# Scenario: Translating & Interpreting

You work for a government-funded organisation that provides settlement support to newly-arrived migrants. Part of your funding agreement means that you are able to provide some translating and interpreting services to your clients. In order to improve your funding arrangement, the organisation needs to demonstrate its capacity to deliver suitable services to the community. The organisation has put together a draft research proposal to further explore the need for translating and interpreting services. Your job is to:

# Identify potential problems in the draft research proposals;

* **Suggest means to address those problems**; and
* **Clearly explain the basis for your recommendations**, by linking them to sources that support your criticisms and recommendations (these sources should include course lectures, assigned readings, and your own independent readings).

You have received the following draft proposal. The organisation’s instructions to applicants are provided in blue italic type. The applicant’s responses are in black standard type. Write a report that presents your written feedback to the applicant on how they can improve their research proposal, demonstrating your understanding of good research design.

Key sources to include:

Denscombe, M 2010, *Good Research Guide*, 4th ed., McGraw-Hill Education, Maidenhead, [https://ebookcentral-proquest-](https://ebookcentral-proquest-com.ezproxy.lib.rmit.edu.au/lib/rmit/detail.action?docID=650320) [com.ezproxy.lib.rmit.edu.au/lib/rmit/detail.action?docID=650320](https://ebookcentral-proquest-com.ezproxy.lib.rmit.edu.au/lib/rmit/detail.action?docID=650320)

Denscombe, M 2012, *Research Proposals*, 1st ed., McGraw-Hill Education, Maidenhead, [https://ebookcentral-proquest-](https://ebookcentral-proquest-com.ezproxy.lib.rmit.edu.au/lib/rmit/detail.action?docID=1037303) [com.ezproxy.lib.rmit.edu.au/lib/rmit/detail.action?docID=1037303](https://ebookcentral-proquest-com.ezproxy.lib.rmit.edu.au/lib/rmit/detail.action?docID=1037303)

Vogt, WP, Gardner, DC & Haeffele, LM 2017, *When to Use What Research Design, Guildford Publications*, [https://ebookcentral-proquest-](https://ebookcentral-proquest-com.ezproxy.lib.rmit.edu.au/lib/rmit/detail.action?docID=873354) [com.ezproxy.lib.rmit.edu.au/lib/rmit/detail.action?docID=873354](https://ebookcentral-proquest-com.ezproxy.lib.rmit.edu.au/lib/rmit/detail.action?docID=873354)

# Introduction and background:

*State the question your research will answer and explain the benefits of the proposed research to the organisation or the local community.*

In recent times, increases in migration in Victoria have resulted in more diversity of languages being spoken in the community. People with English as an Additional Language (EAL) may face barriers to things like education and employment. This is a problem because it means that some sections of the community may be disadvantaged. At this stage it is not clear where we need to direct our efforts in order to address this.

We want to conduct research that explores the need for services across the Western Suburbs of Melbourne. By knowing which languages are spoken in each community, we will be better able to provide interpreting services based on the amount of people in each community that speak a particular language.

We therefore ask the question: ‘what are the community languages that are spoken in Victoria?’

# Literature review:

*State the literature search strategies you have used to determine whether previous research has answered this question. Summarise the major lines of research that have already been conducted on this question.*

Using the Google search engine, we searched for the string “research on community languages”. This search returned only six results, only one of which related to Australia. This result indicates the extent to which this area is almost entirely unexplored. Original research is therefore urgently needed.

# Method:

*Describe how you would carry out the research and explain why this method is appropriate given your research question. Outline the financial and practical support required to carry out the project successfully.*

To recruit participants, we will post flyers up on the noticeboards at key places like community centres and hospitals, explaining the research and including a website link to a questionnaire on community languages. The flyers will be written in English. To make sure we get a good cross-section of the community, anyone can fill out the questionnaire.

We hope to get about 5000 responses to our questionnaire. If we don’t get enough people from the noticeboards, we will stand out the front of a randomly selected set of hospitals and community centres handing out flyers to people walking past that might want to participate. Because we want to know about interpreting services, we will focus on trying to recruit people who do not appear to be of Anglo-Saxon heritage.

Since our participants may not speak English as their first language, we will carry laminated cards explaining the research in the ten most common languages other than English that are spoken across Victoria.

We will also ask questions about participant education and incomes, because this data might be useful for later research.

Once we have captured enough data, we will statistically analyse this to determine what are the most common languages spoken in the area, and whether or not people in the area feel their translating and interpreting needs are being met. In the case that a participant’s questionnaire responses indicate that they have no translating and interpreting needs, their responses will be excluded from the data analysis.

We may need a lot of people to help recruit participants using flyers. In order to keep research costs down, we will ask for volunteers from the local community to help recruit participants.

# Ethics:

*Please use the following table to highlight major ethical risks for the project, and to discuss how you would eliminate or manage these risks.*

|  |  |  |
| --- | --- | --- |
| *Type of risk* | *Specific risks* | *Strategies* |
| *Physical* | N/A |  |
| *Psychological* | Some participants might not understand the questions that are being asked | We will carry laminated cards in the ten most common languages other than English as this might help to solve the problem |
| *Social* | Some community groups may not be adequately represented in our sample | We will make sure we have a large sample from the local area, because if the sample is large enough it should be statistically representative |
| *Legal* | N/A |  |
| *Financial* | N/A |  |
| *Other* | N/A |  |