

## Which languages are available?

### When can I use this service?

Interpreting services are available on weekdays between 7 am and 7 pm, including during the summer months.

- The offer includes interpreting services for a total of 61 languages (incl. Sign language).
- Interpreting services for the 17 most frequently required languages (Turkish, Bosnian/Croatian/Serbian, Arabic, Dari, Farsi, etc.) are available within just a few minutes.
- For other languages, appointments can usually be booked for within a few days. Even languages that are needed less frequently (i. e. Hindu, Urdu) are part of our service.
- Find all information also at [www.bmbwf.gv.at/videodolmetsch](http://www.bmbwf.gv.at/videodolmetsch)



## Are the conversations confidential?

Yes. The interpreting is subject to data protection via an encrypted system. All conversations are confidential and are never recorded or disclosed. The trained interpreters are bound to professional secrecy and have signed a data protection declaration.



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### Legal notice

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## Understanding each other

Video and telephone interpreting for elementary educational institutions and schools

Information for parents and legal guardians



## What is this service for?

Have you ever experienced feeling like you were misunderstood during a conversation with a teacher? Or have you struggled communicating your concerns clearly because German is not your native language? Professional interpreting services can help avoid verbal and linguistic misunderstandings. After all, you are discussing important matters such as the development and academic success of your child, or the issue of their future education.

When using this service, the trained interpreters will ensure that you can communicate clearly and without misunderstandings with the representative of your child's educational institution.

## How does a conversation with an interpreter work?

A conversation with an interpreter's help is quite simple: The interpreter either "attends" the personal meeting between you and the representative of the educational institution via video conference, or you can use this service from the comforts of your home. In such a case, you will receive an "invite link" from the educational institution, including the time of the scheduled appointment with the interpreter. As soon as you click on the link, the interpreting service is ready. You can use this service from your phone, tablet, PC,

or laptop. If the meeting takes place via telephone, you will simply receive a call with the school and the interpreter on the line.

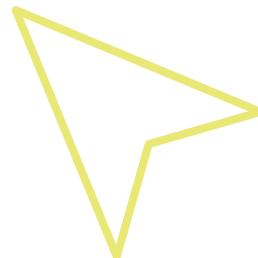
No further measures are required from you. If you have any questions, you can contact your child's educational institution.

## Which educational institutions can make use of this service?

The service is available to all **elementary educational institutions** as well as **primary and secondary schools**.

Please inquire directly at your child's educational institution if this service is available, and if yes what the scope of the service is. Let them know that you would like to use the interpreting service.

If the service is not yet available at your child's school, they can register for it by contacting [bildung@savd.at](mailto:bildung@savd.at).



## What does this service cost?



This project is funded with resources of the European Social Fund as part of the European Union's response to the COVID-19 pandemic, which is why the use of this service is free for you as a private individual.

## How does this service work? For which conversations can I use an interpreter?

The interpreting services can be used in many different ways: Mainly, they are available for scheduled appointments with teachers (i. e. compulsory parent-teacher-child meetings), but also for short-notice appointments, such as questions arising during pick-up. The service is available for one-to-one conversations (i. e. parent-teacher conferences) and for group settings (i. e. parents' evenings) and can be requested by the educational institution.

