

# FAQ Interpretation/Translation

- **What is the difference between translation and interpretation?**

Translation services refer to written documents, slides, written information from one language to another

Interpretation services refer to needing someone to communicate over the phone or in-person. I.e. Calling home for student concerns; parent information nights, etc

- **How can I request a translation of a document?**

You can submit a request using this form [Interpretation/Translation Request](#)

- **How long does it take for the translation to be completed?**

This can take 2-3 days depending on the volume of the translation requests.

- **Can I request to translate my classroom newsletters and classwork?**

Unfortunately, we have other district requests and don't have the staff to translate every document.

- **What about translations to other languages?**

We have translators for Burmese and Karen. This request will take longer.

- **How can I request an interpreter for a conference?**

You can use the same form and mention that you need interpretation services. Please give a tentative date and make sure to give a minimum of 7 days advance notice to schedule an interpreter

- **How can I request an interpreter for a parent information night or after school event?**

You can use the same form and mention that you need interpretation services. Please give a tentative date and make sure to give a minimum of 7 days advance notice to schedule an interpreter and share any documents needed for translation 7 days in advance

- **Do I need to fill a form if I need someone to make phone calls?**

Yes, we need to keep a record of the request and the times that we are using to give a message to our families. Please use the interpretation form for this request.

- **If I have an emergency call what should I do?**

You can email one of the members in the Family Engagement Department and then fill the form.