



Setting the
Standard for
Quality in
Healthcare
Interpreting



Certification Commission for Healthcare Interpreters

Rock the Test!

Tips for Taking the CHI™ Performance Exam

March 2018

Natalya Mytareva, Core-CHI™, CCHI Executive Director

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The Certification Commission for Healthcare Interpreters

National

Valid

Credible

Vendor Neutral

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).

Language-specific performance certification



Certificants must take and pass 2 exams:

- multiple-choice core knowledge (CoreCHI™) examination +
- computer-based oral performance, language-specific (CHI™) examination

Language-specific performance certification

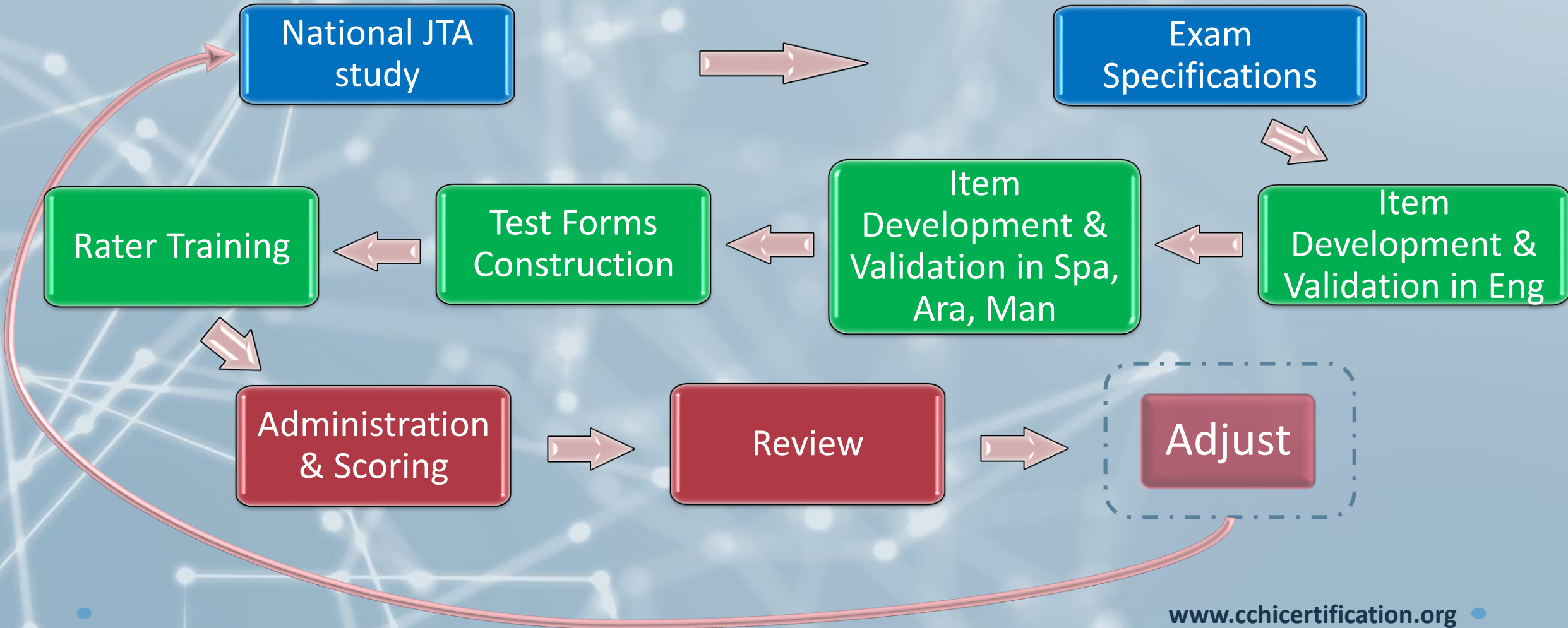


Accredited by a third party - National Commission for Certifying Agencies (NCCA)

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

- 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





- Certified Interpreters
- Healthcare Interpreters
- Healthcare Providers
- Language Service Providers
- Training Providers
- Meet Our People

02.23.2018 You are here: / Home / CCHI Community / Healthcare Interpreters

Healthcare Interpreters

I need to get Certified

Congratulations on taking the first step toward becoming a certified healthcare interpreter. The Certification Commission for Healthcare Interpreters (CCHI) welcomes you to our national medical interpreter certification program.


CCHI proudly offers two examinations for you to become a professional healthcare interpreter.

- Core Certification Healthcare Interpreter™ examination (CoreCHI™) for interpreters of all languages
- Certified Healthcare Interpreter™ examination (CHI™) for Spanish, Arabic, & Mandarin interpreters

1 2 3 4


Get Certified: Basic Steps

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You can fulfill the 40-Hr training requirement online at MITS

Click here for more info!

"CLICK" for TIN's current trainings for interpreters



SUPPORTER SPOTLIGHT

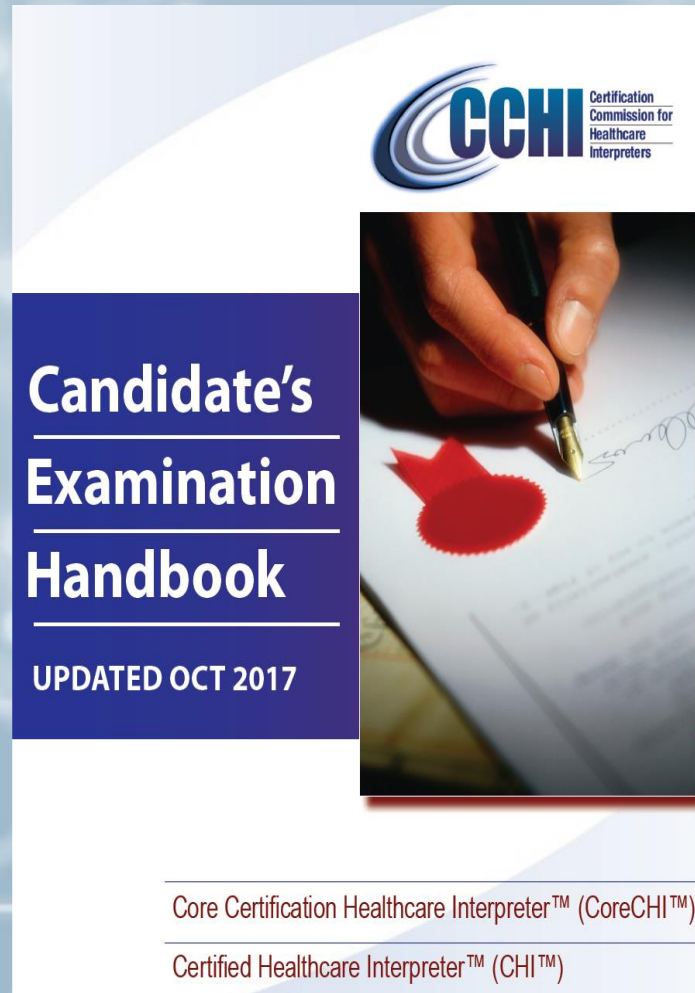


AN ILLINOIS STATE CLOUDBREAK

Info about the exam

www.cchicertification.org

www.cchicertification.org/images/pdfs/candidatehandbook.pdf



Target Audience: Entry-Level Healthcare Interpreter

A person who is able to

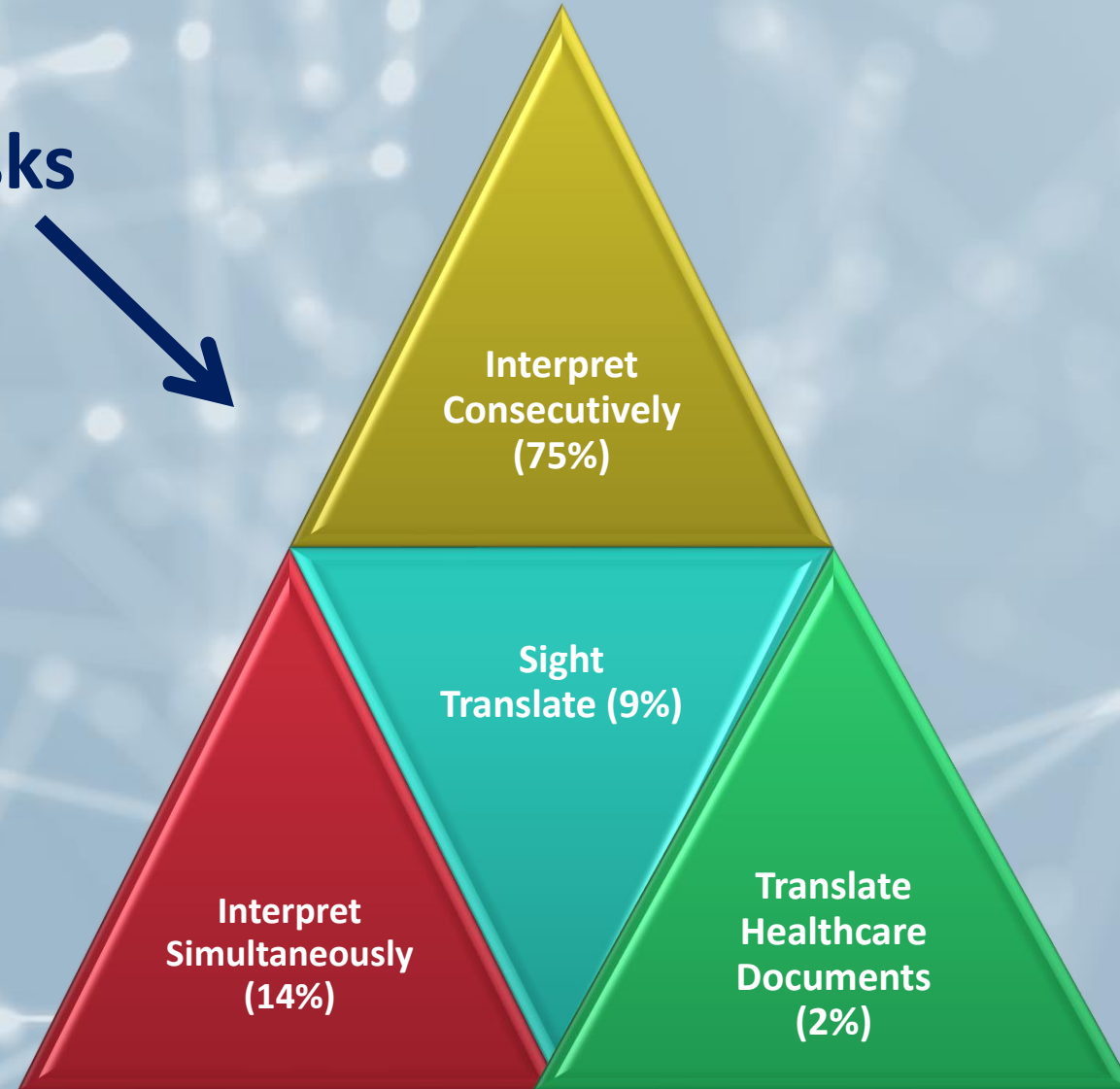
- perform the functions of a healthcare interpreter **competently, independently, and unsupervised**
- in **any setting** and in **any modality** where health care is provided,
- with the knowledge, skill, and ability required to relay messages accurately from a source language to a target language in 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**

CHI™ Examination: Interpret in Healthcare Settings

Tasks



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.”


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




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Healthcare interpreters change their world one word at a time.
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www.CEAP.org



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The CHI Exam Specifications
are available from

<http://www.cchicertification.org/certification/certification-resources>

(a pdf file at the *Certification Resources* page)

http://www.cchicertification.org/images/pdfs/2017_CHI_Exam_Specs.pdf



Certification: Certification Resources

03.21.2018

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Certification Resources



Healthcare Interpreters make a difference one word at a time!

Professional healthcare interpreters provide the assurance of safety, accuracy, respect of boundaries, and transparency required in any healthcare setting and any interpreting modality.

Please review the following materials to get ready for your examinations.

- [Candidate's Examination Handbook](#)
- [Certification Process Overview](#)
- [Study Checklist](#)

- [CoreCHI™ Exam Study Tips](#)
- [CCHI Resources Guide for the CoreCHI™ Examination](#)
- [Infection Control and Industrial Safety for Medical Interpreters](#)
- [CoreCHI™ Practice Exam](#) (You are not required to take this exam.) First create an account (it's a different website than your CCHI Profile account), then click on the title to purchase the exam.
- [CHI™ Oral Performance Exam: What to expect & How to Prepare](#) (updated Feb 2017)
- [CHI™ Practice Exams](#) (You are not required to take this exam): Available on our training module site <http://cchiinterpreters.org>. These practice exams are free, just click on the exam title and enter the enrollment code specified in the description.

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How to Prepare

“Certification Resources” webpage:

- Study Checklist
- CHI Practice Exams



07.14.2014

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Certification Resources



Healthcare Interpreters make a difference one word at a time!

Professional healthcare interpreters provide the assurance of safety, accuracy, respect of boundaries, and transparency required in a healthcare setting.

When it comes to facilitating communication in a clinical encounter between parties that don't speak the same language, there is a large difference between bilingual individuals and professional healthcare interpreters. Trained healthcare interpreters understand medical terminology in both languages and employ professional techniques to handle the complexities that arise with patients, families, and healthcare providers. Healthcare interpreting is a profession filled with variety and flexibility.

• Candidate's Examination Handbook

- *CCHI Resources Guide for the CoreCHI™ Examination*
- *Webinar: CoreCHI™ Credential Exam for Interpreters of All Languages (February 7, 2014)*
- *Webinar: How to Apply for and What to Expect at CCHI Exams*
- *Webinar: How to Prepare for CCHI Exams*
- *CoreCHI™ Practice Exam (you will leave CCHI's website for the online store Vantage)*
- Take the **CHI™ sample exams** in Arabic, Mandarin, or Spanish.

CCHI Multilingual Mini-Glossaries

Use this link to access the page where you can download thematic mini-glossaries by the language: <http://www.cchicertification.org/certification-resources/mini-glossary-signup>. It's free! Just sign up with your email.

Medical terminology in multiple languages:

- Use this link to MedlinePlus to find health information in languages other than English: <http://www.nlm.nih.gov/medlineplus/languages/languages.html>
- Healthy Roads Media provides health information in many languages and multiple formats (printout, audio, web-video, iPod video) at <http://www.healthyroadsmedia.org>
- Health information translations into multiple languages are available at: <https://www.healthinfotranslations.org>
- This Australian site has health information in multiple languages (keep in mind that the English language in Australia is different than the U.S. English, yet the site is helpful for practicing non-English terminology): <http://www.mhca.health.nsw.gov.au/publicationsandresources/resources/publicationsandresources/resources-by-language>

• CCHI Eligibility Requirements

- Test Content Outline
- Report on CCHI's Job Task Analysis Study and Results
- Technical Report on the Development and Pilot Testing of CCHI's Examinations (CoreCHI™ and CHI™-Spanish)
- Technical Report on the Development and Pilot Testing of the Certified Healthcare Interpreter™ (CHI™) Examination for Arabic and Mandarin

• Why Do Healthcare Interpreters Choose CCHI Credentials?

- Interpreters Brief
- Interpreters Frequently Asked Questions
- CCHI Certified Healthcare Interpreter™ Brochure
- CCHI History

Standards & Ethics

- The National Council on Interpreting in Health Care (NCIHC) - National Standards of Practice for Interpreters in Health Care
- California Healthcare Interpreter Association (CHIA) - California Standards for Healthcare Interpreters
- International Medical Interpreter Association (IMIA) - Medical Interpreting Standards of Practice

Examination Fees

Application - \$35

Get Certified

Find a Credentialed Healthcare Interpreter

Find an Accredited Training Provider

INTERPRETER SPOTLIGHT

California Announces CCHI Certified Healthcare Interpreters Gain Recognition in Workers' Compensation System

SUPPORTER SPOTLIGHT

Certified Languages International (CLI)
How CLI has made a difference >

How to Prepare



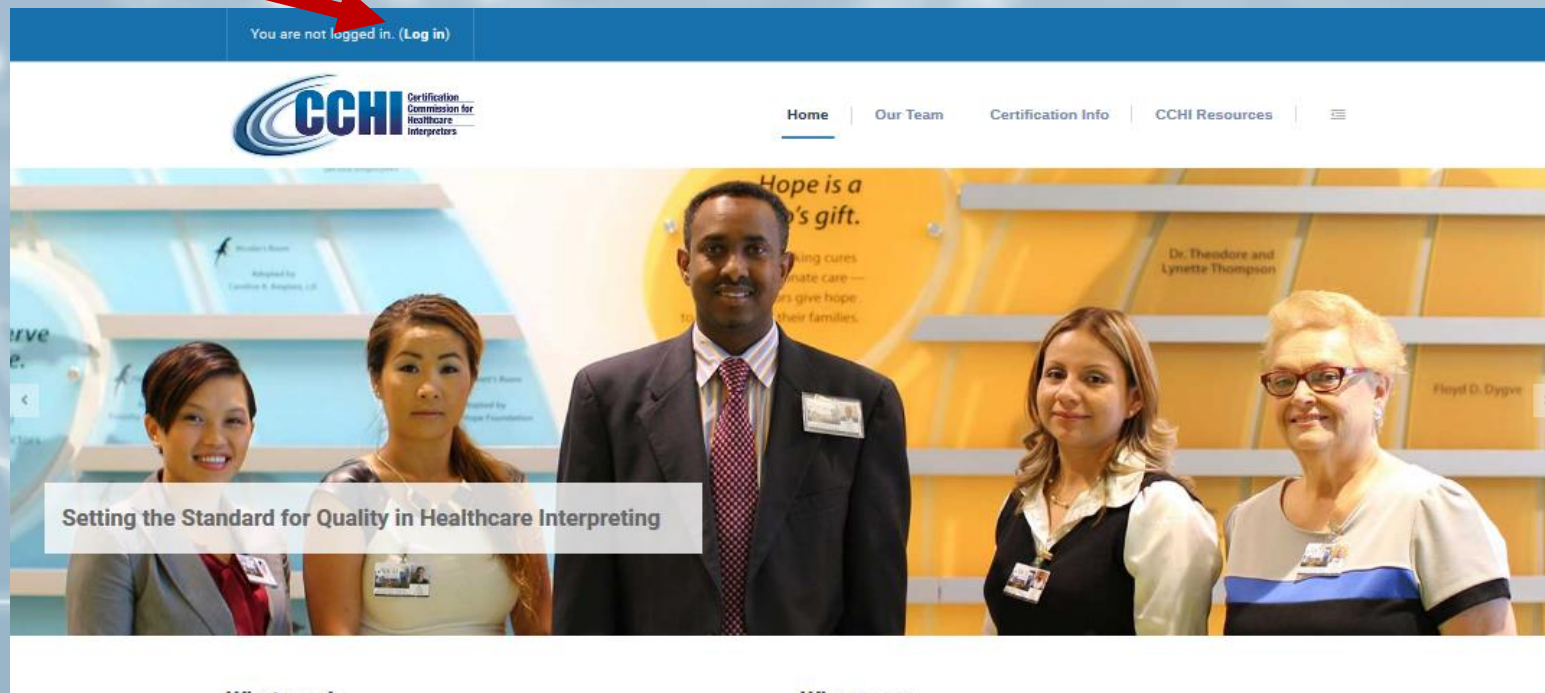
Mini-Glossaries



Medical Terminology links

<http://cchiinterpreters.org>

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

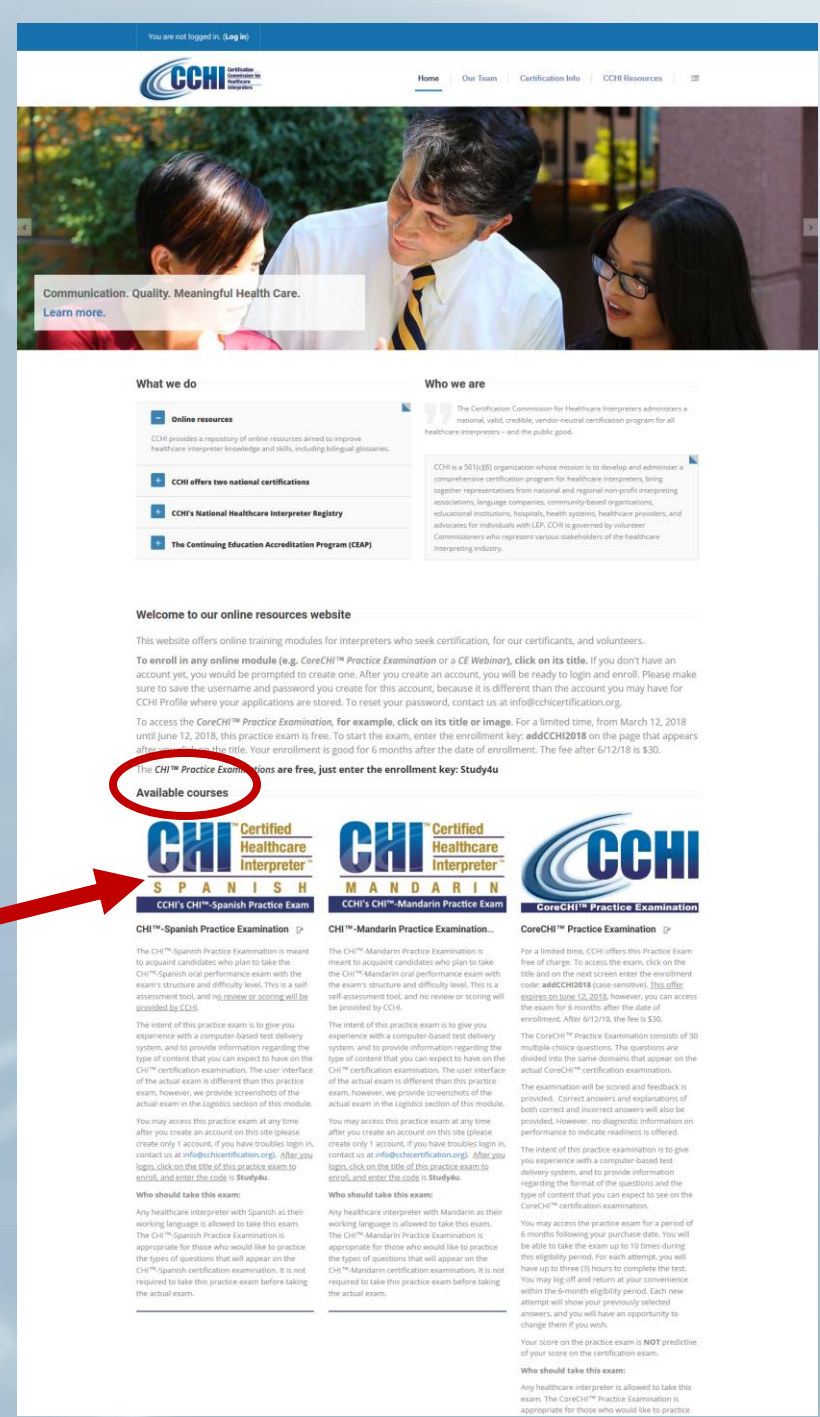


CCHI's Online Training Portal

<http://cchiinterpreters.org>

CHI™ Practice Exam:

- Sample items
- Click on title or image to access
- Free, enter key "Study4u"
- Use your own recoding device



The screenshot shows the CCHI website's online resources page. At the top, there is a navigation bar with 'Home', 'Our Team', 'Certification Info', and 'CCHI Resources'. Below the navigation bar is a banner image with the text 'Communication. Quality. Meaningful Health Care. Learn more.'.

The main content area is divided into two columns: 'What we do' and 'Who we are'. Under 'What we do', there are three items: 'Online resources', 'CCHI offers two national certifications', and 'CCHI's National Healthcare Interpreter Registry'. Under 'Who we are', there is a paragraph about the commission's mission and a box with the text: 'CCHI is a 501(c)(3) organization whose mission is to develop and administer a comprehensive certification program for healthcare interpreters, bring together representatives from national and regional non-profit interpreting associations, language companies, community-based organizations, educational institutions, hospitals, health systems, healthcare providers, and advocates for individuals with LEP. CCHI is governed by volunteer Commissioners who represent various stakeholders of the healthcare interpreting industry.'

Below this is a 'Welcome to our online resources website' section. It states: 'This website offers online training modules for interpreters who seek certification, for our certificants, and volunteers. To enroll in any online module (e.g. CoreCHI™ Practice Examination or a CE Webinar), click on its title. If you don't have an account yet, you would be prompted to create one. After you create an account, you will be ready to login and enroll. Please make sure to save the username and password you create for this account, because it is different than the account you may have for CCHI Profile where your applications are stored. To reset your password, contact us at info@cchicertification.org. To access the CoreCHI™ Practice Examination, for example, click on its title or image. For a limited time, from March 12, 2018 until June 12, 2018, this practice exam is free. To start the exam, enter the enrollment key: addCCHI2018 on the page that appears after clicking on the title. Your enrollment is good for 6 months after the date of enrollment. The fee after 6/12/18 is \$30. The CHI™ Practice Examination is free, just enter the enrollment key: Study4u'.

Under the heading 'Available courses', there are three cards:

- CHI™ Spanish Practice Exam**: Includes a logo for 'CHI Certified Healthcare Interpreter SPANISH' and a description: 'The CHI™ Spanish Practice Examination is meant to acquaint candidates who plan to take the CHI™ Spanish oral performance exam with the exam's structure and difficulty level. This is a self-assessment tool, and no review or scoring will be provided by CCHI. The intent of this practice exam is to give you experience with a computer-based test delivery system, and to provide information regarding the type of content that you can expect to have on the CHI™ certification examination. The user interface of the actual exam is different than this practice exam, however, we provide screenshots of the actual exam in the caption section of this module. You may access this practice exam at any time after you create an account on this site (please create only 1 account. If you have troubles login in, contact us at info@cchicertification.org). After you login, click on the title of this practice exam to enroll, and enter the code is Study4u. Who should take this exam: Any healthcare interpreter with Spanish as their working language is allowed to take this exam. The CHI™ Spanish Practice Examination is appropriate for those who would like to practice the types of questions that will appear on the CHI™ Spanish certification examination. It is not required to take this practice exam before taking the actual exam.'
- CHI™ Mandarin Practice Examination**: Includes a logo for 'CHI Certified Healthcare Interpreter MANDARIN' and a description: 'The CHI™ Mandarin Practice Examination is meant to acquaint candidates who plan to take the CHI™ Mandarin oral performance exam with the exam's structure and difficulty level. This is a self-assessment tool, and no review or scoring will be provided by CCHI. The intent of this practice exam is to give you experience with a computer-based test delivery system, and to provide information regarding the type of content that you can expect to have on the CHI™ certification examination. The user interface of the actual exam is different than this practice exam, however, we provide screenshots of the actual exam in the caption section of this module. You may access this practice exam at any time after you create an account on this site (please create only 1 account. If you have troubles login in, contact us at info@cchicertification.org). After you login, click on the title of this practice exam to enroll, and enter the code is Study4u. Who should take this exam: Any healthcare interpreter with Mandarin as their working language is allowed to take this exam. The CHI™ Mandarin Practice Examination is appropriate for those who would like to practice the types of questions that will appear on the CHI™ Mandarin certification examination. It is not required to take this practice exam before taking the actual exam.'
- CoreCHI™ Practice Examination**: Includes the CCHI logo and a description: 'For a limited time, CCHI offers this Practice Exam free of charge. To access the exam, click on the title and on the test screen enter the enrollment code: addCCHI2018 (case-sensitive). This offer expires on June 12, 2018; however, you can access the exam for 6 months after the date of enrollment. After 6/12/18, the fee is \$30. The CoreCHI™ practice Examination consists of 30 multiple-choice questions. The questions are divided into the same domains that appear on the actual CoreCHI™ certification examination. The examination will be scored and feedback is provided. Correct answers and explanations of both correct and incorrect answers will also be provided; however, no diagnostic information on performance to indicate readiness is offered. The intent of this practice examination is to give you experience with a computer-based test delivery system, and to provide information regarding the format of the questions and the type of content that you can expect to see on the CoreCHI™ certification examination. You may access the practice exam for a period of 6 months following your purchase date. You will be able to take the exam up to 10 times during this eligibility period. For each attempt, you will have up to three (3) hours to complete the test. You may log off and return at your convenience within the 6-month eligibility period. Each new attempt will show your previously selected answers, and you will have an opportunity to change them if you wish. Your score on the practice exam is NOT predictive of your score on the certification exam. Who should take this exam: Any healthcare interpreter is allowed to take this exam. The CoreCHI™ Practice Examination is appropriate for those who would like to practice

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

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

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.**

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

CHI™ Exam Scheduling

- Number and locations of testing sites varies, so please search for the location near you on this page:

<http://candidate.comirateesting.com/comira/sponsors/certification-commission-for-healthcare-interpreters/>

You can search also by going to PSI's website

<http://www.comirateesting.com/>, click on the *Locations* tab at the top, select your state, and then CCHI from the list of organizations.



PSI Testing Centers

Exam Registration: (844) 704-1487 (Toll Free)

Apply to Become a Testing Center!



Home About Testing Services Candidate Center **Locations** Contact FAA Testing

Locate a Testing Center

Find a Test Location

Address, City or Zip:

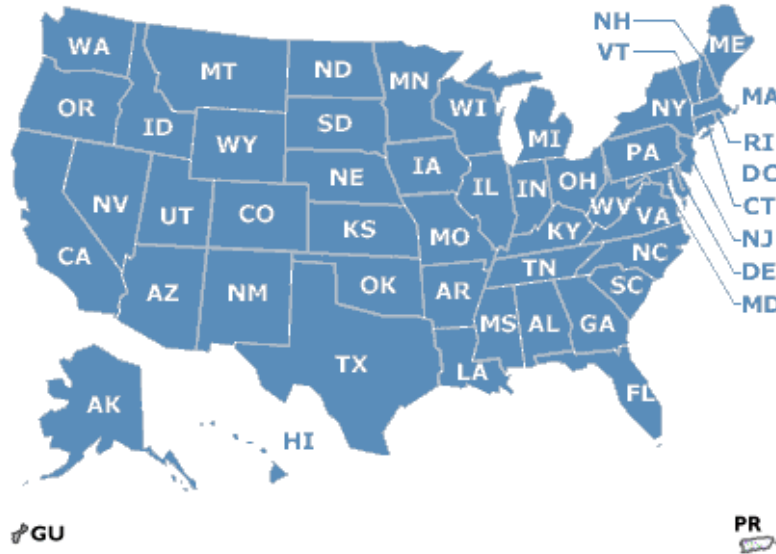
Distance:

20 Miles



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Certification: Testing Centers & Schedule

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Testing Centers & Schedule

Candidates can schedule their CoreCHI™ 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 CoreCHI™ Examination

The CoreCHI™ examination is available all year round. You can schedule an exam at any time as soon as you receive your *Notice to Schedule* in the email. To search available sites, [click CCHI Core Certification Healthcare Interpreter Exam™ \(CoreCHI™\)](#) and then enter your zip code to find the CoreCHI™ sites closest to you.

Attention OREGON candidates:

CCHI has a testing location at IRCO in Portland for both exams. To schedule, please call 800-947-4228 and specify this location.

To start the certification process, please [click here](#) to create and submit your application.

Testing Schedule for CHI™ Examination

The CHI™ performance exam requires a special set up for undisturbed interpretation, spoken aloud. CCHI makes special arrangements for private testing rooms during certain testing "windows" each quarter for that exam. This exam is not administered outside of the testing "windows" listed below. To schedule your exam is call 800-947-4228 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 window starts.

Next 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*.

CCHI test centers for the CHI™ examination are located in the following states and cities. You may also search for test center locations online - [click here](#) - by choosing the relevant exam.

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

- **Arkansas:** Fort Smith
- **Arizona:** Avondale, Nogales
- **California:** Besumont, Carmichael, Millbrse, Roseville, Van Nuys, Walnut
- **Colorado:** Centennial, Glenwood Springs, Greeley
- **Connecticut:** Hartford, Newington, Woodbridge
- **Florida:** Fort Lauderdale, Jacksonville, Orlando, Sanford, Tampa

LOGIN

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Find an Accredited Training Provider

INTERPRETER SPOTLIGHT

Spring 2017
[Interpreter Conferences Listing](#)

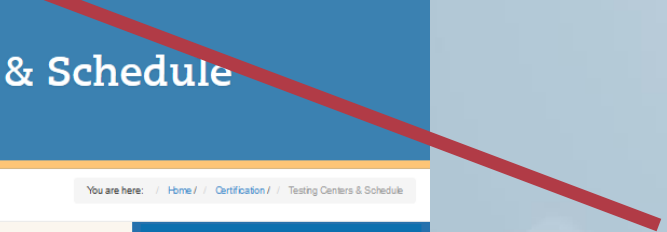
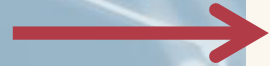
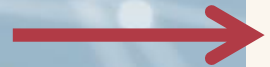
SUPPORTER SPOTLIGHT



How CLI has made a difference >

RELATED LINKS - CERTIFICATION

- [Learn About the CoreCHI™ Exam](#)
- [Learn About the CHI™ Exam](#)
- [Login to Your Profile](#)
- [Prepare for Your Exam](#)



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.

At the CHI™ Exam

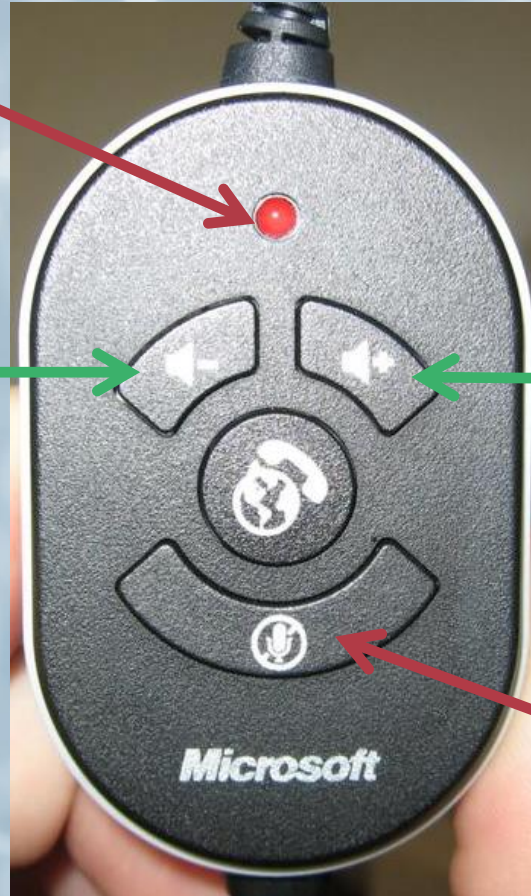
Headset

Microsoft Lifechat LX-3000



Headphone/Microphone

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



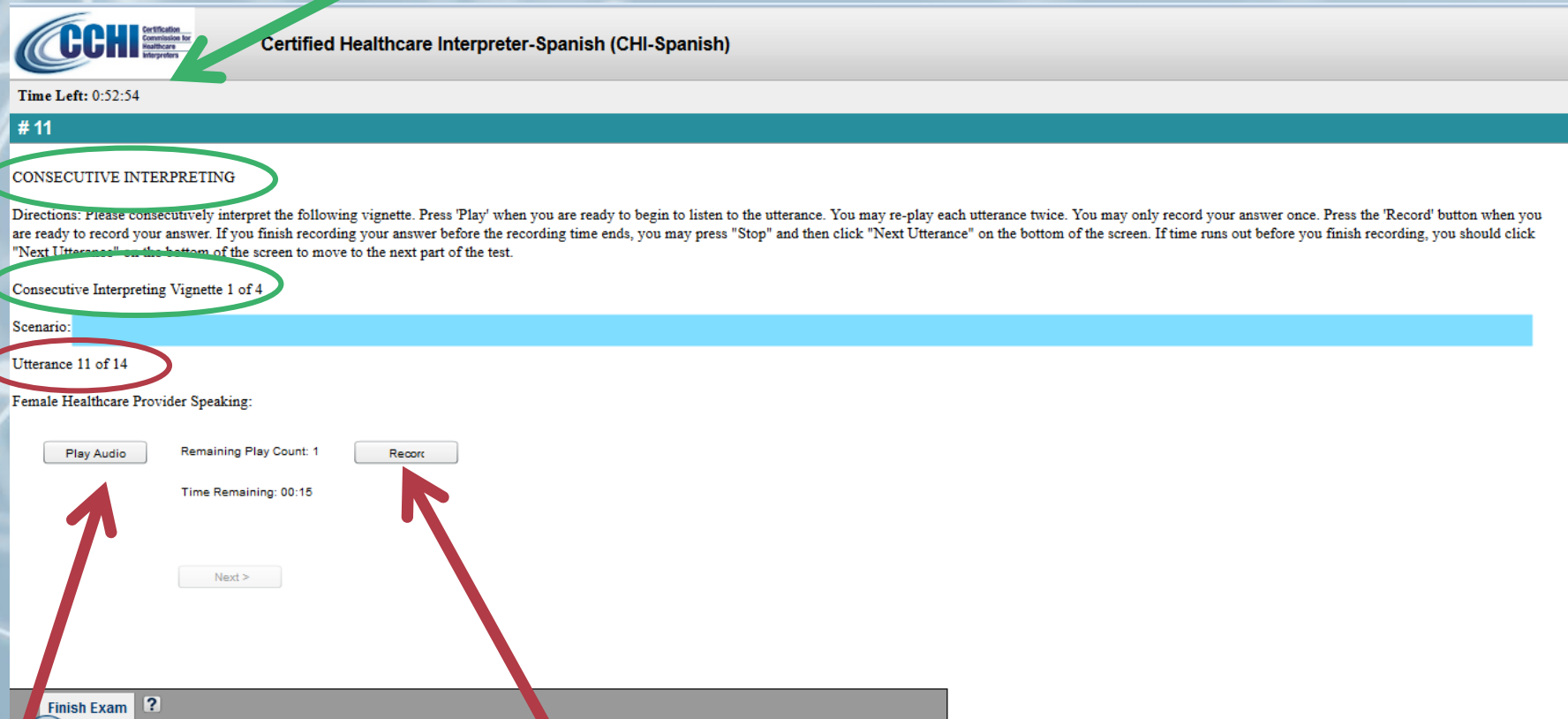
Volume
Control

Volume
Control

**Mute Button - DO
NOT to use this!**

CHI™ Exam Screenshots

Timer



The screenshot shows the exam interface for Certified Healthcare Interpreter-Spanish (CHI-Spanish). At the top left is the CCHI logo. The title bar reads "Certified Healthcare Interpreter-Spanish (CHI-Spanish)". Below this, the time left is "0:52:54". The question number is "# 11". The question title is "CONSECUTIVE INTERPRETING", which is circled in green. The directions are: "Please consecutively interpret the following vignette. Press 'Play' when you are ready to begin to listen to the utterance. You may re-play each utterance twice. You may only record your answer once. Press the 'Record' button when you are ready to record your answer. If you finish recording your answer before the recording time ends, you may press 'Stop' and then click 'Next Utterance' on the bottom of the screen. If time runs out before you finish recording, you should click 'Next Utterance' on the bottom of the screen to move to the next part of the test." The words "Next Utterance" are circled in green. The vignette is "Consecutive Interpreting Vignette 1 of 4", also circled in green. The scenario is "Utterance 11 of 14", circled in red. The provider is a "Female Healthcare Provider Speaking". The interface includes a "Play Audio" button (circled in red), a "Record" button (circled in red), a "Next >" button, and a "Remaining Play Count: 1" and "Time Remaining: 00:15" display. At the bottom left, there is a "Finish Exam" button with a question mark icon.

CCHI Certification Commission for Healthcare Interpreters

Certified Healthcare Interpreter-Spanish (CHI-Spanish)

Time Left: 0:52:19

11

CONSECUTIVE INTERPRETING

Directions: Please consecutively interpret the following vignette. Press 'Play' when you are ready to begin to listen to the utterance. You may re-play each utterance twice. You may only record your answer once. Press the 'Record' button when you are ready to record your answer. If you finish recording your answer before the recording time ends, you may press "Stop" and then click "Next Utterance" on the bottom of the screen. If time runs out before you finish recording, you should click "Next Utterance" on the bottom of the screen to move to the next part of the test.

Consecutive Interpreting Vignette 1 of 4

Scenario: [Redacted]

Utterance 11 of 14

Female Healthcare Provider Speaking:


Play Audio Remaining Play Count: 1 Stop

Time Remaining: 00:05

RECORDING...

Finish Exam ?

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”.

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

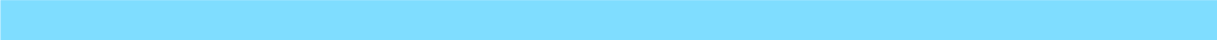
Time Left: 0:30:37

77

SIMULTANEOUS INTERPRETING

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: 

Time Remaining: 00:70

?

CCHI Certification Commission for Healthcare Interpreters

Certified Healthcare Interpreter-Spanish (CHI-Spanish)

Time Left: 0:25:51

89

SIGHT TRANSLATION

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.

Excerpt 3 of 3

Text in English that you need to sight translate.

Reached last excerpt.

Time Remaining: 00:45

Record

Next >

Finish Exam ?

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

Time Left: 0:25:06

90

Please select the best translation for the following passage.

Text in English

A. Text in Spanish

B. Text in Spanish

Finish Exam ?

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

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.

How is the CHI™ exam scored?

- **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.



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

Dear XXXXXX:
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

Score Report

Starting Spring 2018, the score report will include subscores:

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

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), 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@CCHIncertainment.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)

Where to find webinars & their recordings/ppt slides

The screenshot shows the CCHI website interface. At the top left is the CCHI logo. To its right are links for 'CONTACT US', a search bar, and a 'DONATE NOW' button. Below these are navigation tabs: 'CCHI Community', 'Certification', 'Supporters and Donors', 'About Us', and 'Stay Informed'. A large blue banner features the text 'Stay Informed: News' and an image of two women looking at a laptop. Below the banner, the date '07.22.2015' is displayed on the left, and 'Home / Get News' on the right. The main content area contains a 'News' section with the text 'Please check here for our latest new and press releases or contact us for more information.' Below this are links for 'CCHI Newsletters' and 'CCHI Webinars'. On the right side, there is a sidebar with a 'Get Certified' section containing links for 'Find a Certified Healthcare Interpreter' and 'Find an Accredited Training Provider'. A red arrow originates from the 'Stay Informed' menu item and points to the 'CCHI Webinars' link. A green arrow originates from the 'CCHI Webinars' link and points towards the bottom right corner of the slide.



#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.

CCHICERTIFICATION.ORG

<http://www.cchicertification.org/57-stay-informed/news/237-power-addcchi>

Follow us on Social Media!



The screenshot shows the CCHI website homepage. At the top left is the CCHI logo. To its right are navigation links: 'CONTACT US', a search bar, and a blue 'DONATE NOW' button. Below these are five main menu items: 'CCHI Community', 'Certification', 'Supporters and Donors', 'About Us', and 'Stay Informed'. The main content area features a large image of a doctor and a patient, with the text 'Setting the Standard for Quality in Healthcare Interpreting' overlaid. To the right of this image are four vertical portrait photos of professionals, each with a caption: 'HEALTHCARE INTERPRETERS', 'HOSPITALS & HEALTHCARE PROVIDERS', 'LANGUAGE SERVICE PROVIDERS', and 'TRAINING PROVIDERS'. The footer contains five columns of links under the headings 'Our CCHI Community', 'Certification', 'Supporters & Donors', 'About Us', and 'Stay Informed'. On the right side of the footer, there are social media icons for LinkedIn, Facebook, and Twitter, which are circled in green, and a 'Resources for Patients' button. At the very bottom, the copyright information reads: '© 2014 CCHI | 1725 I Street NW, Suite 300, Washington, DC 20006 | 866-969-6665 | Privacy Policy'.



Get Certified,
Get Connected,
Get Informed.



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