

A Translation Requirements – Services

FAA may need to communicate with a participant who is known to need translation services. The participant may make it known either on their application for benefits or by presenting an "I Need an Interpreter" slip.

NOTE When the participant is known to AZTECS, the language spoken or read is displayed on INDA.

When this occurs, complete the following:

- Determine whether there is an FAA local office staff member who can assist with the interview or other interpretation needs. When necessary, adjust the interview time or date to assist the participant.
- When the local office is unable to provide translation for the interview or other interpretation needs, contact one of the agencies listed in [Translation Services](#).
- When the translation agencies are unable to provide translation for the interview or other interpretation needs, contact the [FAA Customer Service Unit](#) to determine whether there is a translator available (Spanish only).
- When no other translation services are available, see [Language Line Services](#) in Translation Services.

When "I Need an Interpreter" slips are not available, and translation services are needed, complete one of the following:

- Attempt to determine the language spoken by the participant.
- Determine whether there is an FAA local office staff member who can assist with the interview or other interpretation needs.
- When the local office is unable to provide translation for the interview or other interpretation needs, contact one of the agencies listed in Translation Addresses.

NOTE Conduct the translation when a translator is not available in the local office area.

- When the translation agencies are unable to provide translation for the interview or other interpretation needs, contact the FAA Customer Service Unit to determine whether there is a translator available (Spanish only).

- When no other translation services are available, contact the Language Line Services.

The Language Notification Flyer (FAA-1208A) is included with notices for cases in which the LIST LANGUAGE THAT PI READS field on INDA indicates any language other than English or Spanish. The FAA-1208A states that when the participant needs the notice translated into their own language, they may call the FAA Customer Service Unit.

When the participant contacts the FAA Customer Service Unit, they are asked for their AZTECS case number. The AZTECS case number is used to access the language spoken, as displayed on INDA. The FAA Customer Service Unit contacts Language Line Services for oral translation.

NOTE The FAA Customer Service Unit does not provide written translation of the notices. Only oral translation is provided.

When the participant provides a written document that requires translation into English, complete the following:

- Determine whether there is staff in the FAA local office who can assist with the translation.
- When the local office is unable to provide translation, FAX the document to the [Policy Support Team](#) (PST) with a cover sheet requesting translation assistance.

When sending a notice, AZTECS displays the notice in Spanish when the LIST LANGUAGE THAT PI READS field on INDA indicates SPAN. AZTECS displays the notice in English when any other Language Code is keyed.

When a Spanish notice is displayed, all information must be keyed in Spanish.

NOTE When information is keyed in English, AZTECS cannot translate that information into another language.

The only notices that require the requestor to key specific information are the sanction notices, MA notices, and the [C011 notice](#).

When the C011 must be sent by a requestor who does not write in Spanish, another staff member must be located to key the notice in Spanish.

When a staff member who writes in Spanish cannot be located, send an e-mail to the FAA Customer Service Unit. The e-mail must include all of the following information:

- Case name
- Case number
- The information being requested
- The program for which the information is being requested
- The participant for whom the information is being requested
- The address to where the information must be returned

When the FAA Customer Service Unit receives the request they make all attempts to issue the notice the same day, but no later than the next [workday\(g\)](#) after receipt of the e-mail.

It is the responsibility of the requestor to review NOHS to keep track of the due date printed on the C011 notice to ensure information is returned timely.

A copy of the e-mail sent to the FAA Customer Service Unit must be placed in the [case file\(g\)](#). This allows non-Spanish reading staff to know what was requested.