CCHI’s certification:

➢ high-stakes examinations for many candidates for whom employment or hiring decisions may be based.

➢ The validity and integrity of the examinations are critical. Therefore, exam specifications are based on the national Job Task Analysis (JTA) study results (conducted in 2010, 2016).
Certificants must take and pass 2 exams:

- multiple-choice core knowledge (CoreCHI™) examination +
- computer-based oral performance, language-specific (CHI™) examination
Accredited by a third party - National Commission for Certifying Agencies (NCCA)

CHI™-Arabic and CHI™-Mandarin exams have the same content, follow the same procedures, and undergo the same monitoring as the CHI™-Spanish exam.
NCCA Accreditation Standards

➢ All examination items are written by subject matter experts (SMEs) in the field of practice – healthcare interpreting.

➢ Each panel of SMEs must represent the relevant characteristics of the population to be certified, i.e. of the healthcare interpreters currently practicing. The process of recruitment and involvement of SMEs must prevent the undue or disproportionate influence of any individual or group.

➢ Each item writer and reviewer is trained in writing, reviewing, editing, and validating items.
CCHI’s CHI™ Test
Development Process

National JTA study

Exam Specifications

Item Development & Validation in Spa, Ara, Man

Item Development & Validation in Eng

Adjust

Rater Training

Test Forms Construction

Review

Administration & Scoring

www.cchicertification.org
Info about the exam

www.cchicertification.org
Target Audience:
Entry-Level Healthcare Interpreter

A person who is able to

➢ perform the functions of a healthcare interpreter competently, independently, and unsupervised
➢ in any setting and in any modality where health care is provided,
➢ with the knowledge, skill, and ability required to relay messages accurately from a source language to a target language in a culturally competent manner and in accordance with established ethical standards.
The CHI™ Exam Overview

- Computer-based
- Dual-language, with 7 oral performance responses and 1 multiple choice question
- 1 hour to complete
- Testing takes place 4 times a year (Jan/Feb, Apr/May, Jul/Aug, Oct/Nov) – schedule available at http://www.cchicertification.org/certification/testing-centers-a-schedule
- Each “testing window” is approximately 3 weeks
- Exam takes place in a private room, thus, limited number of test sites available
- Scores are available 6-8 weeks after the last date of a testing window

www.cchicertification.org
CHI™ Examination: Interpret in Healthcare Settings

Tasks

- Interpret Consecutively (75%)
- Interpret Simultaneously (14%)
- Sight Translate (9%)
- Translate Healthcare Documents (2%)

www.cchicertification.org
Task 5 - Assessed in all aspects of CHI examination

Task: Maintain fidelity to the message by taking into consideration register, cultural context, and nonverbal content to convey the original intent.

Knowledge of:
- Self-capacity for retaining and recalling information
- Terminology, idioms, usage, and cultural significance
- Culture of the linguistic community

Skill in:
- Self-monitoring for accuracy
- Researching unfamiliar and emerging terminology
- Evaluating the validity of resources
- Interpreting without additions, omissions, or substitutions
CHI™ Exam Components

1. 4 consecutive interpreting vignettes (bi-directional, English to/from L2)
2. 2 simultaneous vignettes (unidirectional, one L2 and one English)
3. 3 brief sight translation passages from documents that healthcare interpreters might encounter to sight translate into L2
4. Testing of translation skills from English to L2 via a multiple choice question
Consecutive Vignettes

➢ Each vignette may have up to 24 “utterances”
➢ You can play each utterance in a vignette a maximum of 2 times
➢ You can't "Pause" the utterance, just play it
➢ Time will continue to run if you re-play utterances.
➢ You must manage your time and not spend too much time re-playing utterances or you may not have enough time to complete the entire examination.
Simultaneous Vignettes

- Each simultaneous vignette may be up to 2 minutes long.
- You will press one “Play/Record” button to begin the simultaneous vignette.
- You must begin interpreting within 10 seconds.
- You are not allowed to replay the simultaneous vignettes – once you begin, you may not repeat or rewind.
Sight Translation Item

Consists of 3 short excerpts in English representing different kinds of healthcare documents appropriate for sight translation:

- Patient education
- Institutional
- Legal/quasi-legal
Written Translation Question

The translation portion of the exam is a multiple choice question where you select a correct translation from English into Spanish, Arabic or Mandarin.

Keep in mind that a correct written translation:
➢ Preserves lexical equivalency, including register of the original text
➢ Follows closely the form and format of the original text, i.e. syntax and grammar
How CHI™ Exams Address Regional Variations

➢ One of the tasks measured by the CHI™ exam is the interpreter’s ability to understand various regional variations of the language as spoken by patients in real life.

➢ During the exam development interpreters from various countries speaking the exam language were involved.

➢ Current raters also are representatives of various countries and regional variants/dialects of Arabic, Spanish, Mandarin.
Some definitions

- **Dialect** - a variety of language used recognizably by a group of people in a specific region or of a specific social division.

- **Regional variation** – either a dialect or a group of similar dialects in a larger geographical location (e.g., Central American Spanish, Gulf Spoken Arabic)

- **Regionalism** – a word used only in a specific dialect (e.g., *pop* – any soft drink in Midwestern American English)

- **Accent** – an element of a dialect, a distinctive mode of pronunciation of a language, especially one associated with a particular nation, locality, or social class.

- **Register** - a variety of language used in different situations or for different purposes, which are identified by the degrees of formality.
Interpreter’s task

Is

To keep the **register** of the speaker

Is *NOT*

To keep the **dialect** or **accent** of the speaker
Regional Variations at the Exam: Interpreting *from* English

- Candidates need to interpret into the dialect/regional variation that they are comfortable with (or native to them, e.g. Lebanese, Mexican, Mandarin from Taiwan), and as long as they preserve the meaning, register and have correct grammar, their responses are considered correct, regardless of the dialect they used on their exam. There is no such thing as ‘using the wrong dialect’.

- Candidates do not need to match the regional variation of the exam dialog in the consecutive section. I.e. if in the dialog the patient is Mexican, you don’t have to interpret into Mexican Spanish. Continue to interpret into your personal dialect, e.g., Chilean.

- Important to preserve the register (formality) of the English source, especially in the sight translation section:
  - For Arabic candidates, to interpret a formal registry English word, use an MSA word or a word typical for the “Educated Spoken Arabic.”

www.cchicertification.org
Regional Variations at the Exam: Interpreting into English

- The exam content is presented in different regional variants:
  - Voice talents with different accents recorded the content to check candidate’s ability to understand patients from different countries
  - Only most common regionalisms that any entry-level interpreter should understand are used (e.g. cookie)
- The Arabic exam content is presented, in Modern Standard Arabic (MSA), without regionalisms to the extent possible, read in different regional accents, Egyptian, Iraqi, Lebanese, Jordanian.
Resources to Prepare for CCHI Exams

www.cchicertification.org
The CHI Exam Specifications are available from
http://www.cchicertification.org/certification/certification-resources
(a pdf file at the Certification Resources page)

How to Prepare

“Certification Resources” webpage:
➢ Study Checklist
➢ CHI Practice Exams

www.cchicertification.org
How to Prepare

➢ Mini-Glossaries
➢ Medical Terminology links

www.cchicertification.org
CCHI’s Online Training Portal

http://cchiinterpreters.org

- Create a free account
- Remember your username & password (!)
- Login – top left, above the CCHI logo:
CCHI’s Online Training Portal

http://cchiinterpreters.org

CHI™ Practice Exam:

➢ Sample items
➢ Click on title or image to access
➢ Free, enter key “Study4u”
➢ Use your own recoding device
CCHI’s Online Training Portal

http://cchiinterpreters.org

- If you have already taken 1 CE course or practice exam, after your login, you see the courses you are enrolled in.
- To see all what’s available - scroll down to the bottom of the page, to “All courses”
How to Prepare

➢ Create a list of healthcare specialties, starting with the ones you interpret most often for.

➢ Find on YouTube videos on these subjects:
  ➢ By healthcare professionals explaining the topics
  ➢ By patients talking about their experiences
  ➢ In both languages

➢ Find healthcare documents on any subject – from places you interpret at and online

➢ Buy practice textbooks with dialogs in healthcare interpreting

➢ Record yourself! If possible, work with a language partner – preferably language concordant.
  ➢ Mobile phone recording apps
  ➢ “Audacity” – as a desktop or mobile app

www.cchicertification.org
Pre-interpreting exercises (mix & match topics)

1. To improve cognition - exercises in

- Text analysis (parsing/chunking, meaning detection and organization, i.e. distinguishing between crucial and secondary information)
- Memory development (both “retaining longer utterances” and “clearing the cache”)
- Attention span increase & concentration
- Comprehension
- Processing speed
Pre-interpreting exercises
(mix & match topics)

2. To improve delivery - exercises in

- Paraphrase intra- and interlinguistically, focus on meaning, not words.
- Summarization in Source Language (SL) & Target Language (TL)
- Prepared and improvised speech presentation in SL & TL
- Language transfer skills (read more on the subject matter in SL & TL, especially parallel texts/videos)
- For simultaneous interpreting, shadow with paraphrasing {& lagging behind 1-2 chunks} and maintaining the speaker’s pace & intonation/prosody

Courtesy Natalya Mytareva
Interpreting Exercises

Practice with the same speech or text in 3 attempts:

➢ at different times of the day &
➢ in different locations &
➢ with a soft background music of your choice
➢ & on the “rest” days either do pre-interpreting exercises or a speech on a different topic
Interpreting Exercises

Practice with the same speech/text in 3 attempts:

1) Day 1
   ➢ Interpret consecutively speech/text A recording yourself,
   ➢ listen to your recording & compare with the original speech,
   ➢ identify errors (use a standard tool, e.g. U of Westminster)

2) Day 3-4
   ➢ Listen to speech A and do “paraphrase shadowing” in SL,
   ➢ search for a text or video on the same subject in TL,
   ➢ read more on the subject matter,
   ➢ look up terms & their correct translation,
   ➢ retell SL in SL as close as possible (record), and then
   ➢ summarize in TL

3) Day 6 – Interpret speech A again, listen to your recording & compare with the original speech, identify errors – if still too many errors – move to Steps 4-5. If not many errors, repeat Steps 1-3 in simultaneous mode.

Courtesy Natalya Mytareva
Interpreting Exercises

4) **Day 10** – find a *different* speech/text (speech B) on the *same* topic and repeat Steps 1-3 at the same intervals.

5) **Day 17** - Interpret speech A again, listen to your recording & compare with the original speech, identify errors – *if still too many errors* – assess if you need to
   - study the subject matter better or
   - improve your command of SL or TL
Preparing to Sight Translate the Actual Texts at the Exam

Five steps to sight translation.

1. Quickly skim the document to get a general idea of what it is about and to find unfamiliar/uncommon terms.

2. Don’t rush to press the “Record” button, formulate the response in your head.

3. Focus on translating idea-by-idea, not word-by-word, or you will get caught up in syntactical differences. Don’t worry about changing the order of the words or phrases as long as you capture the meaning of what is written.

4. Break long sentences into one or two shorter sentences.

5. As you’re sight translating the first sentence, read ahead to the next sentence to ensure an even pace.

6. Try to translate at a moderate, even pace. It is very hard to follow the meaning of someone who is reading at a jerky, uneven pace.
Logistics: CHI™ Exam Scheduling

➢ Please DO NOT schedule your exam before you get the Notice to Schedule for the CHI exam via email. It comes within 9 business days of your payment for the exam.

➢ To schedule, cancel or re-schedule, call (844) 704-1487 operated by our testing vendor PSI:

➢ Clearly state the name of the exam “CHI-Spanish” (not CCHI, not Spanish)

➢ Tell your personal tester code (available on your Notice to Schedule)

➢ Be prepared to give 3 preferred dates/times within a specific testing window

www.cchicertification.org
CHI™ Exam Scheduling

➢ Number and locations of testing sites varies, so please search for the location near you on this page:
http://candidate.comiratetesting.com/comira/sponsors/certification-commission-for-healthcare-interpreters/

You can search also by going to PSI’s website http://www.comiratetesting.com/, click on the Locations tab at the top, select your state, and then CCHI from the list of organizations.
PSI Testing Centers

Locate a Testing Center

Find a Test Location

Address, City or Zip:

Distance:
20 Miles

LOCATE A TEST CENTER

Select a State to Find a Test Center

View Full List of Sites

International Bahamas

Find

Locations Contact FAA Testing
Testing Centers & Schedule

Candidates can schedule their ConCCHI examination or CHI™ examination once they have received their official Notice to Schedule email. Each examination has a separate Notice to Schedule that serves as your Admission Ticket to the examination. Please do not schedule your examination until you have received the Notice to Schedule for that examination.

Testing Schedule for ConCCHI™ Examination

The ConCCHI™ examination is available all year round. You can schedule an exam any time as soon as you receive your Notice to Schedule in the mail. To search available dates, click ConCCHI Core Certification Healthcare Interpreter Exam (ConCCHI™) and then enter your zip code to find the ConCCHI™ site closest to you.

Attention: Oregon candidates:

ConCCHI has a testing location at WCC2 in Portland for both exams. To schedule, call 888-947-4228 and specify this location.

To start the certification process, please click here to create and submit your application.

Testing Schedule for CHI™ Examinations

The CHI™ performance exam requires a special set up for undisturbed interpretation, spoken aloud. CHI™ requires special arrangements for private testing rooms during certain testing “windows” each quarter for that exam. This exam is administered outside of the testing “windows” listed below. To schedule your exam in call 888-947-4228 and speak with a scheduling agent who has access to every test center’s schedule. All appointments are on a first come first serve basis, so it’s advisable to schedule before the testing windows start.

Mount CHI™ Exam Testing Dates:

- October 17 - November 5, 2016
- January 23 - February 13, 2017
- April 19 - May 10, 2017
- July 24 - August 14, 2017
- October 16 - November 6, 2017

Login to your Profile here to pay for the CHI™ exam or to check your Communications tab for the Notice to Schedule.

CHI test centers for the CHI™ examination are located in the following states and cities. You may also search for test center locations online by clicking here. Choose the relevant exam.

Maitain up to date information about these test sites is on the CHI Notice to Schedule. If you do not see your city on this list, call our scheduling line and ask if a site is available near you.

- Arizona: Phoenix, Tucson
- California: Sacramento, Los Angeles, San Diego
- Colorado: Denver, Colorado Springs, Greeley
- Connecticut: Hartford, New Haven
- Florida: Orlando, Tampa, Jacksonville
- Georgia: Atlanta
- Hawaii: Honolulu
- Idaho: Boise
- Illinois: Chicago, St. Louis
- Indiana: Indianapolis
- Iowa: Des Moines
- Kansas: Kansas City
- Kentucky: Louisville
- Louisiana: New Orleans
- Maine: Portland
- Maryland: Baltimore
- Massachusetts: Boston
- Michigan: Detroit
- Minnesota: Minneapolis
- Missouri: St. Louis
- Montana: Helena
- Nebraska: Omaha
- Nevada: Las Vegas
- New Hampshire: Manchester, Nashua
- New Jersey: Newark, Jersey City
- New Mexico: Albuquerque
- New York: New York City, Long Island, Rochester, Buffalo
- North Carolina: Charlotte, Raleigh
- North Dakota: Fargo
- Ohio: Columbus, Cleveland
- Oklahoma: Oklahoma City, Tulsa
- Oregon: Portland
- Pennsylvania: Philadelphia, Pittsburgh
- Rhode Island: Providence
- South Carolina: Columbia
- South Dakota: Sioux Falls
- Tennessee: Nashville, Tennessee
- Texas: Austin, Dallas, Houston
- Utah: Salt Lake City, Utah
- Vermont: Burlington
- Virginia: Richmond, Virginia Beach
- Washington: Seattle, Spokane
- West Virginia: Charleston
- Wisconsin: Milwaukee, Madison
- Wyoming: Cheyenne
Logistics: At the CHI™ Exam

➢ Bring the CoreCHI™ Notice to Schedule to the test center and a photo ID.
➢ Arrive early so you can park, etc.
➢ You are NOT allowed to take anything into the testing room (no phones, bags, paper, pens, etc.). You will be given paper and pencil for note taking.
➢ A proctor will be monitoring the exam.
➢ You will have about 30 minutes to see the Demo and read the instructions. This time does not count towards the exam.
➢ The exam lasts 1 hour (60 minutes). Even if you don’t finish after 1 hour, the exam will stop.

www.cchicertification.org
At the CHI™ Exam

Headset
Microsoft Lifechat LX-3000
Headphone/Microphone

If the red light is ON the mike is MUTE! **UNMUTE** it before taking the test!

Mute Button - DO NOT to use this!

www.cchicertification.org
Timer
After you click “record”, make sure that you see this red recording bar. It means you are actually recording. If you are done before running out of time, click “Stop”.
**CHI™ Exam Screenshots**

**Certified Healthcare Interpreter-Arabic (CHI-Arabic)**

**Time Left:** 0:30:27

**SIMULTANEOUS INTERPRETATION**

**Directions:** Please simultaneously interpret the following vignette from English into Arabic. Once you begin listening to the passage, you CANNOT restart it, pause it or play it again. Press 'Play/Record' when you are ready to begin - this will play the utterance as well as begin the recording of your answer. If you finish recording your answer before the recording time ends, you may press "Stop" and then click "Next" on the bottom of the screen. If time runs out before you finish recording, you should click "Next" on the bottom of the screen to move to the next part of the test.

**Simultaneous Interpreting Vignette 1 of 2**

**Scenario:**
Directions: Please sight translate from English into Spanish the following three excerpts from healthcare documents. Once you have reviewed the excerpt, press the ‘Record’ button to begin recording your sight translation. If you finish recording your answer before the recording time ends, you may press “Stop” and then click “Next” on the bottom of the screen. If time runs out before you finish recording, you should click “Next” on the bottom of the screen to move to the next part of the test.

Text in English that you need to sight translate.
When you are done, click “Finish Exam” and call the proctor.
About Test Controls

➢ After you click “Record” a red recording indicator bar will appear and you should start interpreting right away.
➢ DO NOT double-click on “play” or “record” buttons.
➢ DO NOT click on the “back” button of the browser, use only the buttons within the exam platform.
➢ If you have any problems, contact the Proctor immediately.

www.cchicertification.org
At the CHI™ Exam

➢ Your final step is to press the “Finish” button.
➢ If you have any comments about the testing experience, you must submit them in writing to CCHI within 5 days of your exam to info@CCHIcertification.org.
After the CHI™ Exam

➢ The exam is scored by *human raters*.
➢ You will receive *Your CHI™ Score Report* within 6-8 weeks after the last day of the testing window.
➢ CCHI also emails you your official score. This email you can see in your Profile at any time (under *Communications* tab).
How is the CHI™ exam scored?

➢ Human raters score the exam by applying the Behaviorally Anchored Rating Scale which was developed and validated by CCHI’s Subject Matter Experts under the guidance of a nationally-recognized psychometrician.

➢ All raters have undergone extensive training and are monitored by a psychometrician to assure valid and reliable performance. All raters have had healthcare interpreting experience of over 5 years.
How is the CHI™ exam scored?

➢ Raters do not know candidate identities when scoring examinations. They do not know if a candidate passes or fails the exam.

➢ Each oral response is scored by two raters (potentially your exam may be scored by 14 raters). Raters do not see the other rater’s scores, nor the finale score of a candidate.

➢ If 2 raters disagree by 1 point, a 3rd rater scores the response.

➢ Total scores are weighted according to CCHI’s Technical Report on the Development and Pilot Testing of the CCHI Examination (see page 12) and scaled to the distribution of 300 to 600 with the passing score set at 450.
How is the CHI™ exam scored?

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

➢ **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.

➢ **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.
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.

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.
Score Report

Starting Spring 2018, the score report will include subscores:

- Interpret consecutively
- Interpret simultaneously
- Sight Translate/Translate documents

Name: XXXXXXX
CCHI Candidate ID Number: XXXXXXX
Test Date: XXXX XX-XX
Test Site: XXXX
Test Level: CHISPA - Certified Healthcare Interpreter-Spanish (CHI-Spanish)

Dear XXXXX:
Thank you for taking the Certified Healthcare Interpreter-Spanish (CHI-Spanish) Examination. We regret to inform you that you did not pass the examination.

You will receive your official score notice from CCHI within 2 weeks from this report. You may retake this exam in 90 days or in the next testing window whichever occurs sooner. CCHI will send you a reminder at that time or you may contact CCHI at info@cchicertification.org.

A summary of results for each of the exam’s content domains is provided below. Content (domain) area scores are reported as the percent correct. CCHI makes pass/fail decisions at the whole test level, and your total score is not the average of your content area performance. Please recognize that since the examination is scored on a totality, this information is intended only as a guide. In order to improve your score, you need to review and study for all content domains of the exam. We hope this information helps guide you in studying before you retake the examination.

Passing Score: 450
Your Score: 406
Pass/Fail Status: Fail

The following shows your performance in each section of the exam:

Domain VI - Interpret Spoken Communication: 62%
Domain VII - Sight Translate/Translate Healthcare Documents: 78%

Sincerely,
Certification Commission for Healthcare Interpreters
After the CHI™ Exam

➢ If you passed, within 1-2 weeks after the Score Report, you will receive your **CHI™ Certificate** – as a pdf file in an email from BrightDoc ([orders@brightdoc.com](mailto:orders@brightdoc.com)), our contractor.

➢ Please make sure this email is not in the Spam folder or “Promotions” folder if you use gmail.

➢ CCHI will re-send the Certificate once, after that you will have to purchase it yourself.
After the CHI™ Exam

➢ If you did NOT pass, you may re-take the exam only after 90 days of the date of your original exam date OR in the next testing window, whichever is sooner.

➢ If you failed, you will need to pay the CHI™ fee ($275) again and repeat the process.

➢ CCHI allows up to 3 takes within one year.

➢ If you have concerns about your score or wish to appeal it, please submit them in writing to CCHI at appeal@CCHIconcertification.org.
Credential Maintenance

➢ CoreCHI™ and CHI™ certification credentials are valid for 4 years

➢ Maintenance Requirements

➢ 32 hours total Continuing Education = 16 hours (classroom or contact) in years 1 & 2, 16 hours in years 3 & 4. A minimum of 2 CE hrs every 2-year-cycle must be in performance-based topics.

➢ 40 hours of work experience = 20 hours in years 1 & 2, 20 hours in years 3 & 4

➢ Renewal fees: $150 at year 2 and $150 at year 4 (or $300 at year 4 for both periods)

www.cchicertification.org
Where to find webinars & their recordings/ppt slides

www.cchicertification.org
#AddCCHI

If you have another certification, you can earn the following credentials at a discounted rate:

- CoreCHI™ for $150
- CHI™ for $300

Offer valid until 12/31/18.

www.cchicertification.org
apply@cchicertification.org
CCHIcertification
@CCHIcertify
Certification Commission for Healthcare Interpreters