



Sign Language Interpreting Services Management Course: Deaf Access, VRI and Captioning



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Introduction:

Sign language interpreting services management, covering deaf access, VRI and captioning, is a 1-week course for managers of service centres, hospital patient services, broadcast access teams and non-profit programmes, ending with a Deaf Access and Interpreting Service Plan for a case organisation. Deaf visitors are turned away or served through relatives when interpreters cannot be booked, video links fail and live captions lag or miss words. Nominees already supervise front-line or access services and work through case studies on booking logs, call records and caption samples. CoreConcept Training Center delivers this sign language interpreting services management course.

Course Objectives:

- Profile the deaf and hard-of-hearing users of a service by communication preference, including signers, lip-readers, text users and deafblind people
- Select the right mix of on-site interpreting, video remote interpreting and video relay service for each contact point and appointment type
- Specify interpreter qualification, code of conduct, team interpreting and Deaf interpreter requirements in supplier agreements and booking rules
- Run an interpreter booking and scheduling desk that confirms requests, covers cancellations and tracks fill rates
- Commission live and pre-recorded captioning, including CART and respeaking, and check output for accuracy, timing, completeness and placement
- Measure deaf access performance and complaints and assemble a Deaf Access and Interpreting Service Plan with owners and review points

Target Audience:

- Managers responsible for government service centres, customer halls and contact centres that serve the public face to face and by phone
 - Patient services and patient experience leads responsible for appointment access and communication support in hospitals and clinics
 - Broadcast and media access managers responsible for sign language windows, captions and live subtitling output
 - Programme managers in non-profit organisations and deaf associations responsible for community services and interpreter referral
 - Accessibility and service quality officers responsible for access standards, supplier performance and complaint review
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Course Outline:

Day 1: Deaf Community Needs and the Current Access Baseline

- Deaf, Hard-of-Hearing and Deafblind User Profiles Compared
- Sign Language, Lip-Reading and Text Communication Preference Mapping
- Deaf Community Perspective on Language Identity and Trust
- Contact Point Inventory Across Counters, Phones and Appointments
- Deaf Access Baseline Review of Requests, Refusals and Complaints

Day 2: Interpreting Service Models, Captioning Methods and Professional Positions

- On-Site Consecutive and Simultaneous Sign Language Interpreting Models
- Video Remote Interpreting Set-Up for Counters and Wards
- Video Relay Service Call Flow Between Signing and Hearing Callers
- Closed, Open, Pop-On and Roll-Up Caption Formats
- WFD and WASLI Position on Signing Avatars and Machine Output

Day 3: Booking Interpreters, Commissioning Captions and Serving Deaf Customers

- Interpreter Request Form, Lead Times and Booking Confirmation Routine
- Team Interpreting and Deaf Interpreter Pairing Decision Rules
- Interpreter Code of Conduct and Supplier Agreement Clauses
- CART Stenography and Respeaking Commissioning for Live Events
- Front-Desk Deaf Customer Service Script and Visual Queue Signals

Day 4: Service Failures, Quality Control and Access Risk

- Interpreter No-Show, Late Cancellation and Fatigue Contingency Plan
- Video Link Failure, Bandwidth and Camera Framing Checklist
- Caption Accuracy, Timing, Completeness and Placement Sampling Check
- Emergency Call Routing and Total Conversation Access Gaps
- Deaf Access Scorecard With Fill Rate and Complaint Indicators

Day 5: Case Study Build of the Deaf Access and Interpreting Service Plan

- Case Organisation Booking Log and Complaint File Review
 - Case Channel Mix Decision for Counters, Calls and Events
 - Case Caption Sample Audit and Supplier Performance Findings
 - Case Scorecard Targets and Deaf Community Feedback Panel
 - Deaf Access and Interpreting Service Plan Completion and Peer Challenge
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Skills You Will Gain:

- Communication Preference Profiling
- Interpreting Channel Selection
- Interpreter Booking Management
- Interpreter Supplier Specification
- Live Caption Commissioning
- Caption Quality Sampling
- Deaf Access Performance Measurement
- Access Contingency Planning

Why Attend This Course:

- Deliver a Deaf Access and Interpreting Service Plan for a case organisation to the service director and the customer experience or patient experience committee
- Decide when a counter, ward, call or broadcast needs an on-site interpreter, a video remote interpreter, a relay call or captions
- Avoid refused visits, relatives used as interpreters, failed video sessions and inaccurate live captions that lead to complaints and repeat contacts
- Brief front-line staff, booking clerks and media teams on the booking routine, deaf customer service script and caption checks

Conclusion:

Back at work, the participant presents the Deaf Access and Interpreting Service Plan to the service director and the customer or patient experience committee. The committee uses it to approve the channel mix for each contact point, interpreter and captioning supplier terms, booking lead times and the front-desk service script. Booking staff apply its contingency rules and media teams its caption checks. After the first quarter, the organisation should compare interpreter fill rate, video session failures, caption sample results and deaf customer complaints with the baseline and adjust the plan with the deaf community feedback panel.

Frequently Asked Questions FAQ:

What should participants know before a sign language interpreting services management course?

Participants should already manage or coordinate a public-facing service, patient service, broadcast access team or community programme used by deaf people. No sign language skill is needed. Bringing anonymised booking logs, complaint records or caption samples helps them apply the case exercises to their own service.

How does sign language interpreting services management differ from interpreter training or a general disability inclusion course?

It covers how interpreting and captioning services are organised, booked, contracted and measured. Interpreter training builds signing and interpreting technique, and general disability inclusion courses address support plans and workplace adjustments across all disabilities rather than deaf access channels.

When should a service use video remote interpreting instead of an on-site sign language interpreter?

Video remote interpreting suits short, planned or urgent contacts where an interpreter cannot arrive in time and the video link is reliable. On-site interpreting remains the choice for long, emotional or multi-party sessions, deafblind users and settings where camera framing or bandwidth cannot be assured.

What do participants take back from the sign language interpreting services management course?

Participants take back a Deaf Access and Interpreting Service Plan for a case organisation, with a communication preference profile, channel mix decisions, booking and contingency rules, supplier requirements, caption quality checks and a deaf access scorecard they can adapt to their own service.