

Interpreter Training: Policies & Procedures

Americans Against Language Barriers

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OVERVIEW & PURPOSE

An interpreter is a conduit of meaning and serves as a bridge between individuals who may not speak the same language. This is a training course to become a medical interpreter. Once you receive your certificate, you will be qualified to work as a spoken language medical interpreter in the entirety of the United States. Our training fulfills the prerequisite training requirements to sit for both of the nationally-recognized certification exams:

- [Certification Commission for Healthcare Interpreters](#) (CCHI)
- [National Board of Certification for Medical Interpreters](#) (NBCMI)

This course serves as the foundational qualification beginning working as a medical interpreter, equipping you with the necessary training. We encourage our students to pursue NBCMI & CCHI certification as soon as possible, as our class will prepare them well for it, especially the written exam. However, the purpose of this class is not to have you pass an exam, that is simply the side effect of being a well-trained interpreter, the purpose of this class is to make you an excellent medical interpreter that is able to fulfill all of your the required roles with an extreme degree of efficacy, improving the quality of healthcare for deaf and limited English patients.

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PREREQUISITES

1. Evidence of **dual-language** proficiency
 - a. All students will be required to submit evidence of dual language proficiency, the deadline to do so is 14 days before the start of the session for which the student is registered for. Failure to do so may result in a deferral to a future session until the necessary documentation is submitted. Evidence of dual language proficiency is:
 - i. A formal proficiency test that quantifies your ability to speak/listen to the target language in English and a second language.
 - ii. **Students who do not have proficiency test results in both languages will be required to undergo our screening process, which is 35 USD per language.**
 - b. If the instructors are concerned about the language proficiency of a student, AALB has the right to request and charge that student for the necessary language proficiency test(s) before the student receives their certificate. In addition, AALB reserves the right to deny a student a certificate based on their linguistic capabilities, even if they initially passed the proficiency screening, if we believe it would not be safe to qualify the student as a medical interpreter. Therefore, please ensure that your linguistic skills in English and your non-English language are strong enough to be a medical interpreter before you apply for the training.
2. A computer with a high-speed internet connection is absolutely essential
3. A webcam and high quality microphone
 - a. Students will be required to use their webcam for the duration of the live session, however they may opt to use a virtual background.

COURSE REQUIREMENTS & POLICIES

1. Students are required to be present for the entirety of the live course. In emergency situations, students will be allowed to miss up to 6 hours of class (2 sessions), but they must complete extra out-of-class homework. Students must contact AALB to notify our team of your absence, so we can send you the required materials to make up for it.
2. Refunds or deferments will not be given to students who fail to complete the class due to failure or excessive absences. Refunds are not given for proficiency tests, application fees, or training fees. Those who sign up for the training and payment plan will be required to pay the fees in their entirety.
 - a. Fraudulent chargebacks to circumnavigate our refund policies will not be tolerated and will be prosecuted to the full extent of the law.
3. We cannot accommodate students who registered for the wrong class due to time zone confusion, therefore, please ensure at the time of registration that you convert the timezone listed for the class to the timezone that you reside in.
4. Students who choose to sign up for a payment plan must pay the entirety of the training fee, even if they are disqualified from receiving their certificate due to excessive absences, lack of linguistic capability, inability to follow instructions, unprofessional behavior, or for any other reason.
5. Payment of course fees does not entitle or guarantee students to receive their certificate of qualification, rather they must successfully complete the course and final exam.
6. Students will be assigned homework to complete outside of the classroom throughout the training period, largely consisting of self-paced medical terminology lectures.
 - a. All assignments must be submitted in order to be eligible to sit for the final exam to receive the certificate.
 - i. If there is an emergency that impedes on the timely completion of an assignment, your final exam may be delayed, which will result in a proctoring fee so we can reschedule you to a new date.
7. Students should participate in class discussions & breakout groups.
 - a. If participation reminders are ignored, chronic lack of participation may lead to suspension from the program.
 - b. Students who chronically do not follow the instructions or are unprepared during class despite warnings will be suspended from the course.
8. AALB reserves the right to disqualify students from the course if they display unprofessional behavior towards their peers, instructors, or AALB administration. If they are impeding the learning process of other students, they will not be allowed to retake the course.

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FINAL EXAM

1. The final exam will be out of 100 points and will consist of multiple-choice and written-answer questions entirely in English.
 - a. Each question will be weighted with a certain number of points, given in (parenthesis).
 - b. All written questions will be graded based on a rubric, which will be provided in advance.
2. Students will be given 90 minutes to complete the final exam.
3. The final exam will be one week after the last day of training during the same day and time as class. For example, if you finish the training on August 20th, the final exam will be offered on August 27th. The time that the exam is offered will correlate to your class time.
 - a. Once the final has started it may not be voided.
 - b. If a student misses their final exam date, they will be charged a 50 USD fee in order to schedule a new date and pay for proctoring.
4. **Students may not use outside resources or notes of any kind.**
 - a. Students caught cheating on the final exam will be denied their certificate and are still obligated to pay their course fee.
5. The final exam will be proctored.
 - a. Students must enable their webcams and share their screen on Zoom when completing the final.
6. Students must receive 80/100 points in order to pass the final and receive their certificate of completion.
7. If students do not pass the final on the first attempt, they may only make a second attempt after the student:
 - a. Meets with the board of directors to develop a realistic study plan.
 - b. Completes new assignments targeted at the student's weaknesses.
 - c. The second attempt must be within 28 days of the first attempt.
 - d. Students who take a second attempt will be charged a 75 USD fee.