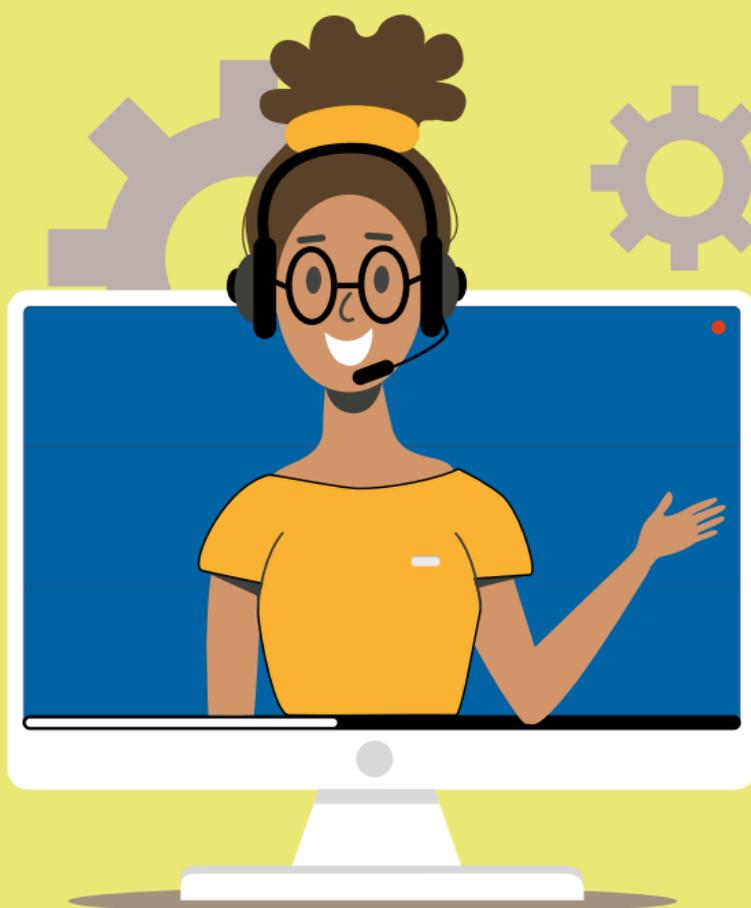


We understand each other!

Video and telephone interpreting in
elementary educational institutions
and schools

Information for parents and
legal guardians



What is the purpose of the service?

It may be that in the course of a discussion with teachers you have already felt misunderstood yourself or were not able to communicate your concerns as clearly as you would have liked, as German is not your mother tongue. Since these discussions focus on important topics such as the development and learning success of your child or the decision regarding their further educational path, linguistic misunderstandings should be avoided.

By using the interpreting services, all discussion contents are communicated understandably and correctly between you and your child's educational institution by qualified interpreters.

How does the interpreting discussion work?

The discussion with the support of interpreters works very simply: It can be held in the educational institution with "connected" interpreting support or you can use this service at home. For this, you are sent an "invite link" including an indication of the time of the planned interpreting. As soon as you click on it, the interpreting begins. You can use the service on your smartphone, tablet, PC or laptop. If interpreting is carried out by telephone, you only need to accept the incoming phone call.

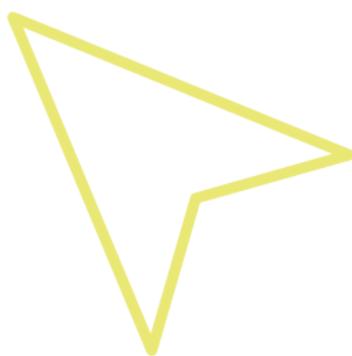
No further measures need to be taken. Should you have further questions, please contact your child's educational institution.

Which educational institutions can use this service?

The service is aimed at all **elementary educational institutions** as well as **primary and secondary schools** in Austria.

Please enquire of your child's educational institution directly whether and/or to what extent this service is available and make known your desire for an interpreting service.

Should this service not yet be available, the educational institution can register to participate, if there is interest, at bildung@savd.at.



How much does the service cost?



This project is financed from funds of the European Social Fund as part of the Union's response to the COVID-19 pandemic; thus, use of the service is free of charge for you as a private individual.

For which content and how can the service be used?

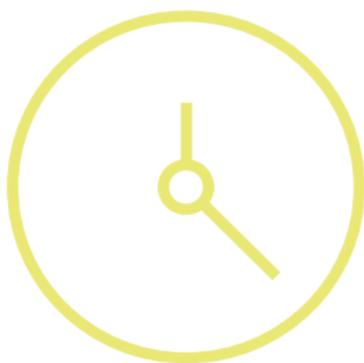
The interpreting services can be used in multiple ways: mainly, of course, in arranged discussion appointments with the teacher(s) (e.g. in compulsory child-parent-teacher discussions) but also for spontaneous discussions if, for example, questions arise when you are collecting your child. The service can be used by the educational institution for individual settings (e.g. at parents' days) as well as for group settings (e.g. at parents' evenings).



When and in which languages does interpreting take place?

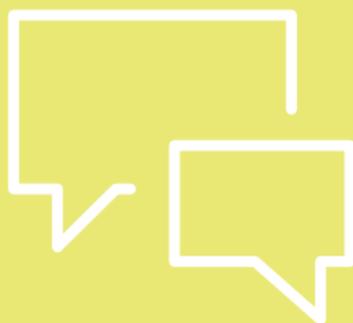
The interpreting services can be used weekdays from 7 am to 7 pm, including during the summer months.

- A total of 34 different languages (incl. sign language) are offered.
- Interpretation in one of the 17 most frequently required languages (Turkish, Bosnian/Croatian/Serbian, Arabic, Dari, Farsi, etc.) is possible within just a few minutes.
- For other languages, interpreting can usually be booked for within a few days. Also languages that come up rarely (e.g. Hindi, Urdu) are included in the service.
- You will also find all the information at www.bmbwf.gv.at/videodolmetsch



Are the discussions confidential?

Yes. The interpreting takes place in the interests of data protection by means of an encrypted system. The content of the discussions is treated confidentially and is never recorded or disclosed. All qualified interpreters are subject to a secrecy obligation and sign a data protection declaration.



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