

# **TESTING FOR MEDICAL CERTIFICATION: A Holistic Approach to an Interpreter Certification Program**



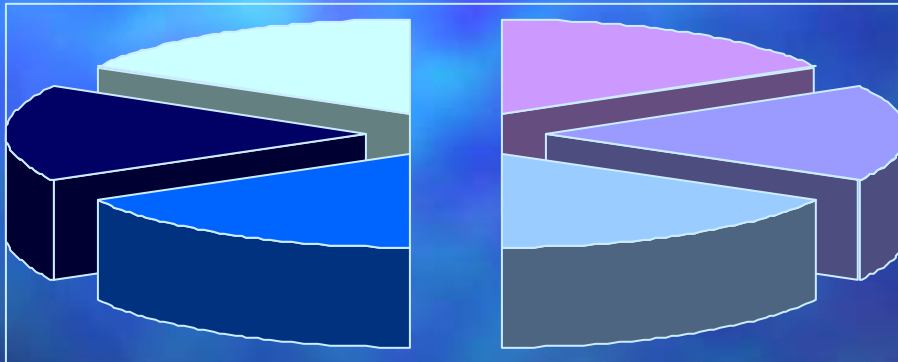
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**CA State Certified Administrative Hearing Interpreter**

# Components of Certification

1. Training

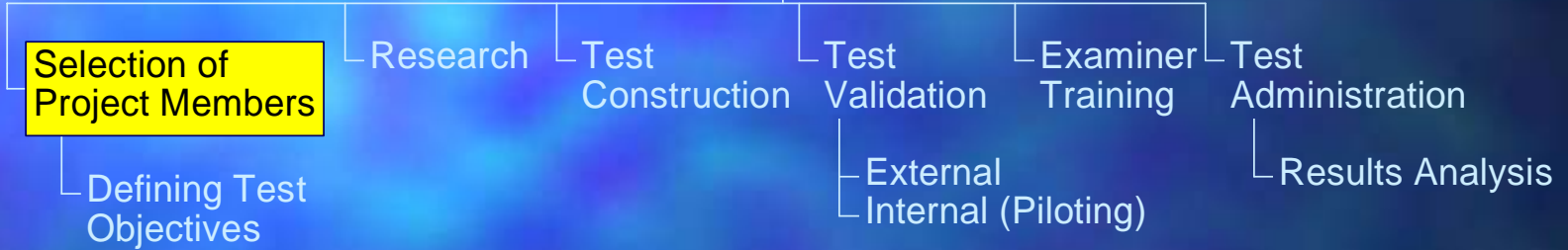
2. Skills Assessment

3. Performance Review



- New Hire Orientation
- Industry-Specific Training
- Interpreter Skills Assessment
- Industry-Specific Test
- Service Observation
- Customer Feedback

TEST DEVELOPMENT  
TIMELINE



# Project Participants

- Active interpreters
- Post-graduate degrees in Interpretation
- Experienced Test Designers
- Experts in subject matter
- Trained in testing and evaluation
- High degree of fluency in source and target languages
- Medical Interpreter Trainers

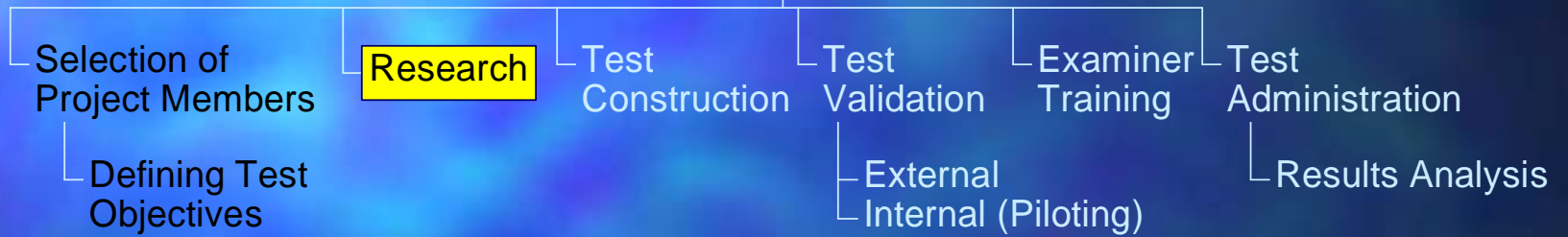
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# Main Test Objectives

- To identify individuals who have sufficient knowledge of industry-specific terminology to provide quality consecutive interpretation within specific medical settings
- To verify their competence through a testing program

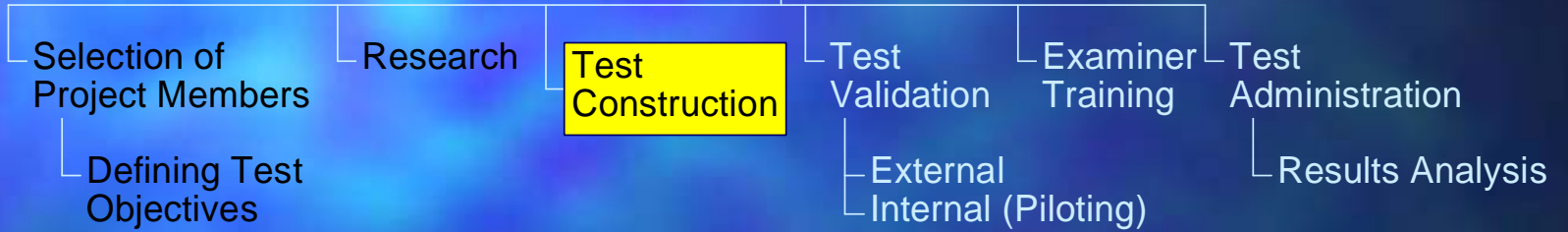
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# Research

- Review of publications on test development
- Customer data
- Interpreter surveys
- Focus groups

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# Test Structure

- Over-the-Phone, Consecutive Interpreting Test
- Designed to measure knowledge of terminology
- Criterion-referenced test
- Scoring unit method

# Important Factors in Test Construction

- Validity

  - face

  - content

- Reliability

  - among versions

  - among examiners

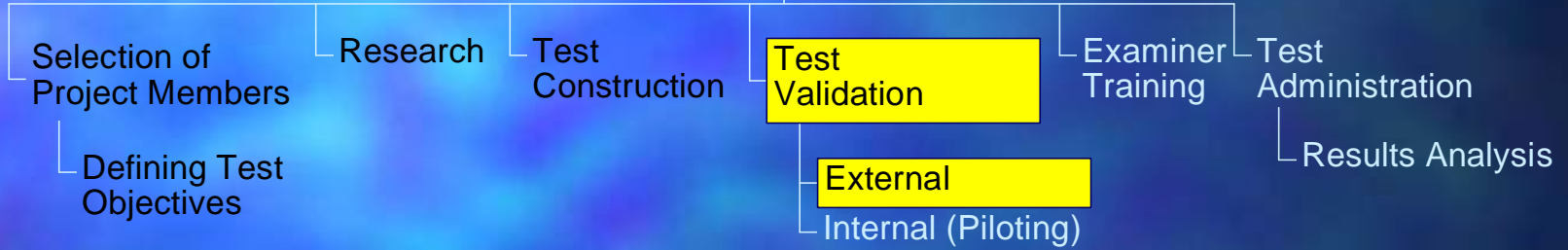
# Test Length

- Benchmark with external tests
- Examinee fatigue
- Same number of test items for all languages
- Administration and scoring factors

# Structural Version Comparison

- Ensures inter-test reliability
- Fairness to examinees
- Versions similar within language pairs
- Versions similar among language pairs
- Similar format and structure

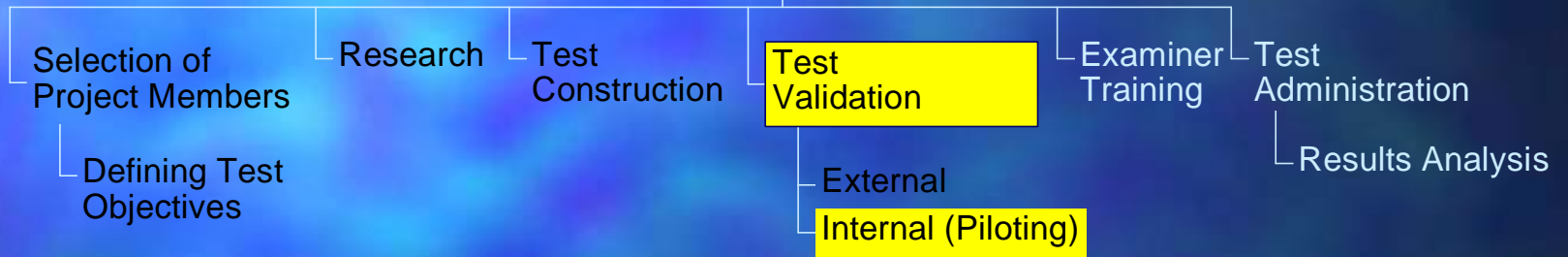
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# External Test Validation by Subject Matter Experts (SMEs)

- Professor of Translation and Interpretation with extensive background in testing and certification
- Hospital personnel from health industry clients
- Psychometrician

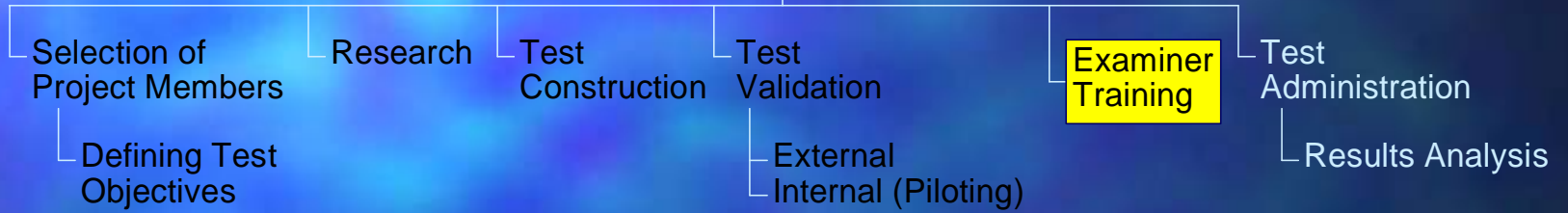
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# Internal Validation by Piloting (Trials)

- Trials are essential
- Several trials held, using different test versions
- Feedback compiled from all parties

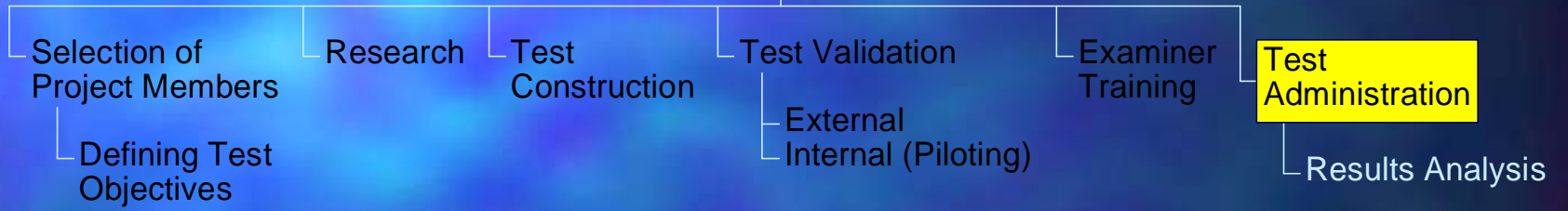
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# Examiner Selection and Training

- Test Designer or Senior Language Specialist/Quality Specialist certified by Language Line
- Interactive Training Sessions
- Support materials

TEST DEVELOPMENT  
TIMELINE



# Test Administration

- Test documents and study materials are sent to examinees
- Examinees are informed of test time well in advance
- 2-3 week testing periods
- Tests recorded on audiocassette
- Equal access to testing opportunities for all interpreters

TEST DEVELOPMENT  
TIMELINE



# Individual Candidate Results

## ■ Pass/Fail Letter

- Pass: Verification of components required for certification
- Fail: Continued observation and development

# Conclusions

- Exam is a valid and reliable instrument for measuring interpreter's knowledge of terminology
- Exam serves as an effective tool for interpreter stratification
- Test development across languages needs to address cultural and linguistic issues, as well as format and mastery criteria

# Recommendations

- **Expert Validation**
- **Exclusively Oral Testing**
- **Ongoing Observation and Development**
- **Quality Training**
- **Tests for Many Languages**
- **Incorporation of Test Theory**

# Further Developments in LLS Certification

- Language Line University
  - external testing and training arm
  - currently for LLS customers only
  - soon available to other external parties
- Offer includes:
  - Language Proficiency Test
  - Interpreter Skills Test
  - Medical Certification Test
  - Fundamentals of Interpreting Training
  - Advanced Medical Interpretation Training