

CASE STUDY



LanguageLine Solutions® helped recruit a large number of qualified interpreters in a short space of time.

LanguageLine
Solutions®



Training Courses for International Contracts

The Fire Service College (FSC) is an award-winning UK leader in fire and emergency response training and one of the world's largest operational fire and rescue training facilities. They specialize in providing dedicated training for fire and rescue services, emergency responders and a wide spectrum of commercial and public sector clients around the globe. Their instructors are current serving fire officers seconded from individual fire and rescue services across the UK, and as you'd expect, their tutors are professional and technical experts within their chosen fields.

The Challenge

- Face to face training for international students
- Simulated situational training
- Specific terminology

The Fire Service College won a contract to deliver Station Commander training to 100 delegates from the Saudi Fire Service. One of the major challenges for this high-profile contract win was being able to deliver training to over 100 delegates, none of whom spoke English. In order for the instructors to deliver not only classroom-based learning, but also the practical fire ground training which is central to the course, the FSC needed to recruit a large number of qualified interpreters in a short space of time. These interpreters needed to be flexible, reliable, and able to quickly familiarize themselves with the very specific terminology used in the FSC's training modules. They also needed to be prepared to interpret in some unusual situations, such as while wearing a gas mask or during a simulated motorway rescue.



How We Helped

- Interpreter sourcing
- Flexible approach
- Dedicated Project & Account Manager

LanguageLine Solutions was able to source all interpreters required, and through an extensive consultation phase was able to ensure that linguists with the correct skill sets were recruited. After the recruitment phase, and after all project processes were defined, the Fire Service College began training for the first course in June 2013.

Due to the nature of the project, a flexible and responsive approach was required to cater to the ever-changing demands of a Fire Service training course. As well as providing an extensive interpreting service, LanguageLine also offers a full translation service for all of FSC's course materials.

Most importantly for the FSC, our staff, including dedicated Project and Account Managers, were available 24 hours a day, 7 days a week throughout the entire duration of the training courses. This meant that the inevitable surprises which come with managing a training course for over 100 international delegates could be dealt with smoothly and efficiently.

The result

After providing interpreters for their first international course back in 2013, the FSC have continued to work with LanguageLine Solutions to deliver multilingual training courses for over 10 years.

What the client said

"The positive feedback that we have had from the client on the interpreting services provided by LanguageLine Solutions has meant that they can plan for future courses with confidence in the knowledge that linguistic issues will not provide a stumbling block to our success."

Richard Johnes,
*Functional Lead for International Delivery
at the Fire Service College*



Let's Talk Solutions

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