

# CLAS examination policy and procedures

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The Community Language Allowance Scheme (CLAS) provides an allowance, additional to salary, for nominated and qualifying employees of NSW Government agencies that use a language other than English to communicate with clients as part of their normal duties.

To be entitled to an allowance, nominated employees must either pass the CLAS examination administered by Multicultural NSW and conducted by the National Accreditation Authority for Translators and Interpreters (NAATI) or have accreditation from NAATI at interpreter professional level (3), paraprofessional level or a language recognition award.

The allowance is superable and forms part of the employee's annual taxable salary. This booklet provides information on Multicultural NSW's policies and procedures for the conduct of the CLAS examination. It will help agencies and candidates understand the mechanics and processes of CLAS and help candidates in their preparation for the examination.

Use this booklet in conjunction with the Multicultural NSW Community Language Allowance Scheme Handbook.

## Policy

CLAS is approved by the Minister for Multiculturalism in accordance with the Multicultural NSW Act 2000 which requires all public authorities to implement the multicultural principles as part of the administration of their organisations.

NAATI conducts the examination on behalf of Multicultural NSW ensuring that examination materials meet industry standards and requirements for CLAS. CLAS contributes to the achievement of the NSW Government's commitment to provide world class service delivery by:

- drawing on and using the language skills of NSW Government employees
- enabling people who speak a language other than English greater access to government programs and services.

## Eligibility

Only employees nominated by their employing agency are eligible to sit the Multicultural NSW CLAS examination.

## Timetable

Nominations can be lodged at any time and examinations can be conducted within a required notification period on demand.

Examinations and results will be finalised within 3 months of nominations being received.

CLAS results are forwarded to CLAS contact officers of each nominating agency, who then inform candidates of their results. Agencies commence payment of CLAS allowance to successful candidates and Multicultural NSW issues their CLAS certificates.

Nomination	<p>Agencies are responsible for nominating employees for the CLAS examination. Nomination to a CLAS examination may be initiated by the agency or the employee.</p>
	<p>The agency initiates nomination by reviewing its need for CLAS services and then determining the languages, locations and number of employees necessary to meet client needs. This may lead to the calling of nominations for testing by employees who meet the required criteria.</p>
	<p>An employee wishing to sit the Multicultural NSW CLAS examination may initiate the nomination by approaching the CLAS contact officer of their agency. The contact officer will then undertake the appropriate review of the agency's need for CLAS services and, if the employee meets the agency's criteria, organise for the employee to go ahead with the CLAS examination.</p>
	<p>Agencies should use the official CLAS nomination form when nominating employees for the Multicultural NSW CLAS examination. A separate form is required for each candidate or for each language in which the candidate is being tested.</p>
	<p>The candidate, if successful, is entitled to be paid the CLAS allowance by his or her agency.</p>
Payment of fees	<p>The examination fee is payable by the nominating agency and Multicultural NSW will invoice the agency after the examination. There may be circumstances when Multicultural NSW will exercise its right to request payment of the examination fee prior to the examination. The schedule of fee is \$410.00 (GST incl).</p>
	<p>Multicultural NSW will email the CLAS contact officer inviting the nominated employee as a candidate for the examination.</p>
Examiners	<p>NAATI is the national standards and accreditation body for translators and interpreters in Australia and is the organisation providing examiners.</p>
Examination	<p>The CLAS examination is a test of a candidate's competency in assisting clients with routine enquiries in a language other than English. The actual examination takes around 20 to 25 minutes to complete.</p>
	<p>The test format will be provided to the Agency by NAATI.</p>
Examination Requirements	<p>The examination will be conducted at the NAATI offices located at Suite 3, Level 5, 280 - 282 Pitt Street, Sydney. Candidates for the examination must adhere to requirements provided by NAATI.</p>
Assessment and notification of result	<p>NAATI examiners assess the performance of candidates based on a standard marking guide and complete the assessment immediately after the examination. The assessment result will be provided to the Multicultural NSW CLAS examination officer. The examination officer will advise the CLAS contact officer of the nominating agency in writing within three months from the lodgment date. The CLAS contact officer of the nominating agency is responsible for advising a CLAS candidate of their result, which will be either a pass or fail. Certificates of achievement for successful candidates will be forwarded shortly.</p>
Confidentiality	<p>The result of the CLAS examination will be disclosed only to the candidate through the CLAS contact officer of the nominating agency.</p>

## Cancellation

If the CLAS examination needs to be cancelled by the candidate or the nominating agency a formal written notice of cancellation is required from the nominating agency.

Cancellation fees are as follows:

- Cancellation within 5 days of notification from NAATI to the test candidate (by email) of the test date - 80% refund
- Cancellation more than 2 working days before scheduled test date - 50% refund
- Cancellation less than 2 working days from the test date - No refund.

## Information on the outcome of the examination

Candidates who failed the examination may obtain information on the areas of the examination where they were unsuccessful.

## Requesting a re-mark

Candidates may seek a re-mark. A fee will apply. Contact Multicultural NSW for details.

## Schedule of fees

The Multicultural NSW CLAS examination attracts a fee of \$410.00 (GST incl.) with an invoice being sent to the agency.

## Contacts

The first contact point for employees should be their CLAS contact officers within their respective agencies.

Additional information regarding the CLAS examination program and its administration can be obtained from Multicultural NSW on 02 82655 6767 or through the 'Contact us' page at [www.multicultural.nsw.gov.au](http://www.multicultural.nsw.gov.au).

The Community Language Allowance Scheme Handbook provides in-depth details about the Scheme as well as additional contact points.