <p>There may be situations where an institution seeks endorsement for a qualification as a pathway to NAATI certification testing in both translation and interpreting. Evidence must be provided indicating that at least 40% of the core units focus on translating skills, and at least 40% of the core units focus on interpreting skills. Practical work experience must be split evenly between the two skills. The process for adding a skill to an existing Endorsed Qualification is outlined in <i>Section 4.2.1</i>.</p> <p>Following the Victorian Royal Commission into Family Violence report, released on 29 May 2016, which recommended “<i>that the Victorian Government, as a member of the National Accreditation Authority for Translators and Interpreters Ltd (NAATI), work with the other members of the authority to ensure that accreditation and testing processes and approval of translator and interpreter courses require an understanding of the nature and dynamics of family violence</i>”, NAATI requires that institutions offering an Endorsed Qualification preparing candidates for interpreting tests include family violence content as part of their training and assessment. NAATI recognises the important role played by interpreters in situations of family violence that involve LOTE speakers and is</p>

	committed to the continued improvement of interpreting services available to those affected by this social issue.
--	---



PART B:
Once Endorsement is Granted

Section Four - Conditions of NAATI Endorsed Qualification Status

4.1 Compliance with conditions of endorsement

All qualification endorsements will have conditions attached, details of which will be provided in the institution's qualification endorsement letter from NAATI. Usually, these conditions are general and common to most Endorsed Qualifications. These general conditions will be monitored on an ongoing basis and will not require specific responses from institutions unless formally requested.

If special conditions are indicated in the endorsement letter, NAATI may request evidence of the condition(s) being met within a particular timeframe. In these instances, ongoing endorsement for the qualification is conditional on the special condition(s) being met.

4.2 Making an amendment to an Endorsed Qualification

Where an institution's qualification has been endorsed by NAATI, certain amendments or changes to the qualification must be communicated to NAATI staff via email at eq@naati.com.au.

Amendments that must be communicated to NAATI include:

Change of qualification name	NAATI must be informed of any changes to the name of a qualification. The institution will need to provide the full name of the qualification, the institution's qualification code and the date from which this name change will apply.
Addition of language stream(s)	The institution must advise NAATI of any additions or removals to the available language streams for each qualification.
Change / addition of delivery site	The institution will need to advise NAATI of any change or addition to the qualification delivery site, i.e. campus address. The email must include evidence that any applicable registrations are valid for the institution's new delivery site, e.g. RTO registration and scope, CRICOS code. NAATI staff may request further details where necessary before endorsing the amendment.
Changes to the qualification components or structure	NAATI must be informed of any planned amendments to the structure of an endorsed qualification. The proposed changes will be assessed by NAATI staff to ensure that the qualification continues to meet the requirements for eligibility into the relevant certification tests. Institutions which fail to inform NAATI of this risk NAATI not recognising the eligibility of students enrolled in those qualifications to sit a NAATI certification test through the Endorsed Qualification pathway.
Request for addition of a certification credential to an existing endorsed qualification	In the event that an institution plans to extend the scope of an existing endorsed qualification to include another skill or specialisation, they can submit a request to NAATI outlining any changes to the qualification and how these will prepare students for the additional certification test, referring to the requirements listed in <i>Section 3</i> of this Guide.

4.2.2 Endorsement of amendment

Where an institution is successful in its application for amendment to an Endorsed Qualification, NAATI will inform the institution if there are certain terms and conditions under which the amended qualification must operate. Institutions should also be aware that all conditions currently applicable to the Endorsed Qualification also apply to any amendments endorsed, unless the institution is informed otherwise.

NAATI reserves the right to revoke the endorsement of a qualification or to visit an institution if it has reason to believe that the standard of the qualification has fallen below acceptable levels or if it finds that the information provided in any application is incorrect.

4.2.3 Non-endorsement of amendments

If NAATI does not endorse the proposed amendments, the institution will be given specific reasons for the endorsement not being granted. The institution can then choose to run the qualification in its initially endorsed form. In this case, the NAATI endorsement will still be valid.

If the institution chooses to run the amended qualification without NAATI endorsement, and NAATI believes that the amendment changes the nature of the qualification, the institution may lose NAATI endorsement for the entire qualification and students will not be eligible to apply for NAATI certification through the Endorsed Qualification pathway.

NAATI will not grant retrospective endorsement for amendments to an Endorsed Qualification, that is, endorsement of amendments to a qualification after the amendments have been introduced.

4.3 Monitoring of Endorsed Qualifications

Consistent with its quality assurance role, NAATI will review Endorsed Qualification performance by assessing each institution's compliance with conditions of endorsement. Ongoing endorsement of a qualification is dependent on positive outcomes of NAATI monitoring.

4.3.1 Graduate performance in certification testing

NAATI will regularly monitor the performance of Endorsed Qualification graduates sitting certification tests. Where patterns of poor performance are found, NAATI will work with institutions to improve outcomes.

4.3.2 Institution visits

NAATI may visit institutions with Endorsed Qualifications as part of its ongoing monitoring process. These visits are intended to ensure that NAATI guidelines are being observed, uniform national standards are being maintained by NAATI Endorsed Qualifications and information provided in any application forms is accurate. The institution will be informed of a NAATI visit in advance.

4.3.3 Complaints made about an institution with a NAATI Endorsed Qualification

NAATI will investigate complaints about the operations, or other aspects, of a NAATI Endorsed Qualification put to it. Generally, NAATI will notify the institution that a complaint has been received and is being investigated. Complainants are required to follow NAATI's official complaints policy and procedures and provide evidence of any claim made. Please refer to the NAATI website for information

about NAATI's complaints policy and procedures: <https://www.naati.com.au/resources/complaints-policy/>

4.3.4 Requests for other information

From time to time, NAATI may request that an institution provide information about policies, procedures or other qualification-specific details that NAATI sees as being important to the quality of a NAATI Endorsed Qualification. Normally this request for information will arise because of a specific case or issue being brought to NAATI's attention, e.g. from a student at the institution.

If an institution is contacted by NAATI as part of an investigation, the institution is expected to cooperate and to provide the information requested even if NAATI is unable to name the complainant or provide specific information about the circumstances of the concern or complaint. NAATI acknowledges that institutions have internal processes in place to handle complaints, but NAATI reserves the right to obtain information from a NAATI Endorsed Qualification directly in relation to a concern or complaint where it feels the matter goes to the quality, and therefore the endorsement status, of the qualification.

4.4 Ending endorsement

If an institution fails to comply with the conditions of endorsement, NAATI will work with the institution to remedy the situation. NAATI reserves the right to revoke its endorsement of a qualification if problems persist.

An institution may also choose to give up endorsement at any point. NAATI should be advised of this decision by email to eq@naati.com.au, including the date from which they would like endorsement to lapse.

NAATI will send an official letter of cancellation to the primary contact from the institution indicating the reasons for the decision and the date from which the decision will be enacted.

Section Five - Marketing Endorsed Qualifications

5.1 Endorsed Qualifications list

NAATI will maintain a list of Endorsed Qualifications on our website: <https://www.naati.com.au/certification/prerequisites-training/>. All Endorsed Qualifications will be listed with details including their:

- available language streams
- location (including whether online delivery is available)
- corresponding certification test, and
- any required units.

5.2 NAATI Endorsed Qualification logo

An institution can request to use the NAATI Endorsed Qualifications logo on publications produced by the institution about its NAATI Endorsed Qualifications, e.g. on website pages, brochures or forms.

Before seeking approval for the use of the NAATI Endorsed Qualifications logo, the institution should read this section in full. **A request to use the NAATI Endorsed Qualification logo must then be made in writing to eq@naati.com.au** and the institution must provide information about:

- The NAATI Endorsed Qualification(s) the logo will be used to advertise.
- The location of the logo, URL for websites and/or details of any forms, brochures or other publications in which the logo would appear.
- The specific wording that is proposed to appear where the logo will be used. If the wording will appear in a language other than English, a translation of the text by a NAATI certified translator is to be provided.

An institution with conditional endorsement of its qualification(s) will not be granted approval for use of the logo until all qualification conditions required (to be fulfilled before commencement of the qualification) have been satisfied.

Please be aware that if written approval for the use of the NAATI Endorsed Qualification logo is granted, certain conditions for use of the logo apply:

- The NAATI Endorsed Qualification logo must only be used to advertise a qualification holding current NAATI endorsement.
- The use of the logo is linked to the specific wording that appears in the publication or on the website where the logo is used. Should the institution intend to amend the wording, the institution is required to inform NAATI of the proposed amendment.
- The use of the logo is limited to the period for which the qualification has been granted NAATI endorsement. Institutions must immediately remove the logo once the qualification endorsement expires or the qualification endorsement is removed by NAATI.
- NAATI reserves the right to have the institution remove the logo at any time if these conditions are not complied with or if necessary for any other reasonable purpose.

The NAATI Endorsed Qualifications logo is available in three colours, to be used depending on its usage. The primary teal (CMYK 100/14/60/1) and grey (CMYK 0/0/0/85) version is preferred and should be used if possible.

The black logo is provided for printing in black and white, as the logo may lose impact if printed in black and white from the coloured file. The white logo should only be used against a dark background when no other design solution can be achieved with the coloured logo.



Coloured

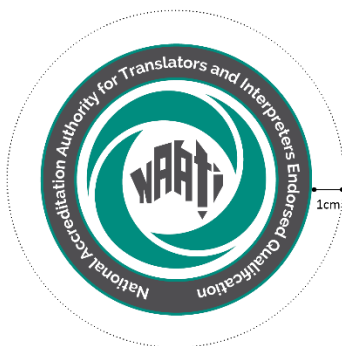


Black



White

The logo should be clear and uncluttered, with a minimum of 1cm space allowed on all sides of the logo, called the exclusion zone. Ensure that no other element is placed inside the exclusion zone.



Institutions should be aware that all NAATI logos contain elements that are trademarked under Australian law. The NAATI Endorsed Qualifications logo must not be edited or changed in any way.

Should an institution reproduce any NAATI logos or other copyrighted content from the website (including downloadable forms) without permission, NAATI reserves the right to have the institution remove the offending content. Should an institution require assistance with any written content describing NAATI, please email eq@naati.com.au to arrange assistance from NAATI's Communications & Engagement team.

PART C:

Pathway to Certification Testing

Section Six - Students of Endorsed Qualifications

Applying for NAATI Certification Testing

6.1 Student eligibility for sitting a NAATI certification test

Students who are graduands¹ or graduates of a NAATI Endorsed Qualification will be considered eligible to sit a NAATI certification test under the Endorsed Qualification pathway. Students must have enrolled in the qualification while NAATI endorsement is held.

If, for whatever reason, an institution fails to continue to meet relevant qualification endorsement requirements, NAATI may not honour the eligibility of a student for sitting the NAATI certification test. NAATI considers that this action would only occur in exceptional circumstances.

6.1.1 Minimum attendance policy

NAATI does not place any attendance requirements on Endorsed Qualification students, outside of those enforced by the institution.

6.1.2 Sitting a NAATI certification test at a lower level than a qualification is endorsed

Graduands / graduates of an Endorsed Qualification may elect to sit a certification test at a lower level than their qualification is endorsed, providing testing is in the same skill, i.e. a student who completes a qualification endorsed for the *Certified Interpreter* level could apply to sit a *Certified Provisional Interpreter* test, but completion of a course endorsed for *Certified Conference Interpreter* does not provide eligibility for *Certified Translator* testing.

6.2 Applying for certification testing

Students enrolled in an Endorsed Qualification can submit an application for certification testing at any point, though they will generally only be considered eligible for testing once they have completed the qualification.

Endorsed Qualification graduates who apply for testing more than three years after completion of the qualification may be required to meet additional language proficiency, intercultural competency, and ethical competency requirements.

6.2.1 Diploma, Advanced Diploma, and Graduate Certificate students

Students who are enrolled in or have completed an endorsed Diploma, Advanced Diploma, or Graduate Certificate can apply for testing following these steps:

1. Register a [myNAATI](#) account.
2. Click **Submit an application > Certification & Recognised Practising**. If another certification is already held, use the **Additional Certifications** form.
3. The applicant should indicate that they are completing an Endorsed Qualification, which they will be able to select through a drop-down list.

¹ For NAATI's purposes, a graduand is a student who has completed the requirements for, but has not yet necessarily been awarded, the applicable degree or diploma.

4. The applicant will be asked to upload an Official Transcript or Proof of Enrolment.
5. Submit the application. No payment is required at this stage.
6. NAATI will assess the application and advise outcome.
 - If the applicant has met all requirements and completed the qualification, they will be invited to select and pay for a test session.
 - If the applicant has not yet completed the qualification, they will be advised of eligibility pending course completion. The applicant should email their certificate of completion and/or official transcript to info@naati.com.au upon course completion. They will then be invited to select and pay for a test session.
 - If the applicant has not provided the correct documentation, their application will be rejected and they will be asked to resubmit.

6.2.2 Graduate Diploma, Bachelor's degree, and Master's degree students

To better support Endorsed Qualification students, NAATI will allow students enrolled in an endorsed Graduate Diploma, Bachelor Degree, or Masters Degree to select and pay for a test session prior to the completion of their qualification. This arrangement applies only to:

- Students enrolled in a Bachelor degree who are in their final year of study;
- Students enrolled in a Masters degree who are in their final year of study; and
- Students enrolled in a Graduate Diploma who are in their final semester of study.

In these situations, NAATI reserves the right to withhold or revoke test results from any candidates who do not subsequently provide NAATI with their course completion documentation.

The steps to apply are:

1. Register a [myNAATI](#) account.
2. Click **Submit an application > Certification & Recognised Practising**. NOTE: if applying for CSI or CCI, use the **Advanced & Specialist Certifications** form. If another certification is already held, use the **Additional Certifications** form.
3. The applicant should indicate that they are completing an Endorsed Qualification, which they will be able to select through a drop-down list.
4. The applicant will be asked to upload an Official Transcript or Proof of Enrolment. Here they can attach a letter from the institution stating the qualification they are enrolled in and how much of the qualification is remaining e.g. "Jane Doe (student ID: 123456) is enrolled in the Bachelor of Arts (Interpreting and Translation) and is in her final year of study with an expected completion date of 30 June 2021."
5. Submit the application. No payment is required at this stage.
6. NAATI will assess the application and advise outcome. Once the application has been approved, students will be able to log into their myNAATI account and select a test session.
7. Once they have completed the qualification, they should email their official transcript to info@naati.com.au. If they do not provide this document, NAATI reserves the right to withhold or revoke test results.

6.2.3 When will testing occur?

NAATI will generally schedule testing for all languages and skills at least twice a year. For some high demand languages, testing will be delivered more frequently. In the event that NAATI is not able to provide testing for the relevant language and skill within six months of qualification completion, NAATI may consider granting *Recognised Practicing Interpreter* or *Recognised Practicing Translator* in the interim.

6.2.4 What happens if a candidate fails the test?

If a candidate fails the overall test but achieves the required level of performance for specific tasks, they may be eligible to apply for supplementary testing of the failed task(s) within 30 days from when they receive their test results. The candidate will then be able to select a test session through their myNAATI portal. The specific requirements for eligibility can be found in the candidate instructions for each test type, which can be found on the NAATI website. Only one supplementary test will be offered.

If the candidate fails their certification test, there is no restriction on the number of times they may apply to NAATI to sit another test. The student must submit a new application form each time.

Glossary

AQF	Australian Qualifications Framework
ASQA	Australian Skills Quality Authority
Conditional Endorsement	NAATI grants endorsement of the qualification on the condition that certain special conditions are met within a given timeframe in order to retain endorsement.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students.
CUAP	Committee on University Academic Programmes
International Student	The holder of an Australian student visa who is studying in Australia.
LOTE	Language Other Than English.
Non-Endorsement	NAATI decides not to award qualification endorsement to the institution. Reasons for non-endorsement will be provided. The applicant can re-submit an amended application.
NZQA	New Zealand Qualifications Authority
NZQF	New Zealand Qualifications Framework
Qualification	Education program at a recognised educational institution that leads to an award, such as a Degree or a Diploma.
Qualification Endorsement	NAATI approves the qualification as it is outlined in the <i>Application for NAATI Qualification Endorsement</i> by the institution. General conditions are attached to the qualification endorsement.
RTO	Registered Training Organisation.
TRAC	NAATI's Technical Reference Advisory Committee
Training Package	A set of nationally endorsed standards and qualifications used to recognise, train and assess the skills and knowledge that are required to perform effectively in a specific workplace.
VET	Vocational Education and Training