



Professional Development Overview



Oncall Learning Professional Development Overview

Oncall is excited to now offer a Professional Development program that provides fundamental and specialised learning that has been designed to support Oncall's team of interpreters and translators.

Oncall is committed to enabling our practitioners through enhancing their knowledge and skills to provide the highest quality service to meet the needs and expectations of our clients and CALDs.

This overview outlines the programs that will be available in 2021 across the different topic areas below:



Health Interpreting Series



Legal Interpreting Series



Translations Series



Ethics Series



Vicarious Trauma Series



Oncall Fundamentals Series

Webinars will have a total capacity of 500 people. Recordings will be available for all practitioners post webinar. Workshops will have a capacity of 18 people and will have eligibility pre-requisites.

Professional Development Overview



Health Series



Introduction to Medical Interpreting

- **Webinar 1:** Interpreting Across Healthcare Settings
- **Webinar 2:** Expertise and Ethical Considerations for Remote Healthcare Interpreting
- **Webinar 3:** Introduction to Medical Discourse
- **Workshop 1:** Professional Healthcare Interpreting Skills
- **Workshop 2:** Applying Healthcare Interpreting Skills and Techniques

Advanced Medical Interpreting

- **Webinar 1:** Interpreting in Advanced Medical Settings
- **Webinar 2:** Discourse Management and Advanced Medical Interpreting Skills
- **Webinar 3:** Ethics in Medical Interpreting
- **Webinar 4:** Interpreting in High Care Settings
- **Webinar 5:** Community Health vs Specialist Health interpreting
- **Workshop 1:** Advanced Interactional Management and Interpreting Techniques
- **Workshop 2:** Interpreting in Specialist Medical Settings

All skill levels

- **All skill levels: Self Paced:** Health Terminology Project

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Legal Series



Introduction to Legal Interpreting

- **Webinar 1:** Interpreting for Courts and Tribunals: Roles and Responsibilities
- **Webinar 2:** Interpreting for the Police
- **Webinar 3:** Discourse in Legal Settings
- **Workshop 1:** Interpreting in the Processes of the Law
- **Workshop 2:** Understanding Legal Language in Police and Court Settings
- **Observation 1:** Courtroom Observations (Vic Only) Supreme Court

Advanced Legal Interpreting

- **Webinar 1:** The Language of the Law
- **Webinar 2:** Interpreting Court Interactions
- **Webinar 3:** Interpreting in Domestic Violence & Child Protection
- **Webinar 4:** interpreting for Police Investigations
- **Webinar 5:** Transcription & Translation in Criminal investigations
- **Workshop 1:** Handling Discourse in the Court Setting
- **Workshop 2:** Interpreting for Police Questioning

All skill levels

- **Self paced:** Legal Terminology Project

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Translations Series



Translations Theories

- **Webinar 1:** Introduction to Translation Theories
- **Webinar 2:** The Concept of Equivalence
- **Webinar 3:** Domestication vs Foreignisation
- **Webinar 4:** Accuracy in Translation

Translation of Official Documents

- **Workshop 1:** Translation of Official Documents: Best Practice Skills
- **Workshop 2:** Translation of Official Documents: Certification Skills
- **Workshop 3:** Translation of Official Documents: Electronic Documents

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Ethics Series



Introduction & Fundamentals

- Webinar 1: Ethics: Essential Principles for Translators and Interpreters
- Workshop 1: Addressing Dilemmas in an Ethical Manner

Advanced Ethics

- Webinar 1: Advanced Ethics for Interpreters
- Workshop 1: Advanced Ethics for Interpreters



Vicarious Trauma Series

Vicarious Trauma

- Webinar 1: Understanding Vicarious Trauma
- Workshop 1: Strategies to Recognise and Reduce Vicarious Trauma



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Oncall Fundamentals Series



Modes of Interpreting

- Self paced 1: Face to Face Bookings
- Self paced 2: Telephone Bookings
- Self paced 3: Video Conference Bookings

Oncall Systems

- Self paced 1: Oncall Systems - NextGen
- Self paced 2: Oncall Systems - FaceConnect

NAATI

- Webinar 1: NAATI Recertification Process

Professional Behaviours

- Webinar 1: Modelling Professional Behaviours in Interpreting

