



**Silent Partner LSP, LLC**

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Lakeland, FL 33813

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[SilentPartnerLSP.com](http://SilentPartnerLSP.com)

Language services is a global industry. **The Silent Partner Interpreter Hub** is made up of trained and experienced interpreters from all over the world. Hub interpreters come from a wide variety of professional backgrounds and provide language support for the HUB for diverse communication needs.

They are professionally trained and respect local and cultural contexts when they interpret.

**The Silent Partner Interpreter Hub** is made up of 17,000+ professional interpreters that service 300+ Spoken Languages and Sign Languages over OPI, VRI & RSI platforms. All interpreters in the Hub are experienced professionals who adhere to the same core Hub Code of Conduct.

In addition to the interpreters who meet the general minimum requirements to work on the platform, the Hub also provides interpreters **specialized in medical, legal, court, RSI and sign language.**

**Specialized HUB** interpreters may possess national or state-level medical and legal certification. *In the absence of uniformly available certification across interpreting specializations and language pairs*, Silent Partner verifies, as is appropriate, the interpreter's credentials by confirming experience and vetting the interpreter's education and training to ensure they are qualified for the types of assignments our clients need.

**Specialized HUB** interpreters must also familiarize themselves with and adhere to all national and international codes of ethics and codes of conduct that apply to their specialization(s).

## MEDICAL



**Hub Interpreters with Medical Specialization** must possess:

- Annual proof of HIPAA-compliance training
- A minimum of 40- or 60-hour basic medical interpreter training including medical terminology training.
- 3+ years of experience in medical interpreting.

**HUB medically specialized interpreters** must also be familiar with and adhere to the appropriate code of ethics and standards of practice for the geographic region where the interpreting session takes place.

- United States: NCIHC Code of Ethics and NCIHC Standards of Practice
- Canada: OCCI, National Standard Guide for Community Interpreting Services
- Australia: AUSIT Code of Ethics and Code of Conduct
- United Kingdom: ITI Code of Professional Conduct

**US-Based Hub Interpreters with Medical Specialization** must also:

- Provide documentation of a 7-year, nationwide, criminal background check
- Complete Fraud, Waste and Abuse training annually
- Be checked on OIG and SAM exclusion lists at onboarding and monthly thereafter
- Acknowledge the HUB Code of Conduct annually

## LEGAL

**Hub Interpreters with Legal Specialization** (US legal system only) must possess:

- Proof of Legal Terminology Training (coursework must include the following: Ethics of Legal Interpreting, Legal interpreting terminology in English and the target language, The United States legal system, Standards and Procedures for Court Interpreters, Analysis of the legal environment and legal issues)
- 3+ years of experience in legal interpretation. (For legal encounters, **HUB legally specialized interpreters** must also be familiar with and adhere to the legal code of ethics and standards of practice for the United States. (This supersedes the HUB general ethical principles):
- United States: [The NAJIT Code of Ethics](#) and [NCSC Model Guide for Interpreter Code of Ethics](#)

In addition to meeting the **Legal Specialization** requirements, **Hub Interpreters with Court Specialization** (US legal system only), must possess:

- Proof of prior experience interpreting in a courtroom or relevant court interpreter certification for court interpreting.

**HUB court-specialized** interpreters must also be familiar with and adhere to the legal code of ethics and standards of practice for the United States. (This supersedes the HUB general ethical principles):

# AMERICAN SIGN LANGUAGE



**Hub American Sign Language Interpreters** must possess:

- National certification through the Registry of Interpreters for the Deaf (RID) which includes Certified deaf interpreters (CDI)
- Hub also accepts the BEI (Board for Evaluation of Interpreters) certification for US-based sign language interpreters.
- All US nationally certified interpreters must meet all the requirements to maintain certification and should certification lapse, Hub must be informed.
- RID certified interpreters, adhere to the RID Code of Professional Conduct.
- Valid state-issued sign language interpreter license where required.
- For Canadian-based sign language interpreters, proof of passing the CASLI exam is accepted.

**Hub sign language specialized interpreters** must also be familiar with and adhere to the appropriate code of ethics and standards of practice for the geographic region where the interpreting session takes place.

- United States: NAD-RID Code of Professional Conduct
- Canada: AVLIC Code of Ethics and Guidelines for Professional Conduct

## REMOTE SIMULTANEOUS

Documented proof of language proficiency in A and B languages. Acceptable proof includes a third-party assessment with a passing score\*, a university degree in that language, interpretation certification in that language, or for languages of lesser diffusion, they will be evaluated on a case-by-case basis.

- \*Passing score is equivalent to: ILR Advanced Middle, CEFR C1, or 85% or higher for percentage-based tests
- 3 years total interpreting with a minimum of 2 years of experience with simultaneous interpreting
- Review and approval of individual interpreter portfolio: Example of proof of competency can include:
  - Proof of training courses in simultaneous interpreting
  - Membership in conference interpreting professional association(s) (where available)
  - Postgraduate or certificate-level education in professional conference interpretation
  - Awareness of the ISO 24019 guidelines for interpreters
  - Letters of recommendation
  - Court interpreter certification or training certificates that include simultaneous training
- **RSI specialized** interpreters must adhere to the Hub Technical Requirements and must also be familiar with and adhere to the general Hub ethical principles and standards of practice, or to the code of ethics for medical or legal/court specializations, and all relevant best practices for simultaneous sessions.
- For conference interpreting, RSI specialized interpreters must also be familiar with and adhere to the AIIC Code of Professional Ethics. Code of Professional Ethics.

### **General Minimum Interpreter Requirements**

- 3 years of demonstrated interpreting experience
- Signed Hub Code of Conduct
- Proof of language proficiency in all working languages with equivalent ILR Advanced Middle OR CEFR C1 or 85% or higher for percentage-based tests (Note: \*For Rare languages, qualifications are evaluated on a case-by-case basis)
- Completion of the Platform Training Badge



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