



## Victorian Deaf Education Institute Professional Learning Program

# Interpreting, Captioning and Transcript Policy

The Victorian Deaf Education Institute (VDEI), part of the Victorian Department of Education and Training, is committed to delivering fully accessible learning for educators and allied health professionals.

To enable this, VDEI seeks to provide sign language interpreters and/or live captioning for events for those participants who are deaf or hard of hearing (DHH), and who have requested this access assistance for their participation. This policy outlines how VDEI will support participants who are DHH during and after a learning event.

### **Event registration process**

Participants are required to individually register their attendance for a VDEI event online. The online registration form provides for registrants who are DHH to identify if they require an interpreter or live captioning for the event. Registrants who are unable to complete their registration online must provide VDEI a written request for either an interpreter or live captioning.

Individual participants who are attending an event in person may request interpreters or live captioning. Participants who are accessing the event remotely (i.e. video conferencing), can request live captioning.

Requests for interpreters or live captioning must be made in writing at least 7 days prior to the date of each learning event. VDEI will coordinate the booking of interpreters and live captioning services according to the receipt of written requests made by registered participants at the time of booking/prior to the learning event starting. Both interpreter and live captioning services are provided by third party organisations, and as such are subject to availability from these organisations.

Whilst VDEI will contact all possible services to ensure participants who are DHH have their requested access, VDEI cannot guarantee that interpreter services will be available.

In the event that interpreters are unable to attend, VDEI will seek to arrange a live captioning service as a replacement (if captioning had not already been requested).

### **Event experience**

Interpreters attending an event will be located adjacent to the presenter, within the video conference camera's field of vision. Participants who have requested interpreters are advised to be seated close enough to the interpreters to see the signed translations. VDEI will make necessary seating arrangement adjustments (if required) to facilitate access to this seating for all participants who are DHH.

Where captioning has been requested for a live event, and is unable to be streamed on the large display screen in the learning centre, VDEI will make available appropriate technology for the participants who are DHH to access the captioning in the learning centre onsite. This will be for



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those participants who are DHH and have already registered their request for live captioning during the event registration process.

Remote participants who have requested live captioning be provided to them will require suitable internet connection to access the captioning. Remote participants will also require an additional device such as a laptop, computer or mobile device (iPad, tablet) to view these transcripts in the event VDEI's video conference platform cannot broadcast the captioning as part of the streamed content.

### **Captioning Transcript Release**

Live captioning is provided to those participants who are DHH who have made the request during the registration process for this service, and is intended to aid in the understanding of the material. The release of a presentation transcript after the event has occurred is dependent on:

- receipt of a request by the participant who is DHH for the captioning service as outlined in this policy;
- the written authority of the presenter to share the transcripts with participants who are DHH; and
- agreement by the individual requesting the transcript that the transcript is not to be distributed to any party other than the individual registered to receive it.

### **Appropriate use**

Live captioning and copies of transcripts made available to participants who are DHH are provided for the purposes of supporting learning. Transcripts are provided to individuals who are DHH, have registered to receive a transcript, and attend the event. The provision of transcripts is only authorised for the personal use of these individuals. Any further distribution requires written approval from VDEI.

The transcript is to be treated in accordance with the Victorian Public Service Code of Conduct and relevant legislation and DET guidelines concerning the use and disclosure of confidential information.

The transcript is not an authoritative or official record of the session and is not to be treated as an authoritative record.

**Live captioning definition** - trained captioners and stenographers listen to a live audio stream and re-speak or re-type what they hear, including punctuation and grammar, into specialised software, which converts this audio to text that is streamed live through a webpage.