

How To Transition From Qualified to Certified

Your qualification has expired, and you are now required to take the next step to become a certified interpreter because your language is either; Arabic, Cantonese, Mandarin, Korean, Russian, or Spanish. It is not necessary to take any continuing education classes for this transition.

However, since your qualification will or has expired and you are seeking the transition from qualification to certification in either Arabic, Cantonese, Mandarin, Korean, Russian, or Spanish. It will be necessary for you to meet the below requirements and follow the step-by-step instructions to make this transition as smooth as possible.

First you must meet the following requirements in order to become a certified interpreter:

- Must be at least 18 years of age.
- Provide a copy of an Oregon driver's license or passport.
- Must not be on the Medicaid Exclusion list <http://exclusions.oig.hhs.gov/>
- Must pass a background check.
- Must have at least 60 hours of formal health care interpreter training
 - Proof of successful completion of training at OHA approved training center or equivalent
- As a qualified interpreter you were required to provide proof of at least 15 hours of documented interpreting experience.
- Now that you are upgrading from qualified to certified, you are required to provide proof of at least 30 hours of additional documented interpreting experience.
- You are not required to complete continuing education classes for this transition.
- You will need to provide proof of passing a written exam certification test from one of the following:

National Board of Certification for Medical Interpreters

<https://www.certifiedmedicalinterpreters.org>

Or

Certification Commission for Healthcare Interpreters

<https://cchicertification.org>

- Once you have passed the written exam certification test, you will be required to take and pass an oral exam certification test from one of the following:

National Board of Certification for Medical Interpreters

<https://www.certifiedmedicalinterpreters.org>

Or

Certification Commission for Healthcare Interpret

<https://cchicertification.org>

Step 1

All application fees have been waived, do not send any checks to pay for fees.

[Health Care Interpreter Application](#) ,* ([Historical Changes to HCI Application](#))

Step 2

[Background Check Process for Initial Application for HCI.](#)

Step 3

Send your Initial Application or Renewal to:

Health Care Interpreter Program
Office of Equity and Inclusion
421 SW Oak St. Suite 750
Portland, Oregon 97204

Fax: 971-673-3378

Email: HCI.program@dhsosha.state.or.us

* Are you having problems with accessing our on-line application? Please follow the instructions from this link. The [instructions will help to download the application in Chrome and Firefox](#). Also, make sure you have the current version of Adobe Reader.

You can find information about the NBCMI certification program at

<https://www.certifiedmedicalinterpreters.org>

Application Requirements

To apply for our credentialing programs, submit the application online at

www.certifiedmedicalinterpreters.org.

You will upload your prerequisite documentation as part of the application form. The non-refundable registration fee is \$35, and it is valid for one (1) year.

After you submit your application, you will hear from your NBCMI program advisor in about two weeks to let you know about your application status. Your application status will be kept confidential.

Note: You must register using the name(s) printed on your picture ID (such as a driver's license or passport). You must present your ID in order to take the tests, and the name(s) on your ID MUST MATCH the name(s) in our records.

To apply for the credential programs, a candidate must submit the National Board CMI program application on the National Board website. As part of the application form, the candidate must submit prerequisite documentation.

The candidate must register using the name(s) printed on their photo ID.

Prerequisites

All candidates for the Hub-CMI and CMI credentials must meet the following prerequisites:

1. **Minimum Age:** All candidates must submit proof of being at least 18 years old (the age of majority as defined by the federal government). A driver's license or a birth certificate or passport copy are acceptable proofs of age.
2. **General Education:** All candidates must submit proof of having at least a high school education level. A high school diploma, a GED, or any degree from an institution of higher education are acceptable proofs of general education.
3. **Profile Photo:** All candidates must upload a recent professional photo of themselves to their NBCMI profile.
4. **Medical Interpreter Education:** All candidates must submit proof of training specific to medical interpreting.
 - o Medical interpreter training that was taken at a college or university must be at least 3 credit hours; a transcript is the only acceptable proof.
 - o Medical interpreter training courses must be at least 40 hours; a Certificate of Completion from an approved medical interpreter training course is the only acceptable proof.
5. **Oral proficiency in English:**

All candidates must submit proof of oral proficiency in English by submitting one of the following:

- o Bachelor's, Master's, PhD, or any other degree from an institution of higher education in the U.S. or other English language country.
- o High school diploma from a high school in the U.S. or other English language country or from an American School abroad.
- o One of the following tests (subject to change)
 - TOEFL (Test of English as a Foreign Language): 570+ on paper; 230+ on computer version; 90+ on iBT.
 - ELPT (English Language Proficiency Test): 950+
 - MELAB (Michigan English Language Assessment Battery) 80+
 - ECPE (Examination for the Certificate of Proficiency in English): PASS
 - FCE (First Certificate in English, Level 3): A

CAE (Certificate in Advanced English, Level 4): B
CPE (Certificate of Proficiency in English, Level 5): B.
IELTS (International English Language Testing System) 7.0
Parrot: Level ILR 2+ (follow this link <https://languagetest.com>)

6. Oral proficiency in target language: All candidates must submit proof of oral proficiency in the target language by submitting one of the following:
- o Bachelor's, Master's, PhD, or any other degree from an institution of higher education where the target language is spoken.
 - o High school diploma from a high school in a country where the target language is spoken.
 - o 24+ semester college credit hours for the target language
 - o ACTFL Oral Exams (American Council on the Teaching of Foreign Languages):
Advanced Mid-Level (follow this link: <https://www.languagetesting.com/oral-proficiency-interview-by-computeropic>) both the OPI (telephonic) and OPIc (computer recording) are acceptable. [NBCMI Candidate Handbook]
 - o Parrot: Level ILR 2+ (follow this link <https://languagetest.com>)

Eligibility Appeals

If an applicant is informed during the registration process of the denial of proof of prerequisites or ability to sit for the oral or written exams, they may appeal this decision. The appeal should include:

An appeal letter from the applicant clearly stating why they believe the decision was wrong. Specific information based on facts to show that the exam should be administered should be included.

A letter from the candidate's supervisor addressing specifics regarding the candidate's experience and why they believe they should sit for the exam (if applicable).

Any other pertinent information from the candidate's employer/professor. The appeal should be sent to staff@certifiedmedicalinterpreters.org within 30 days of receipt of notification of the adverse decision. The National Board reviews exam appeals by email within thirty (30) days of receipt of the appeal. Notice of the final determination shall be provided to the appellant within ten (10) business days of the decision. The determination of the Board of Directors of the National Board will be final.

Studying for the Exams

Candidates are encouraged to be familiar with the recognized Interpreter Standards of Practice, Codes of Ethics, and the CLAS Standards:

- CHIA Standard of Practice (www.chiaonline.org)

- IMIA Standards of Practice (www.imiaweb.org/standards/)
- IMIA Code of Ethics (www.imiaweb.org/code/)
- NCIHC Ethics and Standards of Practice (www.ncihc.org/ethics-andstandards-of-practice)
- CLAS Standards (<https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=2&lvlid=53>)

In addition, candidates should review the exam content outlines below.

Additional Study Tips

- Review medical terminology using medical glossaries and dictionaries
- Review basic medical information and human anatomy.
- Review interpreter training manuals such as CCCS and ACEBO.
- Attend workshops, conferences, and other training opportunities.
- Review regulations and guidelines, including:
 - o The Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rule (www.hhs.gov/ocr/privacy/)
 - o Title VI and the Civil Rights Act of 1964 (www.LEP.gov)
 - o HHS Office of Civil Rights (www.hhs.gov/ocr/)
- Review resources on cultural awareness
 - o The Cross-Cultural Health Program (www.xculture.org) [CMI Candidate Handbook] 10
 - o Diversity RX (www.diversityrx.org)
 - o HHS Office of Minority Health Cultural Competency (minorityhealth.hhs.gov)
 - o Ethno Med (ethnomed.org)

Written Exam Content Outline

The written exam is offered only in English. The written exam is a multiple choice, computerized exam, containing 51 questions. The written exam evaluates:

- 8% Topic 1: Roles of the Medical Interpreter
 - > Role of Conduit

- > Role of Clarifier
- > Role of Culture Broker
- > Role of Patient Advocate

15% Topic 2: Medical Interpreter Ethics

- > Confidentiality
- > Accuracy and completeness
- > Impartiality
- > Conflict of Interest
- > Scope of Practice
- > Disqualification/Impediments to Performance
- > Professional Courtesy
- > Professional Development

8% Topic 3: Cultural Competence

- > Cultural practices related to healthcare.
- > Familial and relational structures

38% Topic 4: Medical Terminology in Working Languages

- > Medical Tests and Diagnostic Procedures
- > Medical Apparatus
- > Pharmacology
- > Pathologies
- > Symptomatology
- > Anatomy
- > Musculoskeletal System
- > Endocrine System
- > Cardiovascular System
- > Respiratory System
- > Urinary System
- > Nervous System
- > Digestive System
- > Reproductive Systems
- > Integumentary System
- > Treatments
- > Acronyms and Abbreviations (e.g., MRI, CAT scan, etc.)

23% Topic 5: Medical Specialties in Working Languages

- > Obstetrics and Gynecology/Genetic Counseling
- > Organ Transplant
- > Pharmacy
- > Ear, Nose and Throat (ENT)
- > Pediatrics
- > Emergency Medicine
- > Oncology
- > Surgery
- > Orthopedics
- > Radiology

- > Nutrition Counseling
 - > Physical, Speech and Occupational Therapy
 - > Urology and Nephrology
 - > Endocrinology
 - > Ophthalmology
 - > Cardiology
 - > Neurology
 - > Hematology
 - > Dermatology
 - > Psychiatry
 - > Respiratory Illness
- 5% Topic 6: Interpreter Standards of Practice
- > IMIA (International Medical Interpreters Association) Standards
 - > NCIHC (National Council on Interpreting in Healthcare) Standards
 - > CHIA (California Healthcare Interpreters Association) Standards
- 3% Topic 7: Legislation and Regulations
- > Health Insurance Portability and Accountability Act (HIPAA)
 - > CLAS (Culturally and Linguistically Appropriate Services) Standards

Note: In addition to the number of examination items specified, a small number (five to ten) "pretest" questions may be administered to candidates during the examinations. These questions will not be scored, and the time taken to answer them will not count against examination time. The administration of such non-scored experimental questions is an essential step in developing future examinations.

Oral Exam Content Outline

The oral exam is a computerized exam that is 45-60 minutes in length. Candidates have 10 minutes to complete 2 sight translation passages and 30 minutes to complete 12 mini-scenarios. The oral exam evaluates:

- 15% Topic 1: Mastery of Linguistic Knowledge of English
- 15% Topic 2: Mastery of Linguistic Knowledge of the other language
- 25% Topic 3: Interpreting Knowledge and Skills
- 10% Topic 4: Cultural Competence
- 25% Topic 5: Medical Terminology in Working Languages
- 10% Topic 6: Medical Specialties in Working Languages

To assist you with the oral exam format, a Candidate Preparation Document with detailed information on the exam format is available on the NBCMI website.

Taking the Exams

The oral and written exams are offered via computer-based testing (CBT) at professional testing centers through contracted test administration vendors. The written exam must be taken and passed before the oral exam may be scheduled.

Written Exam

Candidates are eligible to take the written exam after their application, with documentation of prerequisites, has been approved by the National Board. The written exam is offered only in English, and any candidate who meets the prerequisites may take the exam, regardless of language.

After receiving approval to take the written exam from the National Board, candidates will receive detailed instructions on how to schedule their exam. The cost is \$175, and exams are given year-round. The exam must be scheduled within 6 months from the date of approval. The written exam is a multiple choice, computerized exam, containing 51 questions. All candidates will have up to 75 minutes to complete the exam.

Oral Exam

Once a candidate successfully passes the written exam the Hub-CMI credential will be granted. If there is no oral exam available in the Hub-CMI's target language, he/she will not be eligible to take the oral exam. If there is a CMI certification available (Spanish, Cantonese, Mandarin, Russian, Korean, and Vietnamese), the candidate has up to 2 years to pass the oral exam for the CMI credential. The Hub-CMI will expire in 2 years with no option for renewal.

If there is a CMI certification available, the candidate will receive information on how to schedule their oral exam. The cost is \$275.00, and the exam is given year-round. Candidates are recommended to take the oral exam within 6 months of the date they pass the written exam. Once the oral exam has been scheduled, candidates are sent additional information with confirmation of their testing appointment and test center policies.

Note: If the oral exam is not available for the candidate's language, and the oral exam for their language is developed later, they will have six months from the time the oral exam in their language is launched in order to take the exam.

Candidates are allowed 45-60 minutes to complete the oral exam; 30 minutes for 12 mini-scenarios and 10 minutes for 2 sight translation passages. The exam is computer-based, and candidate's oral responses will be recorded.

Detailed information on taking the oral exam is available online at www.certifiedmedicalinterpreters.org.

Candidates should carefully review the Candidate Preparation Document, which contains the Examination Security policy. This document is available on the National Board website. Failure to follow candidate instructions will result in the application being voided and forfeiture of the fee for the exam.

All tests are recorded and kept on file in a secure location for quality assurance purposes, as well as to ensure the reliability and validity of the assessment.

What to Expect on Exam Day (Oral & Written Exams)

The written and oral exams are offered via computer-based testing (CBT) and are supervised by designated proctors at professional testing centers. To provide a fair and consistent environment for all candidates, the exams are delivered using standardized procedures and following strict security protocols.

Candidates are required to follow all exam rules at all times. Failure to follow these rules may result in termination of a candidate's testing session and/or invalidation of the candidate's exam score.

Testing Center Procedures:

- ♣ Candidates must arrive at least 10 minutes prior to the scheduled start of the exam. Late arrivals cannot be accommodated.
- ♣ Candidates must have one form of identification (the name on the identification provided must match the name with which the candidate registered on the National Board website):
 1. A valid form of government-issued identification bearing the candidate's SIGNATURE and PHOTOGRAPH. Accepted forms of photo ID include driver's license, state ID, passport, military ID card; no other forms of photo identification will be accepted.
 2. No food or beverage is permitted in the examination area. Tobacco products and chewing gum may not be used by candidates or proctors during exams.
 3. Personal Items: Please be advised that cell phones, pagers, cameras, programmable electronic devices and recording devices of any kind are NOT allowed. No desk accessories (e.g., family photos, "good luck" articles) or personal items (such as handbags) are permitted in the exam area. No weapons or instruments that may reasonably be used as weapons may be brought into the examination area.
 4. Authorized Materials for the Oral Exam: One non-electronic (paper) bi-lingual dictionary is allowed in the testing room. Blank white paper for note taking is allowed but all paper must be given to the proctor at the end of the exam for shredding. Please bring at least two pens or pencils with you for note taking.
 5. Authorized Materials for the Oral Exam: None
 6. You are not allowed to take breaks, stand up or move around during the exam. You will not be allowed to leave the testing area until you finish and submit the exam.

7. If you experience any problems during the testing, you must document these problems with the testing center personnel BEFORE you leave the testing site and contact the National Board via email notifying us of the issue within 24 hours.

Exam Security

You will be observed at all times during testing and should be aware that security procedures are in place and will be enforced. Failure to follow instructions will result in your application being voided and forfeiture of your application fee. Conduct that results in violation of security will result in the disqualification of examination results and may lead to legal action. Examples of misconduct include, but are not limited to, the following: writing on anything other than the authorized scratch paper provided to you, looking at another computer monitor, or talking with others at any time during the entire examination period. Please be advised that all examination content is strictly confidential. You may not copy any portion of the examination for any reason. No exam materials, documents, or notes of any sort are to be taken from the examination room under any circumstances.

You may not communicate with anyone except the proctor during the exam. No questions concerning the content of the examination may be asked in the examination room before, during, or after the exam. Proctors are not allowed to answer any questions about the content of the examination. Proctors may answer questions about processes (e.g., time limit), but cannot interpret or explain any words or information on the exam. At no other time, before, during or after the examination, may you communicate orally, electronically or in writing with any person or entity about the content of the examination or individual examination questions.

In most cases, those taking the oral exam will be in a room by themselves. Cell phones are not permitted in testing areas. No unauthorized persons will be admitted into the testing area. All candidates are expected to answer the exam questions independently. There is to be no sharing of information, teamwork, or any other collaborative relationship with another candidate during the exam. Any violation of this policy is considered to be cheating. Any candidate engaged in this behavior may be subject to score cancellation and not be allowed to sit for future administrations of the exam. [NBCMI Candidate Handbook]

For the oral exam you may use blank white paper on which to take notes using a pencil or pen. Any scratch paper or other exam materials must be shown to the proctor at the end of the exam for proper disposal. These materials are not permitted for the written exam.

Cheating

Individuals suspected of cheating will be subject to the National Board disciplinary

Written Exam Results

Whether testing online or at a testing center, candidates receive their written exam results within 24 hours. After a candidate passes the written exam, they are sent instructions on how to order their Hub-CMI certificate, order a badge, and schedule their oral exam, if applicable. Candidates who interpret languages for which there is no CMI program are not eligible to take the oral exam.

Oral Exam Results

Candidates will receive pass/fail notification, their score, and general feedback on their performance by email from the National Board approximately 8-10 weeks following their test session.

Oral exams are evaluated based on:

1. Accuracy – conveying the meaning without omissions, additions, summarizing or editorializing any information and retaining the original register
2. Listening and information retention skills – following instructions and retaining in memory the most important information to recall when providing the interpreted rendition
3. Grammar – using correct syntax and usage, and avoiding the use of false cognates (words that sound like they should be correct, but are not), like constipado (in Spanish this means having a cold) for constipated
4. Interpreting style – displaying consistently good enunciation, intonation, and pronunciation, as well as a courteous and professional demeanor
5. Knowledge of terminology and specialties – demonstrating knowledge of a wide range of health care specialties and medical terminology

Understanding Your Score Reports

The passing scores for the written and oral exams were established through a standard setting study for each of the exams. Subject matter experts rated each item using a modified Angoff procedure. After the pilot testing phase, PSI's professional testing staff conducted psychometric

analyses of the resulting item bank to derive a recommended passing score for the oral and written exams, designed to ensure safe and competent practice as a medical interpreter. This means that each candidate's performance on the exam is measured against a predetermined standard.

Candidates are not graded on a curve and do not compete against each other or against a quota. Receiving a higher than passing score is not an indication of more advanced knowledge or a predictor of better performance. All individuals who pass the exam, regardless of their score, have demonstrated an acceptable level of knowledge.

Retesting

Candidates who do not pass the written or the oral exam may re-take the respective exam after a 3-month waiting period. The initial exam and re-test fees and application procedures are the same. There is no upper limit on the time period for re-testing. For the written and the oral exam the candidate may test three times. If a candidate wants to test more than three times, there is a waiting period of one year after the third unsuccessful attempt.

Examination Appeals

The National Board consistently evaluates the examinations to ensure they accurately measure competency in the required knowledge areas. While taking the exams, candidates had the opportunity to provide comments on any questions. All substantive comments will be reviewed.

Candidates who fail the oral and/or written exam may file an appeal if they believe the exam failure is a result of:

- ♣ Examination scoring/grading errors.
- ♣ Inappropriate exam administration procedures that violate National Board policy; or
- ♣ Testing conditions severe enough to cause a significant disruption of the examination process (including environmental conditions, disruptions caused by other candidates).

Examination appeals must be submitted in writing within 30 days of receipt of notification of an adverse exam decision. Any incident occurring during exam administration should be reported to the proctor immediately and to the program advisor, or directly at staff@certifiedmedicalinterpreters.org within 24hrs hours of the test.

The National Board reviews exam appeals by email within thirty (30) days of receipt of the appeal. All appeals should be sent to staff@certifiedmedicalinterpreters.org. The examination appeal must provide the candidate's name, testing location information, and date of the exam.

Notice of the final determination shall be provided to the appellant within ten (10) business days of the decision. The determination of the Board of Directors of the National Board will be final.

Nondiscrimination

The National Board prohibits discrimination on the basis of race, color, sexual orientation, gender identity or expression, age, disability, national origin or citizenship status, marital status, religion, or any other basis prohibited by law.

Confidentiality

The National Board is committed to protecting confidential applicant and certificant information as well as confidential information regarding examination development and administration processes.

Information about applicants/certificants and their examination results is confidential. Exam scores will be released only to individual candidates unless a signed release is provided. Personal information submitted by applicants/certificants with an application for initial certification or recertification is confidential. Personal information retained within the applicant/certificant database will be kept confidential.

The National Board will not disclose confidential applicant/certificant information unless authorized in writing by the individual or as required by law.

The names of National Board-certified individuals are not considered confidential and may be published by the National Board.

Aggregate exam statistics (including the number of exam candidates, pass/fail rates, and total number of certificants) will be publicly available. Aggregate exam statistics, studies, and reports concerning applicants /certificants will contain no information identifiable with any applicants/certificants, unless authorized in writing by the individuals.

Individuals who fail to renew or whose Hub-CMI credential or CMI certification is suspended or revoked must immediately discontinue use of the National Board name and are prohibited from stating or implying that they hold the Hub-CMI credential or CMI certification.

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Certificate

Each Hub-CMI credentialed interpreter and CMI certified individual will receive an electronic certificate. Each certificate will include an expiration date. Individuals who renew their credential/certification (renew) will receive a new certificate. All certificates remain the sole property of the National Board and must be returned if the individual's credential/certification is suspended or revoked.

Complaints and Investigations

Incidents of alleged misuse of the National Board and/or Hub-CMI/CMI name and/or logo by a certificant or applicant will be investigated by the National Board according to the complaints and disciplinary policy.

Disciplinary Policy & Procedure

In order to maintain and enhance the credibility of the Hub-CMI credential and the CMI certification programs, the National Board has adopted the following procedures to allow individuals to bring complaints concerning the conduct of individuals who are Hub-CMI/CMI candidates or certificants to the National Board.

In the event an individual candidate or certificant violates the Hub-CMI/CMI certification rules or the National Board's policies, the National Board may reprimand or suspend the individual or may revoke certification.

The grounds for sanctions under these procedures may include, but are not necessarily limited to:

1. Violation of recognized standards of practice and codes of ethics in the field of medical interpreting published by the International Medical Interpreter Association (IMIA), the National Council on Interpreting in Health Care (NCIHC) and the California Healthcare Interpreting Association (CHIA)
2. Violation of established National Board policies, rules, and requirements.
3. Conviction of a felony or other crime of moral turpitude under federal or state law in a matter related to the practice of, or qualifications for, medical interpretation.
4. Gross negligence, willful misconduct, or other unethical conduct in the performance of services for which the individual has achieved a National Board Hub-CMI credential or CMI certification.
5. Fraud or misrepresentation in an initial application or application for recertification.
6. Fraud or misrepresentation of the Hub-CMI credential or CMI certification.

Information regarding the complaint process will be available to the public via the National Board web site or other published documents. A complete copy of this policy will be made available to any individual upon request.

Actions taken under this policy do not constitute enforcement of the law, although referral to appropriate federal, state, or local government agencies may be made about the conduct of the candidate or certificant in appropriate situations. Individuals initially bringing complaints are not entitled to any relief or damages by virtue of this process, although they will receive notice of the actions taken.

Complaints

Complaints may be submitted by any individual or entity. Complaints should be reported to National Board in writing and should include the name of the person submitting the complaint, the name of the person the complaint is regarding along with other relevant identifying information, a detailed description of factual allegations supporting the charges, and any relevant supporting documentation. Information submitted during the complaint and investigation process is considered confidential and will be handled in accordance with National Board's confidentiality policy. Inquiries or submissions other than complaints may be reviewed and handled by the National Board or its staff members at its discretion.

Appeals

Within thirty (30) days from receipt of notice of a determination by the National Board that a candidate/certificant violated the certification program policies and/or rules, the affected candidate/certificant may submit to the National Board in writing a request for an appeal.

You can find information about the CCHI certification program at

<https://cchicertification.org>

Application Guidelines

All applicants must submit and pay for their applications online at the CCHI website at:

<https://cchi.learningbuilder.com>

All applicants must upload supporting documentation with the application as pdf or image (jpg, png) files.

All questions pertaining to CCHI application for certification should be directed to:

apply@CCHIcertification.org.

Responsibility of the Candidate

It is the applicant's responsibility to submit a complete and accurate application. Applications are only accepted via CCHI's online system at <https://cchi.learningbuilder.com>.

When submitting an application, the applicant must pay an application fee which is included in the initial fee. The application fee is non-refundable. The initial fee also includes the fee for the CoreCHI™ exam. This examination fee is refundable only if the candidate's application does not meet CCHI's eligibility requirements and is denied. If the application is accepted, the

CoreCHI™ exam fee is non-refundable and is valid for one administration of the CoreCHI™ exam.

Incomplete applications (e.g., missing the required descriptions, documentation, or fee payment) will be automatically rejected.

All applications are processed within 2 weeks of receipt of the initial application or any additionally requested supporting documents. Once an applicant is determined eligible to take the CCHI examinations, they will receive a Notice to schedule the CoreCHI™ exam. Approved applications are valid for six (6) months. If an applicant does not schedule the CoreCHI™ examination within 6 months of their application approval, the application expires. If a candidate chooses to seek certification after the approved application has expired, they will have to submit a new application and pay the initial fee again.

Eligibility Requirements

Applicants for CCHI CoreCHI™ and CHI™ certifications must meet all of the following requirements:

1. Eighteen (18) years of age
2. Graduation from a U.S. high school or its equivalent, including an equivalent from an educational program outside the United States.
3. Language proficiency in English and the target language (language of service); and
4. Completion of a minimum of 40 hours of training (not experience) in healthcare interpreting.

CCHI requires applicants to upload documentation evidencing that they meet the above requirements in the online application in an electronic format (only pdf and image files are accepted). Any documents issued in a non-English language must include their translation into English.

PREREQUISITE: EDUCATION REQUIREMENT

Upload with your application any document evidencing that you achieved a high school level of education of any country. Examples of acceptable documents are:

- High school diploma;
- GED certificate;
- college enrollment document;
- college transcripts;
- college diploma (any level, B.A., M.A., Ph.D.);
- confirmation of a refugee (asylee) status in the U.S.

PREREQUISITE: LANGUAGE PROFICIENCY

CCHI requires that applicants have language proficiency in both English and the language(s) in which the applicant interprets. Adequate mastery of two languages is the baseline proficiency necessary to consider serving as a healthcare interpreter. CCHI requires that an applicant uploads - as part of the online application - documentation evidencing their language proficiency for the English and non-English ("primary language of interpreting") languages as two files in pdf or jpg formats.

For those applicants applying for the CHI™ certification and for whom an oral performance examination is available, the applicant's language proficiency in English and the other language will be additionally assessed as part of the oral performance examination.

For those applicants who are applying for the CoreCHI™ certification, CCHI does not test or assess an individual's language proficiency. CCHI encourages employers to test language proficiency of the CoreCHI™ certificants, especially in the non-English language. Documentation of at least one the following will meet the proficiency requirements (if you have several documents for one language, please scan them as one file for upload):

Evidence of English Proficiency

- A high school diploma, or its equivalent, from an English-speaking country.
 - Successful completion of extensive coursework at the post-secondary level, resulting in a degree, with the majority of classes conducted in English.
 - Time spent studying and/or working in an English-speaking country, where you were required on a daily basis to perform tasks at a professional level in English.
 - Successfully passing any English language proficiency test from a reputable testing organization
-
- Successful passage of an established interpreter/translator certification exam (that includes a language-specific performance test), such as: -
 - The Federal Court Interpreter Certification Exam (FCICE) –
 - Any National Center for State Court (NCSC) exam –
 - Other national or state certification exams, e.g., ATA, BEI, NAJIT, NBCMI, RID, State of Washington Medical Interpreter Certification
- Refugee status documentation (if above documentation is not available due to refugee experience).

PREREQUISITE: 40 HOURS OF HEALTHCARE INTERPRETER TRAINING

In the application, you will be asked to upload documentation (in electronic format as a pdf or jpg file - only these formats are accepted) that evidences your completion of each training

activity you mention. For the requirement related to healthcare interpreter training, CCHI accepts documentation supporting any combination of the following:

- Completing academic courses in medical interpreting
- Completing non-academic training courses in medical interpreting
- Adding up hours from multiple courses or conference sessions related to healthcare interpreting

Interpreters: it must be a training, not just performing your job as an interpreter

VERIFICATION AND AUDIT

CCHI reserves the right to independently verify all information submitted by applicants on their applications or as supplementary materials. CCHI conducts random audits of a sample of applicants and certificants on an annual basis at its discretion.

CCHI authorized individuals will check applications for accuracy of information. Information may be verified by telephone, e-mail, and/or letter. All information obtained through verification procedures will be confidential except in instances where the law demands. Should any information submitted by an applicant on the application or as supplementary material be found false, the applicant will be notified and declared ineligible to continue in the application and credentialing process. If the applicant has been granted a credential, the credential may be revoked (see Disciplinary Policy below).

NOTIFICATION OF ADMISSION OR NON-ADMISSION TO EXAMINATION

Applicants will be notified on the status of their application (i.e., accepted or not accepted) via electronic mail within two weeks from the date of submission of a complete application.

Incomplete applications will not be reviewed.

If an applicant is determined ineligible for the examination, the applicant will receive an explanation as to the reasons for the non-admission. The applicant may submit an appeal, in writing, regarding the denial of eligibility.

ELIGIBILITY APPEAL POLICY

The candidate has the right to appeal the decision denying their eligibility for CCHI's certification. All appeals must be submitted in writing. The appeal must be submitted either via the online application system at <https://cchi.learningbuilder.com> or, in some cases, via e-mail to appeal@CCHIncertainment.org.

This appeal must provide a detailed clarification of the candidate's earlier submission and explanation how the candidate meets CCHI's eligibility requirements. General requests to review

an application will not be considered. After the appeal is reviewed, a letter will be sent electronically either confirming or reversing the earlier decision. No additional application fee is required. Appeal of the staff's final decision can be made to the Commissioners in writing to appeal@CCHIncertainment.org. The appeal must provide a detailed clarification of the candidate's/certificant's earlier submission and explanation how the candidate/ certificant meets CCHI's eligibility requirements. General requests to review an application are not considered. Appeals will be reviewed either by the entire Commission or be delegated by the Commission to a Committee appointed by the Commissioners within 60 days of receipt. The appeal will be determined based on the record in the matter and the additional information provided by the appellant, as well as any other pertinent information provided by staff or that is obtained by the Commission or Committee.

The Commission or Committee may confirm or reverse the earlier decision. The decision on appeal is final and binding. Notification of the decision on appeal and an explanation of the basis for the decision will be sent to the appellant by email.

NAME AND/OR ADDRESS CHANGES

All applicants are responsible for immediately notifying CCHI of any address or legal name change. Notification for admission to the examination, mailing of test results, maintenance of certified status and renewal of certification depends on CCHI having current information. An applicant or certified individual who legally changes their name should immediately notify CCHI by email to apply@CCHIncertainment.org and enclose a copy of a valid government issued document reflecting the legal name change. The documentation (such as a marriage certificate) must be issued by a federal, state, or local government.

ADMISSION TO TESTING SITE

Information on admission to the testing site will be provided in your Notice of Admission received via email from CCHI's testing vendor. You must comply with all information required by CCHI and its designated test delivery vendors.

WITHDRAWAL FROM OR NON-COMPLETION OF PROCESS

Applicants determined eligible for CCHI's examination may withdraw from the examination process. However, the application fee is nonrefundable for all candidates, and examination fees are nonrefundable for all eligible candidates (i.e., whose application has been accepted). If eligible candidates decide to re-apply and continue the certification process after their application eligibility expired (i.e., after six (6) months), or - for CHI™ candidates - after their

CoreCHI™ examination results validity expired (i.e., 12 months after the date of passing the CoreCHI™ exam), they must start the application process again and pay all the applicable fees and meet all requirements current at the time of the new application.

FEES AND PAYMENT METHODS

The fees are structured as follows:

1. Initial Fee (\$210) - due at the time of submitting the application - consists of:
 - Application Fee (\$35) – this fee covers the cost of processing your application and determining your eligibility to take CCHI's examinations. This fee is non-refundable, even if an applicant is determined ineligible to take CCHI's examinations. Approved applications are valid for six (6) months. If an applicant does not schedule the CoreCHI™ examination within 6 months of their application approval, the application expires. If a candidate chooses to seek certification after the approved application has expired, they will have to submit a new application and pay the application fee again.
 - CoreCHI™ Examination Fee (\$175) – this fee covers the cost of taking, scoring, and maintaining the CoreCHI™ multiple-choice examination. If the applicant is determined ineligible (i.e., the application is denied), CCHI will reimburse this fee within 10 business days of the application denial. If the application is accepted, the CoreCHI™ exam fee is valid for one administration of the CoreCHI™ exam. If a candidate fails the CoreCHI™ exam, they must pay the CoreCHI™ exam fee again to retake the exam.
2. CHI™ Examination Fee (\$275) – this fee covers the cost of taking, scoring, and maintaining the CHI™ oral performance examination. The CHI™ exam fee is valid for one administration of the CHI™ exam. CHI™ candidates must pay for and schedule the CHI™ exam within one year of passing their CoreCHI™ exam. If such candidates fail to do so, they will have to pay the CoreCHI™ fee and take the CoreCHI™ exam again before they may proceed to take the CHI™ exam.
3. Exam Rescheduling and Cancellation Fees. You can reschedule or cancel your exam without any fee penalty, as long as you do so more than 30 (thirty) full calendar days before your scheduled exam date. If you are cancelling or re-scheduling your exam in less than 30 days, you will have to pay a fee to CCHI's testing vendor Prometric:
 - If you want to reschedule/cancel your exam within 6-30 days before the exam date, you must pay Prometric the \$25 reschedule/cancellation fee. The fee is paid online via Prometric's scheduling webpage (<https://www.prometric.com/CCHI>).
 - If you want to cancel/reschedule your already scheduled exam less than 5 calendar days before the exam date (i.e., 1-5 days before the exam date), you, FIRST, must contact CCHI and pay the \$130 reschedule/cancellation fee. • If you do not show up for the scheduled exam, OR if you are more than 10 minutes late, your exam fee is forfeited, and you will have to contact CCHI and pay again the full exam fee (\$175 or \$275 depending on which exam you missed).

Fee Payments

All fees are set by CCHI and are subject to change at the sole discretion of CCHI. Payments are made in U.S. dollars via PayPal secure checkout. The online application process uses a secure server.

Forfeiture of Fees

Both examination fees are for one administration of the exam. Candidates who fail an exam must pay the exam fee again before they can schedule a retake. Candidates who fail to arrive at the Testing Center on the date and time they are scheduled for examination will forfeit their examination fees and have to pay an additional examination fee to reschedule their examination.

Refund Policy

All applicants and candidates seeking CCHI's certification and CCHI certificants must comply with this Refund Policy. Submitting an application online constitutes understanding of an agreement to follow this Policy.

1. Examination Fees

You may receive an exam fee refund ONLY IF your eligibility to take the corresponding exam has not expired, AND:

- you have not scheduled your exam appointment yet, OR
- if you have cancelled your exam appointment with Prometric, CCHI's testing vendor. (Please be aware a \$25 cancellation/rescheduling fee paid to Prometric will not be refunded.)

After you have taken the examination, OR if you missed your exam appointment, NO refunds will be granted.

Requests for a refund must be received prior to the end of your exam eligibility period:

- For the CoreCHI™ exam – 6 (six) months from the date of the application approval.
- For a CHI™ exam – 12 (twelve) months from the date of passing the CoreCHI exam.

CCHI does not grant refunds after that date (i.e., after the end of your eligibility). CCHI charges a processing fee of \$12 on all refunds. This amount is subject to change without notice.

CCHI charges a processing fee of \$12 on all refunds. This amount is subject to change without notice.

To request a refund, you must contact CCHI via email at info@cchicertification.org.

To apply for a future exam after cancelling and receiving a refund, you must pay full costs.

2. Application Fees Application fees are non-refundable.

CCHI does NOT refund the following processing fees for:

Initial application – \$35.

Renewal application – \$300.

Reversing transaction charges in connection with payment of these fees without requesting a refund constitutes non-compliance with this policy and may incur disciplinary actions.

CERTIFIED HEALTHCARE INTERPRETER™ (CHI™)

The CCHI Certified Healthcare Interpreter™ must pass two examinations that include the basics of healthcare interpreting and a demonstration of interpreting skills in both consecutive and simultaneous interpreting.

The candidate will take CCHI's CoreCHI™ examination (an English, multiple-choice examination) first. Once the candidate passes the CoreCHI™ examination, the candidate is eligible to take the CHI™ examination (an oral performance exam that includes a number of vignettes testing skills in the three interpreting modes - consecutive, simultaneous and sight translation, and translation). Currently, CCHI offers the CHI™ certification in Spanish, Mandarin and Arabic, with additional languages to follow.

When CCHI has an oral performance examination available in their language, the CoreCHI™ certificant must take and pass both the corresponding CHI™ examination to obtain the CCHI Certified Healthcare Interpreter certification in their language.

THE EXAMINATION DESCRIPTION

CoreCHI™ EXAMINATION A computer-based, 100-question, four-option multiple-choice exam in English. This examination will cover core knowledge of healthcare interpreting and is the same examination as that taken by those seeking the CCHI Certified Healthcare Interpreter™ certification. The CCHI Core Certification Healthcare Interpreter™ examination focuses on the following domains of the healthcare interpreter knowledge, skills and abilities that were determined by the national Job Task Analysis Study conducted by CCHI in 2016 (in effect as of December 2017):

1. Professional Responsibility and Interpreter Ethics - 22% Includes the following job tasks: maintain the boundaries; maintain impartiality; assess the need for advocacy; address ethical dilemmas; present self in a professional manner; pursue professional growth; adhere to safety measures; manage stress.

2. Manage the Interpreting Encounter - 22% Includes the tasks: monitor one's own competence and limitations; manage unfamiliar terms and concepts; manage the flow of communication.

3. Healthcare Terminology - 22% Remain current on healthcare terminology and general vocabulary in working languages through research, continuing education, etc., in order to interpret accurately and completely.

4. U.S. Healthcare System - 15% Maintain working familiarity with the US health system as a part of a legal and socioeconomic environment with its own culture and organizational structure to predict and respond to events appropriately and navigate the system effectively.

5. Cultural Responsiveness - 19% Recognize that individuals have different levels of acculturation and intracultural variation in order to avoid making assumptions that may misrepresent a speaker's meaning. Serve as a culture mediator by recognizing when there is risk of potential miscommunication and responding appropriately so that each person's own beliefs are expressed.

CCHI updates the exam content domains and weightings based on the job task analysis study which is conducted every 6-7 years. Candidates will be informed in advance of any changes to the exam content domains and/or weightings. The full text of the 2017 CoreCHI™ Exam Specifications is available at http://cchicertification.org/uploads/2017-CoreCHI_Exam_Specs-brochure.pdf.

The CoreCHI™ exam is time-limited and is 120 minutes long. Before the examination is launched, candidates have 20-30 minutes for the proctor to explain the testing procedure, to read the directions and complete a brief demo in order to familiarize themselves with the exam interface and ascertain that the equipment and Internet connection are working properly. This time is not counted towards the examination time. The preliminary score for the CoreCHI™ examination is available immediately after the test is electronically submitted. And the proctor will print out the score report for the candidate.

The CoreCHI™ examination is administered year-around and delivered online in a secure proctored test center environment across the U.S. Please locate a test center nearest to you before you apply. The list of the test centers can be found at <http://cchicertification.org/certifications/scheduling/>. CCHI Candidate's Examination Handbook – Page 10 CHI™ EXAMINATION A computer-based oral performance exam that requires a demonstration of interpreting skills in all three modes of interpretation (consecutive, simultaneous, and sight translation) and translation. Candidates listen to the recorded audio prompts and record their responses via a headset. The examination is administered via a computer-based application in a proctored environment at a test center, scored by independent raters. As determined by the national Job Task Analysis Studies conducted by CCHI in 2010 and 2016, the CHI™ examination consists of the domain "Interpret in Healthcare Settings" which includes the following tasks:

1. Interpret Consecutively - 75%
2. Interpret Simultaneously - 14%
3. Sight Translate a written message - 9%
4. Translate a written message - 2%
5. Maintain fidelity to the message by taking into consideration register, cultural context, and nonverbal content to convey the original intent. (Assessed in all aspects of CHI™ examination)

The CHI™ exam is time-limited and is 60 minutes long. The exam appointment is 90 minutes to allow for the appropriate registration and launch/submission of the exam. Before the examination itself starts, candidates have 20 minutes to test the headset and audio controls and read the directions in order to familiarize themselves with the exam interface and ascertain that the equipment is working properly. This introductory time is not counted towards the examination time. Once the exam itself is completed, candidates are asked to fill out an optional survey to evaluate their testing experience.

The exam consists of four consecutive interpreting vignettes (bidirectional, English to/from the non-English language), two simultaneous interpreting vignettes (unidirectional, one non-English language and one English), three brief sight translation passages from documents that healthcare interpreters might encounter in their work to sight translate into the non-English language, and one multiple-choice question testing translation skills from English to the non-English language. The candidate will listen to the oral prompts (of the consecutive and simultaneous vignettes) and will record their oral responses via a headset connected to the computer. The on-screen directions are provided before each item. More detailed instructions and description of the exam are provided on the web page, the link to which eligible candidates receive in their Notice to Schedule. The score for the CHI examination is emailed to the candidate within 6-8 weeks after the last date of the corresponding testing window.

The CHI™ examination is administered only during certain testing “windows” each quarter, and delivered online in a secure proctored test center environment in the U.S. The list of the test centers and the current CHI™ testing schedule can be found at <http://cchicertification.org/certifications/scheduling/>.

SCHEDULING THE EXAMINATION

Once an applicant is determined eligible to take CCHI's examinations, the applicant will receive information about how to schedule the examination via email with the subject line “CCHI Notice to Schedule Your Exam.” Read it carefully before scheduling the exam, print it out, and bring to the test center on the day of the exam. This Notice is the Admission Ticket to the exam.

It is the candidate's responsibility to choose a test center where they will take a CCHI exam, and ascertain, during scheduling, the exact location of the test center, including directions, parking situation, and building access. The list of test centers with which CCHI contracts is available online at the link provided in the Notice to Schedule. The number and location of test centers varies in different states and cities, and changes without notice. It is the candidate's responsibility to know where their closest test center is located (which may be out-of-state) before scheduling their exam. While CCHI continuously evaluates and expands its test center network, it does not guarantee a test center availability in proximity to the candidate's residence. It is the candidate's responsibility to make necessary travel or transportation arrangements to a test center.

All scheduling is done online as described in the Notice to Schedule. Scheduling is done only at the available test centers and on a first-come-first serve basis. Most test centers and the

scheduling personnel are closed on national holidays. The hours of operation are determined by individual test centers, and testing is scheduled within these hours of operation. Test center closures are listed at <https://www.prometric.com/closures>.

After an examination is scheduled, if the candidate needs to reschedule or cancel the examination date, they may do so up to 30 (thirty) days before the scheduled date and time without penalty. Candidates must make and confirm all cancellations/changes through the same method (online or via phone) they used to schedule their exam with Prometric. See our instructions in the Notice to Schedule email. Leaving a voice mail for Prometric or test site or CCHI is NOT sufficient to confirm cancellation/change. Your cancellation/change is only complete when you receive a confirmation via email from Prometric or CCHI's staff. For more information, see our Rescheduling/Cancellation Policy at <https://cchicertification.org/certifications/scheduling/>.

NOTE: CHI™ candidates must first take and pass the CoreCHI™ multiple-choice examination before they are eligible to schedule the CHI™ oral performance examination. CHI™ candidates have ONE (1) year in which to pay for and take the CHI™ oral performance examination. If such candidates do not take the CHI™ oral performance examination within one year, they must pay the CoreCHI™ examination fee again and retake the CoreCHI™ examination before taking the CHI™ oral performance examination.

IDEAS FOR PREPARING

Outline topics for review, what you need to study, and how much time you need to spend studying. Create flashcards and use mnemonics to remember things that are enumerated.

REVIEW AND UNDERSTAND THE HEALTHCARE INTERPRETER'S SCOPE OF PRACTICE AND CODE OF ETHICS

Be sure you have reviewed and understand the healthcare interpreter's scope of practice and code of ethics (see the references below or go to download from <http://cchicertification.org/additional-resources/>):

- National Code of Ethics for Interpreters in Health Care, National Standards of Practice for Interpreters in Health Care:
<https://www.rwjf.org/content/dam/fam/toolkits/toolkits/2004/rwjf26946>
- California Healthcare Interpreter Association's California Standards for Healthcare Interpreters:
<http://www.chiaonline.org/CHIA-Standards>
- International Medical Interpreter Association's Medical Interpreting Standards of Practice:
<http://imiaweb.org/uploads/pages/102.pdf>

REVIEW HEALTHCARE TERMINOLOGY

It will be important to review healthcare terminology, including dental and mental health terminology. There are many interactive healthcare terminology programs on-line and on CD and it would be highly recommended to review terminology by computer to acclimate to a computer-based examination. CCHI provides some medical terminology glossaries at no cost at <http://cchicertification.org/additional-resources/>.

FAMILIARIZE YOURSELF WITH THE COMPUTER

Since you will take the examination on a computer, you should familiarize yourself with general computer principles, such as filling out applications and knowing the keyboard. If you cannot find healthcare interpreting practice exams on-line, do not worry. You will be given instructions at the test site on how to take the computer-based test.

REVIEW THE SAMPLE QUESTIONS INCLUDED IN THIS GUIDE

Reviewing practice questions will help you understand the types of questions on the CoreCHI™ examination and may help you prepare for the test. It may also help reduce your test anxiety.

FIND A STUDY GROUP

Remember how well study groups worked in high school and college? They work just as well when studying for a certification or credentialing exam. Find a group of fellow interpreters who might be preparing for the same examination and study together.

KNOW WHERE THE EXAMINATION IS BEING CONDUCTED

Go to the testing site and familiarize yourself with the layout of the area and the building so that the day of the examination you will be prepared to go directly to the examination room. Keep the contact info about the test center or scheduling line handy in case of any emergencies so you or your designated representative can contact scheduling call line or cancel online.

GET PLENTY OF SLEEP THE NIGHT BEFORE THE TEST

It is important to get a good night's sleep the night before the examination. Make sure you have plenty of sleep and rest well the night before the test.

See additional resources and tips on our website at: <http://cchicertification.org/education/>

LOGISTICS: EXAM ADMINISTRATION

CCHI examinations are administered at test centers contracted by CCHI and supervised by trained proctors. The proctor's responsibilities are to provide a secure standardized environment for administering CCHI exams in compliance with CCHI's and test center's policies and procedures. The proctor does not have knowledge of nor may comment on the content of CCHI's exams. If the candidate has any questions, concerns or suggestions related to the content or structure of CCHI's exams, they must communicate them in writing directly to CCHI at info@cchicertification.org.

On the day you are scheduled to take your examination, please arrive at the test center at least thirty minutes before your scheduled examination time to prepare for any eventualities.

IF YOU ARRIVE MORE THAN 10 MINUTES AFTER THE SCHEDULED TESTING TIME YOU WILL NOT BE ADMITTED AND WILL FORFEIT YOUR EXAMINATION FEES

IDENTIFICATION

At the test center, you must present the identification required by CCHI's testing vendor and outlined in your examination Notice to Schedule. It must be a current, valid government-issued photo identification with signature (Driver's license, immigration card, passport, State ID card, or military ID card). Your name on the Notice to Schedule must match your valid photo ID document.

TESTING PROCEDURES

Report to your designated test center location on the day of the examination at the time you were instructed when your appointment was scheduled. If you arrive more than 10 minutes late you will not be admitted, will forfeit your examination fee, and must reregister for the examination by contacting CCHI.

Candidates are expressly prohibited from bringing certain items to the testing site. Please review the information provided in your scheduling notice about what items are and are not permitted.

For the CoreCHI exam, you are not allowed to take any notes, so no paper/pen are provided. For the CHI™ exam, the test center will provide paper and pen/pencil for note taking. You may not bring your own paper and pen/pencil. Please make sure you have enough paper before the exam starts. You must leave your notes at the test center at the conclusion of the examination, or your examination will be voided. At a minimum, you will not be permitted to bring the following items into the testing site:

- Cameras, cell phones, optical readers, or other electronic devices that include the ability to photograph, photocopy, or otherwise copy test materials.

- Notes, books, dictionaries, or language dictionaries.

- iPods, mp3 players, headphones, or pagers.

- Computers, PDAs, or other electronic devices with one or more memories.

- Personal writing utensils (i.e., pencils, pens, and highlighters).

- Watches and other wearable electronic devices.

- Food and beverage.

- Medications (unless allowed as granted ADA accommodation).

If the test center staffs or examination proctor determines that you have brought any such items to the test site, they may be demanded and held by testing staff. Candidates provide permission for testing staff to review the memory of any electronic device to determine whether any test materials have been photographed or otherwise copied.

If the review determines that any test materials are in the memory of any such device, testing staff reserves the right to delete such materials and/or retain them for subsequent disciplinary action. Upon completion of the review and any applicable deletions, testing staff will return your device to you, but will not be responsible for the deletion of any materials that may result from their review, whether or not such materials are test materials.

By bringing any such device into the test site in contravention of our policies, you expressly waive any confidentiality or other similar rights with respect to your device, our review of the memory of your device and/or the deletion of any materials. CCHI's test delivery vendor, the examination site, and the test administration staff are not liable for lost or damaged items brought to the examination site.

GENERAL TEST CENTER INSTRUCTIONS

- Smoking is NOT permitted in the examination site.
- Food and beverages are NOT allowed in the examination area.
- All personal items including books, notebooks, other papers, all electronic equipment (i.e., cell phones, cameras, etc.), bookbags, coats, etc., will NOT be allowed in the exam room and must be left outside of the exam room AT YOUR OWN RISK.
- Friends and relatives, including children, will NOT be allowed in the examination building.
- You will not be allowed to take any breaks, stand up or move around the testing room during the exam. You will not be allowed to leave the testing room until you finish and submit your exam.
- Computer-based testing facilities offer exam services to multiple agencies. There may be other individuals in the testing room with you who are sitting for exams from different organizations. The rules for their exam may be slightly different than the rules for your exam in terms of exam time, and what is and is not allowed at their station.
- You will be monitored by a proctor during the duration of your exam. CCHI does not condone cheating. Proctor will stop your exam if you are suspected of cheating and file an incident report. See CCHI's Disciplinary Policy below for incident review process and possible sanctions.
- Computer-based tests are delivered via secure Internet connections. Internet connections are subject to the local Internet providers in the area. While it is not the norm, Internet connections can, on occasion, be lost momentarily, requiring the proctor to log you back into your examination. If this occurs, inform the proctor that your connection has been lost and they will assist you in logging back into your exam. Your exam time remaining will be exactly the same as it was when the Internet connection was lost.

After the candidate's identity is confirmed by the proctor, the proctor will show the candidate to the computer station and log them in. The proctor will help ascertain that the equipment is working properly, instruct the candidate to read the Directions, and answer any procedural questions. This time does not count towards the actual examination time. The proctor will monitor the testing room during the exam.

After the exam is submitted by the candidate or the allocated time elapses, the proctor will log the candidate out. For the CoreCHI multiple-choice exam, the candidate will see the pass/fail result as soon as the exam is submitted, and the candidate's score report is emailed to them by Prometric within 48 hours. The score report for the CHI oral performance exam will be emailed to the candidate within 6-8 weeks after the end of the corresponding testing window.

If the candidate experiences any issues (including technical issues) during the testing that were not resolved at the test center, they must indicate them in the post-test survey, AND the candidate must notify the proctor about these issues before they leave the test center.

The candidate must ALSO contact CCHI separately at info@CCHLcertification.org within 24 hours of taking their exam to report the issue(s). All communication with CCHI about testing experience must be in writing.

After the Exam: what you should know.

APPEAL PROCESSES

ELIGIBILITY

If you believe that your initial application or your application for certification renewal was denied due to a misunderstanding, you may submit an appeal, in writing. This must be submitted either via the online application system at <https://cchi.learningbuilder.com> or, in some cases, via e-mail to appeal@CCHLcertification.org. This appeal must provide a detailed clarification of your earlier submission; general requests to review an application will not be considered. After the appeal is reviewed, within 4 weeks of receipt, you will receive an email from CCHI either confirming or reversing the earlier decision. Applicant may submit further appeal to the Commissioners.

SCORES

Any appeal regarding examination scores should be submitted in writing, within 60 days of the score issue, via e-mail to appeal@CCHLcertification.org or certified mail. The appeal must provide information or documentation that assists in evaluating the appeal and must include the appellant's name, CCHI ID number, name, and date of the examination which score is being appealed, and a detailed, specific reason for the appeal, i.e., why the appellant considers the score to be incorrect. General requests to review the score will not be considered. CCHI will review the appeal within 60 days of receipt. Appeals will be reviewed either by the entire Commission or be delegated by the Commission to a Committee appointed by the Commissioners. The appeal will be determined based on the record in the matter and the additional information provided by the appellant, as well as any other pertinent information provided by staff or that is obtained by the Commission or Committee. The Commission or Committee may affirm or modify the score or authorize a re-take of the examination at no cost to the appellant. The decision on appeal is final and binding. Notification of the decision on appeal and an explanation of the basis for the decision will be sent to the appellant by email and by certified mail.

DISCIPLINARY SANCTIONS

All respondents have the right to appeal an adverse decision resulting in a publicly reportable sanction regarding an alleged violation of CCHI disciplinary rules. Such appeals must be submitted in writing (via email to appeal@cchicertification.org or certified mail to CCHI's

headquarters) within 30 calendar days of the date of the determination notice. If no request for appeal is made within 30 calendar days, the staff decision will become final.

The Commission shall review the appeal within 60 days of receipt of an appeal. Appeals must include a signed statement from the subject of the disciplinary action containing their full statement of the facts relevant to the alleged violation and the specific basis for appeal, as well as any verifiable supporting documentation that the individual wishes to be considered by the Commission, including any available and relevant documentary evidence from pertinent regulatory, credentialing, or judicial proceedings. Appeals will be reviewed either by the entire Commission or be delegated by the Commission to a Disciplinary Committee appointed by the Commissioners. The appeal will be determined based on the record in the matter and the additional information provided by the appellant, as well as any other pertinent information provided by staff or that is obtained by the Commission or Disciplinary Committee. The Commission or Disciplinary Committee may affirm, modify, or reverse the adverse decision made by staff. The decision on appeal is final and binding. Notification of the decision on appeal and an explanation of the basis for the decision will be sent to the appellant by email and by certified mail.

GENERAL POLICIES AND PROCEDURES

Any appeal regarding basic policies and procedures should be submitted via e-mail to appeal@CCHIncertainment.org. The appeal must provide information or documentation that assists in evaluating the appeal. CCHI will consider appeals relating to its policies and procedures.

QUESTIONS ABOUT EXAMINATION QUESTIONS

If you feel that any of the questions on your examination were faulty in any way, you should send an e-mail, within five days of taking your test, to: info@CCHIncertainment.org. Indicate your name, the test center where you took the test, the date of the test, your registration number, and specific details about the problem with the question. You may also inform your test center supervisor and ask him/her to submit an irregularity report, although you must also submit a report directly to CCHI. Your feedback will be used to review the item statistics and validate the final scoring of the examination.

What kinds of problems might you report?

- Typos in a question or in the directions.
- Questions that you believe have no correct answer or multiple answers.
- Problems with the test center physical environment or audio equipment.
- Other problems.

If you request an explanation of your failed score (in addition to the score report you received), CCHI will provide an explanation within 4-6 weeks from the date of request.

RECORD MAINTENANCE

It is the responsibility of the applicant/candidate to keep copies of any correspondence between you and CCHI and/or CCHI's testing vendor that may be necessary to submit an appeal or if your application is audited by CCHI. Keep copies of all supporting documentation you submitted and documentation of all the trainings related to healthcare interpreting that you have completed in the event that CCHI performs an audit of your application.

When you completed your application, you certified that all of the information provided in connection with your application is accurate and complete to the best of your knowledge and ability. You also stated that you understood that CCHI will rely upon the information provided in evaluating your application and that providing false information will disqualify you from receiving or maintaining any credential offered by CCHI. In compliance with national standards, CCHI will audit select applications to ensure that applicants have provided accurate and complete information, and this may include requesting documentation of your healthcare interpreter training, formal education, or other related issues.

Further, keep copies of all of your continuing education documents for your records as you will need these when applying for recertification. Examples of continuing education are in services, academic credits, independent studies, workshops, on-line educational opportunities, brown bags, interpreter forums, study, etc. If the course titles do not clearly reflect the course's relevance to healthcare interpreting, include a brief description of how the course relates to healthcare interpreting (please see the section Maintaining Your Certification below).

EXAMINATION RESULTS/SCORES

Candidates will receive preliminary results from the CoreCHI™ written examination at the test center, immediately after finishing the test. The proctor at the test center will print out the candidate's score report. Official results will be emailed within approximately two to four weeks of completing the CoreCHI™ examination. Candidates who take the CHI™ oral performance examination will not receive preliminary results upon completion of the CHI™ examination since this examination requires human scoring.

Candidates who take the CHI™ oral performance examination will receive official results within approximately six to eight weeks from the last date of the corresponding testing window via email.

HOW IS YOUR CORECHI™ EXAMINATION SCORED?

The Core CHI™ exam uses four-option, multiple-choice questions scored electronically. The total number of correct responses on each version (or “form”) of the test are scaled to the distribution of 300 to 600, with the passing score set at 450. Since different forms of the test may differ slightly in difficulty, a statistical procedure called equating is used to ensure that the passing score of 450 is comparable from form to form. In addition to a scaled score, candidates are provided with a breakdown of scores by domain (e.g., professional responsibility and interpreter ethics, managing an interpreting encounter; healthcare terminology; U.S. healthcare system; and cultural responsiveness). Domain scores are reported as percentages of the correct answers within each test domain to help candidates identify weaker areas for future study in case a candidate does not pass the examination. Please recognize that since the examination is scored on a totality; the domain-level information is intended only as a guide. Candidates who fail need to review and study for all content domains of the exam. Because each domain has a different number of questions, you cannot add up the domain percentages to obtain your score.

HOW IS YOUR CHI™ EXAMINATION SCORED?

The CHI™ oral performance examination consists of:

- seven items (or “vignettes”) of candidate’s audio recorded responses that are scored by human raters, and
- one four-option, multiple-choice question assessing candidate’s the written translation abilities that is scored electronically as a single correct response.

Raters score the examination by applying the Behaviorally Anchored Rating Scales which was developed and validated by CCHI’s Subject Matter Experts under the guidance of a nationally recognized psychometrician.

Each candidate’s audio response is scored on the following four rating scales, which have equal weight and are applied independently:

1. Lexical content: Raters evaluate how accurately the candidate preserves ‘units of information’ of the source speech/text. A unit of information can be an individual word, a group of words or a phrase that communicates a single concept. On this scale, errors include omissions, additions, and the inaccurate translation of a unit of information.
2. Register of speech: Register is a variety of language used for a particular purpose or in a particular social setting, the level of formality chosen by the speaker. Raters evaluate how accurately the candidate preserves the register of the source speech/text, taking into account natural differences between languages.

3. Grammar: Grammar includes a set of rules that govern how sentences, phrases and words are put together in a given language. Raters evaluate the candidate's command of grammar in both languages. On this scale, errors include changes in verb tense or agreement, use of incorrect pronouns, inaccurate word order (syntax) in the target language, etc.

4. Quality of speech: Quality of speech focuses on the physical characteristics of the speech produced by the candidate. On this scale, common errors include false starts, hesitations, numerous self-repairs, poor pronunciation, or pace that hinders understanding.

All raters have undergone extensive training and are monitored by a psychometrician to assure valid and reliable performance. Raters do not know candidate identities when scoring examinations.

Each oral response (i.e., recording of interpreting one exam item/vignette) is scored by two raters independently. Raters do not score the entire exam of one candidate; they score individual responses. This process allows up to 14 raters to score a candidate's exam. Additionally, if two raters disagree by one point on a particular score for a particular response, that response is then scored by a third rater. Raters do not know if a candidate passes or fails the exam because they do not score a whole exam and have no access to other rater's scores or the final score.

Total scores for each of the exam's subdomains are weighted according to CCHI's proprietary formula based on exam specifications and scaled to the distribution of 300 to 600 with the passing score set at 450. Since different forms of the test may differ slightly in difficulty, a statistical procedure called equating is used to ensure that the passing score of 450 is comparable from form to form.

The score report indicates how candidates scored on the exam subdomains (Interpret Consecutively, Interpret Simultaneously, and Sight Translate/Translate a written message) to help candidates identify weaker areas for future study. Keep in mind that the score report states two separate things: the overall scaled score, and how well you did in specific parts of the test. There is no relationship between the percentages reported for the parts of the test (subdomains) and the overall scaled score. We report the percentage correct for 3 subdomains: consecutive interpreting, simultaneous interpreting, and sight translation/translation. The percentage correct for a part of the test (subdomain, e.g., consecutive interpreting) is computed as the portion of the points that you earned relative to the number of points it is possible to earn in that part. For example, if the maximum number of points that it is possible to earn in a part of the test is 72 and you earned 51 points, the percentage on your score report would be 71%.

Your total score is not the average of your performance in subdomains. Please recognize that since the examination is scored on a totality, the percentages reported for subdomains are intended only as a guide. In order to improve your score, if you failed an exam, you need to practice and improve all modes of interpreting.

CERTIFICATES AND NATIONAL CERTIFIED INTERPRETER REGISTRY

You will receive an official Core CHI™ or CHI™ certificate (as a pdf file attachment) documenting your achievements via email within two weeks of receiving your official test results. If you do not receive the certificate, send an email to apply@CCHCertification.org.

NOTE: 1) The Core CHI™ certificate does not list the individual's language(s) of practice because the Core CHI™ certification is not language specific.

2) Interpreters for whom an oral performance examination is available will not receive a Core CHI™ certificate after passing the Core CHI™ examination. These interpreters must pass both the written and oral performance exams before being awarded the CHI™ certification and receiving a CHI™ certificate.

CCHI operates an online National Certified Interpreter Registry as a credential verification tool and an opportunity for potential employers to find certified interpreters. The Registry is accessible at www.certifiedmedicalinterpreters.directory. Every certificant has an option to be excluded from the online Registry or to include in the listing their email address as contact information to be displayed.

EXAMINATION RETAKE POLICY

Candidates who do not pass the CoreCHI™ or CHI™ examination may re-take either examination.

If the eligibility requirements (prerequisites) are changed after the examination, CCHI will determine if an applicant has to meet the new prerequisites.

Candidates can retake the Core CHI™ exam after a 90-day waiting period. Candidates can retake the CHI™ oral performance exam after either a 90-day waiting period or during the next testing window, whichever occurs first. Candidate must pay a new examination fee if they choose to re-take the examination.

Candidates can take any exam up to three times within a one-year period.

The waiting time between "takes" is mandatory in order to preserve the integrity of the tests and allow the candidate to improve their knowledge and performance. The waiting period allows candidates an opportunity to either take additional training or self-study in order to better prepare for the exam. At the same time, candidates who take an exam for a second or third time should not have any advantage over candidates taking it for the first time, and waiting period provides such precaution.

CCHI'S CERTIFICATION MARKS

Individuals who have met CCHI's rigorous certification standards are authorized to the exclusive use of the following certification marks issued by CCHI and associated with the professional certification of healthcare interpreters:

- Core CHI™, Core Certification Healthcare Interpreter™
- CHI™-Spanish, Certified Healthcare Interpreter™-Spanish
- CHI™-Arabic, Certified Healthcare Interpreter™-Arabic
- CHI™-Mandarin, Certified Healthcare Interpreter™-Mandarin.

The marks are not the equivalent of an educational degree, a professional designation, or a title. Instead, the marks represent that you have met the standards required by CCHI, including completing training, experience, and examination requirements. Individuals granted a CCHI certification will be entitled to use CCHI's marks in conjunction with the individual's name to demonstrate this accomplishment, so long as they abide by the rules adopted by CCHI. It is essential that the marks are displayed in a clear and consistent way.