



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Create Information Resources For Interpreting Services Training

Communication Studies and Language / Communication Studies

Unit Standard 116621 · NQF Level 5 · 15 Credits · 12 Days

COURSE OVERVIEW

This course equips interpreting service providers with the skills to create effective information resources, such as glossaries, terminology lists, and reference materials, that enhance the quality and consistency of interpretation. Participants will learn to identify, compile, and organise information resources tailored to specific interpreting contexts, ensuring accuracy and cultural sensitivity.

Category	Communication Studies and Language
Subfield	Communication Studies
Unit Standard	116621
Accreditation	SAQA Accredited · NQF Level 5 · 15 Credits
Duration	12 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Analyse the need for information resources in different interpreting settings.
- Design information resources that are accurate, relevant, and culturally appropriate.
- Apply techniques for compiling and organising glossaries and terminology lists.
- Evaluate existing information resources for usability and reliability.
- Demonstrate the ability to update and maintain information resources over time.
- Implement ethical considerations when creating and using information resources.

WHO SHOULD ATTEND

- This course is designed for interpreters, translator-interpreters, and language practitioners who wish to develop their ability to create and manage information resources for interpreting assignments.

COURSE OUTLINE

Day 1: Introduction to Interpreting and Information Resources

- Overview of interpreting services in South Africa
- Distinction between translation and interpreting
- Introduction to Unit Standard 116621
- Types of information resources (guides, glossaries, protocols)
- Ethical principles (confidentiality, impartiality)
- Course structure and assessment criteria

Day 2: Analysing Interpreting Contexts and User Needs

- Legal interpreting: courts, police stations
- Medical interpreting: clinics, hospitals
- Community interpreting: social services, education
- Stakeholder analysis (interpreters, clients, institutions)
- Information needs assessment techniques
- Case study analysis of contextual challenges

Day 3: Research Methods for Resource Development

- Primary vs secondary research methods
- Interview techniques with subject experts
- Document analysis procedures
- Terminology extraction strategies
- Data organisation using spreadsheets/databases
- Ethical research practices

Day 4: Terminology Management and Glossary Development

- Terminology theory and concepts
- Glossary structure and components
- Definition writing techniques
- Example sentences and context notes
- Cross-referencing methods
- Digital glossary tools introduction

Day 5: Creating Procedural Guides and Protocols

- Guide structure: introduction, procedures, troubleshooting
- Protocol development for different settings
- Flowchart and diagram creation
- Writing clear instructions
- Template development
- Accessibility considerations

Day 6: Cultural Competence in Resource Creation

- Cultural dimensions theory
- South African cultural diversity
- Culturally sensitive language use
- Taboo topics and appropriate alternatives
- Inclusive representation in materials

- Case studies on cultural misunderstandings

Day 7: Digital Tools for Resource Development

- Terminology management software
- Document creation tools (Word, Google Docs)
- Basic graphic design for resources
- File organisation and version control
- Accessibility features in digital documents
- Introduction to simple databases

Day 8: Quality Assurance and Review Processes

- Quality criteria for information resources
- Peer review methodologies
- Expert validation processes
- Feedback incorporation techniques
- Version control systems
- Quality assurance documentation

Day 9: Practical Resource Development Workshop

- Guided development of glossary entries
- Creation of procedural guide sections
- Peer review sessions
- Instructor feedback rounds
- Revision practice
- Group collaboration techniques

Day 10: Implementation and Training Strategies

- Implementation planning frameworks
- Training material development
- Pilot testing methodologies
- User training approaches
- Monitoring and evaluation plans
- Sustainability considerations

Day 11: Advanced Applications and Specialised Contexts

- Resources for conference interpreting
- Specialised medical terminology resources
- Legal interpreting protocols
- Remote interpreting guidelines
- Crisis and trauma interpreting materials
- Resources for sign language interpreting

Day 12: Integration, Assessment, and Professional Practice

- Final project completion and presentation
- Portfolio compilation
- Assessment preparation
- Continuing professional development
- Resource updating and maintenance plans
- Professional networks and knowledge sharing

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **15 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 43,000.00	R 43,000.00
1	In-House	R 56,000.00	R 56,000.00
1	On-Campus (Pretoria)	R 64,600.00	R 64,600.00

UPCOMING SESSIONS

Start	End	Method	Venue
07 Aug 2026	24 Aug 2026	On-Campus	Mauritius
10 Aug 2026	25 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	26 Aug 2026	On-Campus	Pretoria, South Africa
12 Aug 2026	27 Aug 2026	On-Campus	Abu Dhabi, UAE
13 Aug 2026	28 Aug 2026	On-Campus	Durban, South Africa
13 Aug 2026	28 Aug 2026	On-Campus	Mauritius
14 Aug 2026	31 Aug 2026	On-Campus	Cape Town, South Africa
17 Aug 2026	01 Sep 2026	On-Campus	Pretoria, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 116621) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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