

# **Speakers of other languages**

## **Contents**

Help to overcome barriers  
How to access language services

## **Help to overcome language barriers**

Staff must use the interpreter or translation service, whichever of these is right for the claimant, when trying to communicate with them.

For information and assistance in communicating with claimants whose first or preferred language is not English, refer to the How to access language services (listed below) or Welsh language communications.

Where linked pages mention the Labour Market System (LMS), other benefits or using other systems as appropriate, use the Universal Learning guidance and the Universal Credit Service instead. If a claimant needs support with translation services, it must be recorded in the 'Claimant history'.

## **How to access language services**

Language Services  
How to use the Telephone Interpreting Service  
How to use face to face interpretation service (for external customers only, including British Sign Language)  
Translation services  
Video Relay Service  
Contacts, general enquiries, complaints escalations, invoicing arrangements and VRS change control process  
Instruction for Booking a Non-Spoken Interpreter – for staff support  
DA Language User guides