NATIONAL, ACCREDITED, INCLUSIVE

GETTING CERTIFIED: CCHI'S APPLICATION

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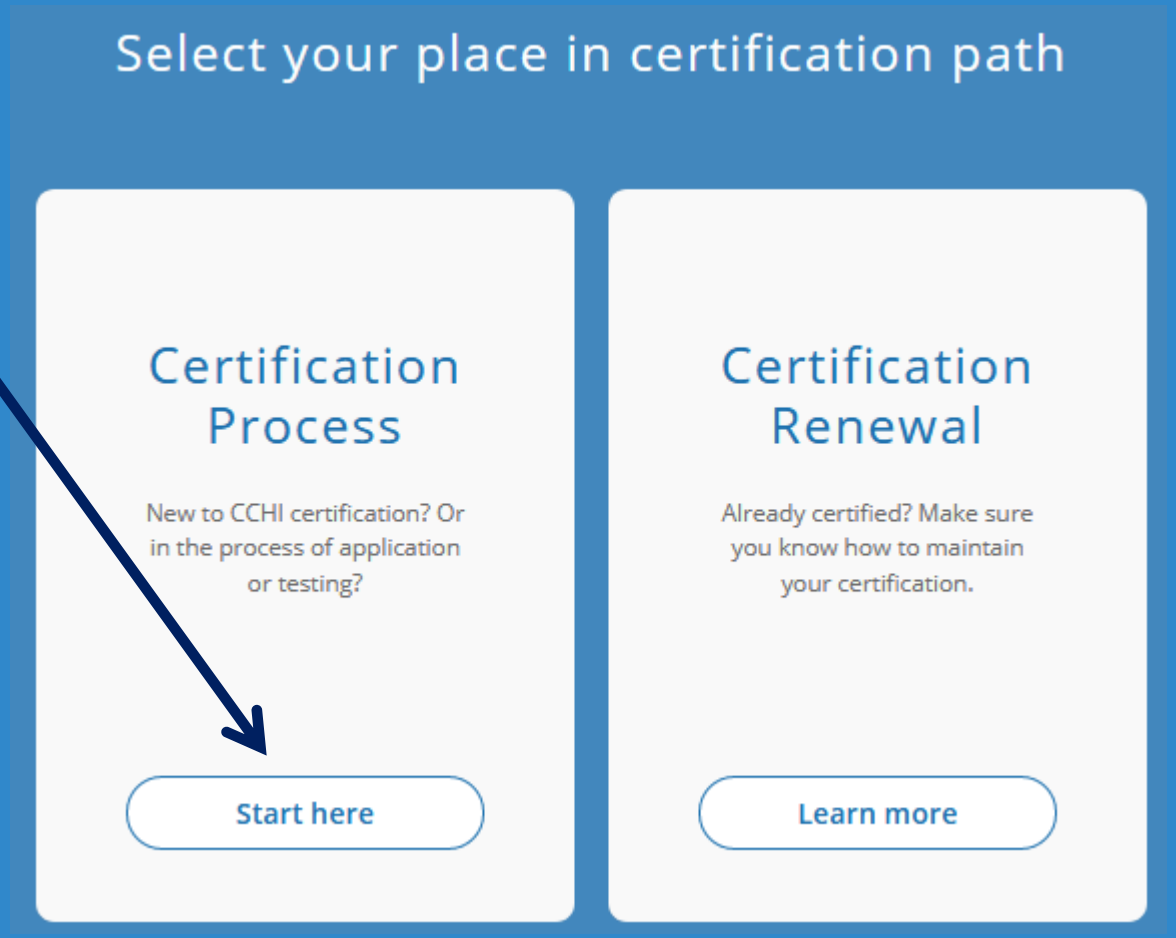
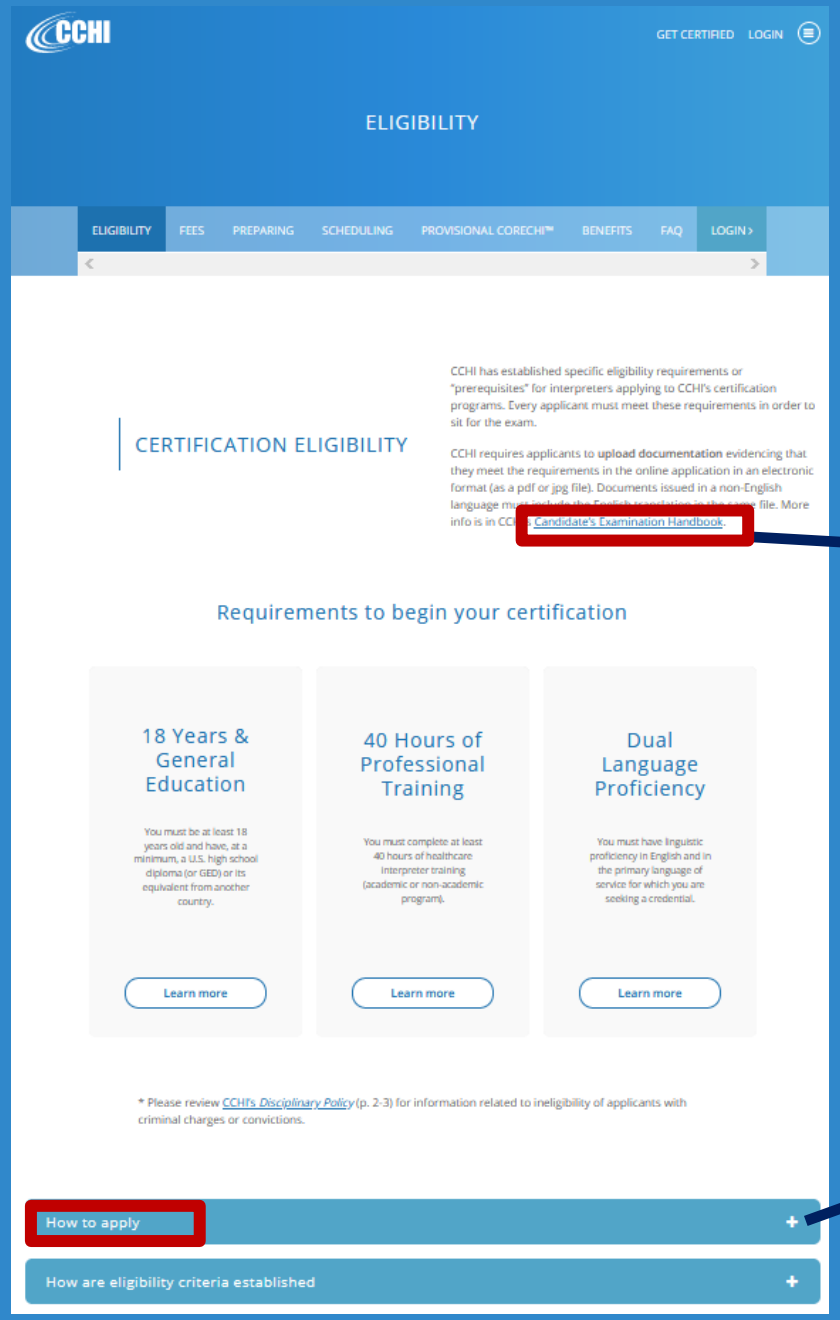
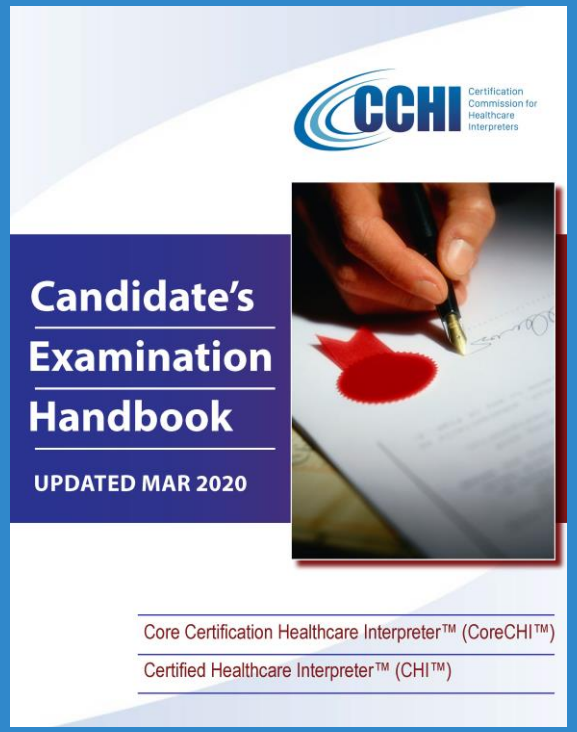
CCHICERTFICATION.ORG

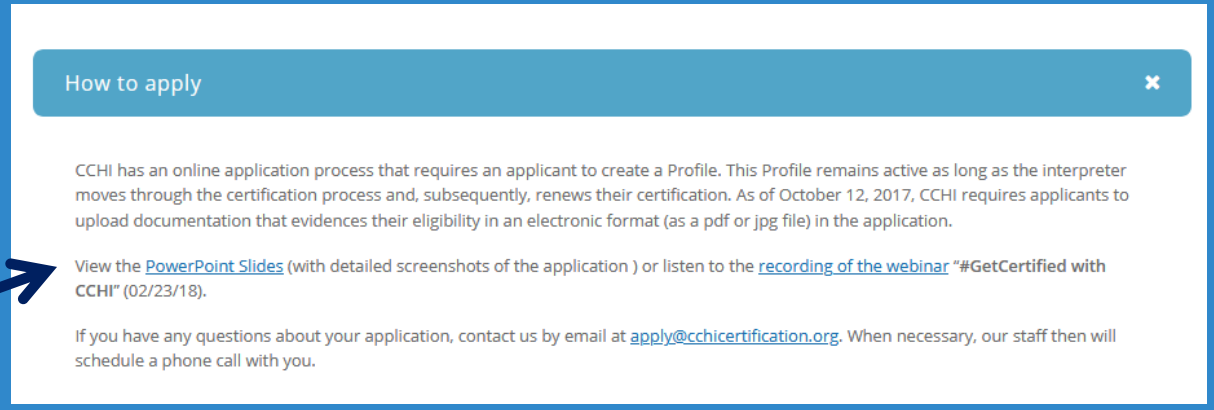
Step 1 – Read the *Candidate's Exam Handbook* and *Eligibility* Webpage



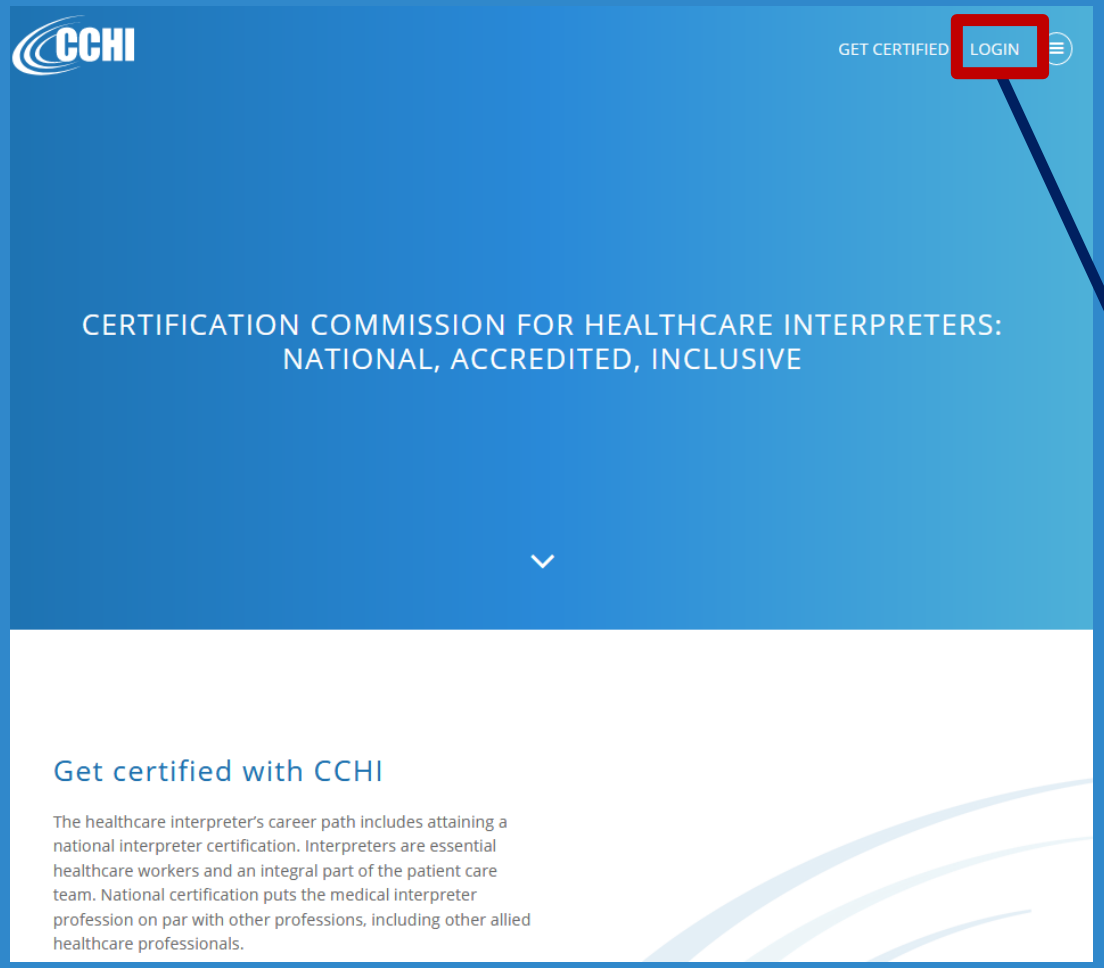
STEP 1 – READ the *Candidate's Exam Handbook* and *Eligibility* webpage

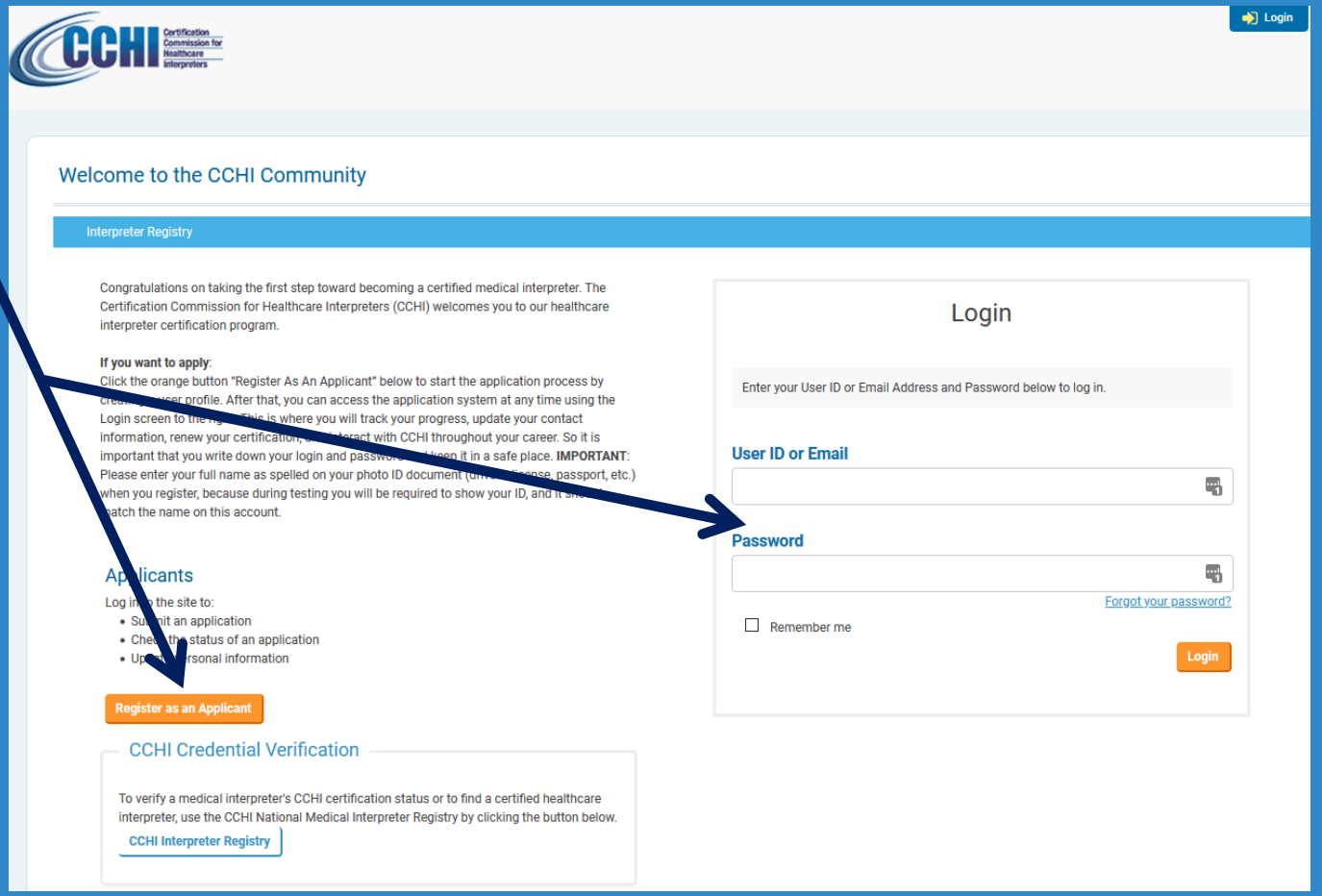






Step 2 – Login to your account in CCHI's online application platform – LearningBuilder





Step 3. Prepare files with necessary documentation

- **CCHI accepts files in electronic formats uploaded via the online platform**
- **All files must be either in a pdf or jpg/png formats. No other formats are accepted.**
  - Special attention when saving emails
  - Special attention when saving files in Mac
- **If you have a document in a non-English language, you must provide *both* – the original and its translation into English (ideally, as 1 file, or add as 1 entries)**

Step 3. Prepare files with necessary documentation

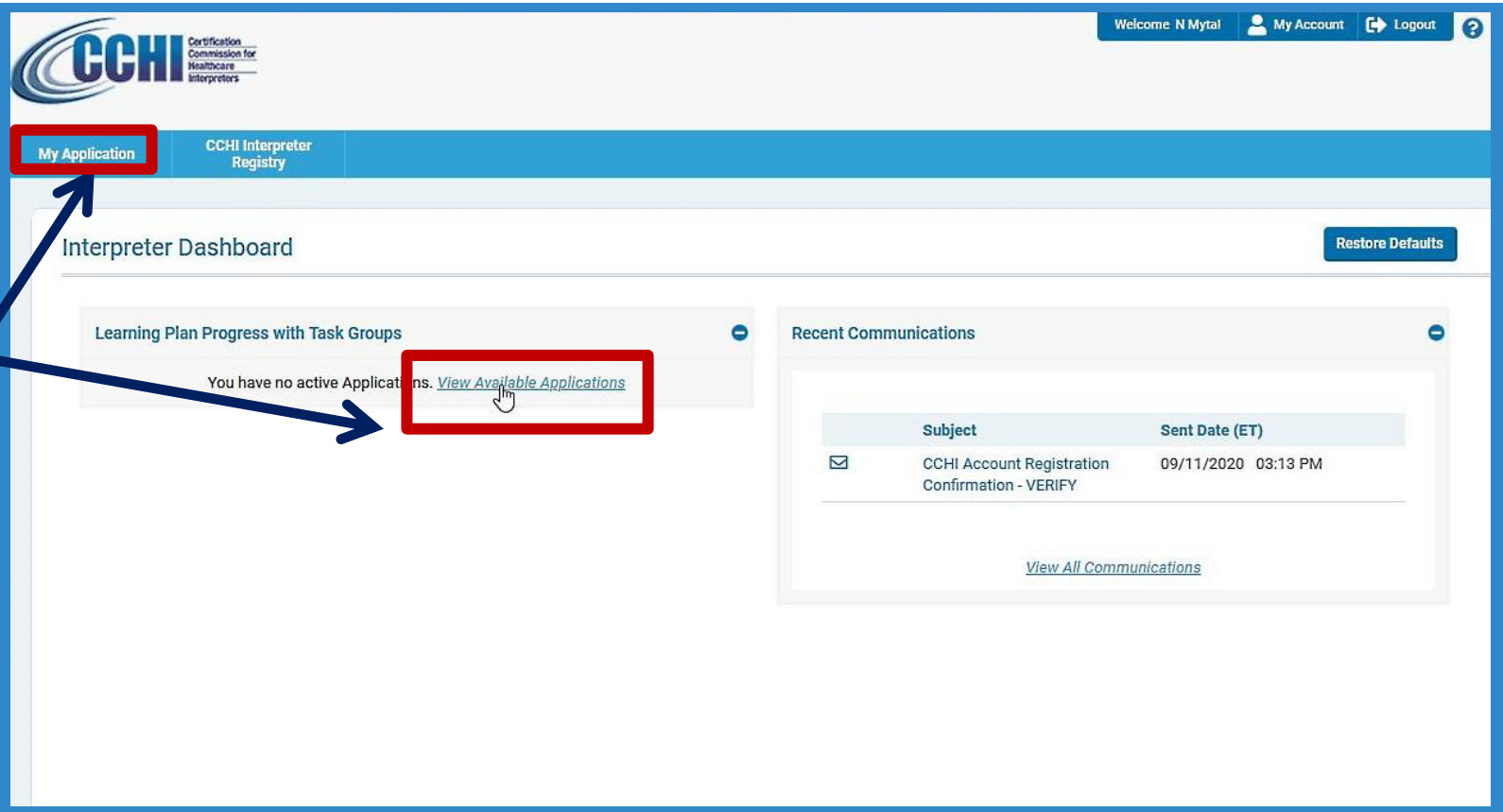
You will need these documents:

1) High school diploma or a higher degree diploma
2) Certificate of completing a minimum of 40 hours of training in healthcare interpreting
3) Proof of language proficiency in English (often can be the same as b))
4) Proof of language proficiency in the non-English language (the document must specifically name the non-English language)
5) Any "name change" documents if the 4 above documents have different names (e.g., marriage, divorce, legal name change)

CCHI

Step 4. Fill out your application

You need to click on the *link* or on the tab *My application*.



Welcome Natalya Mytareva! | My Account | Logout

CCHI Certification Commission for Healthcare Interpreters

My Application | CCHI Interpreter Registry

Applications

[011246 / Applicant]

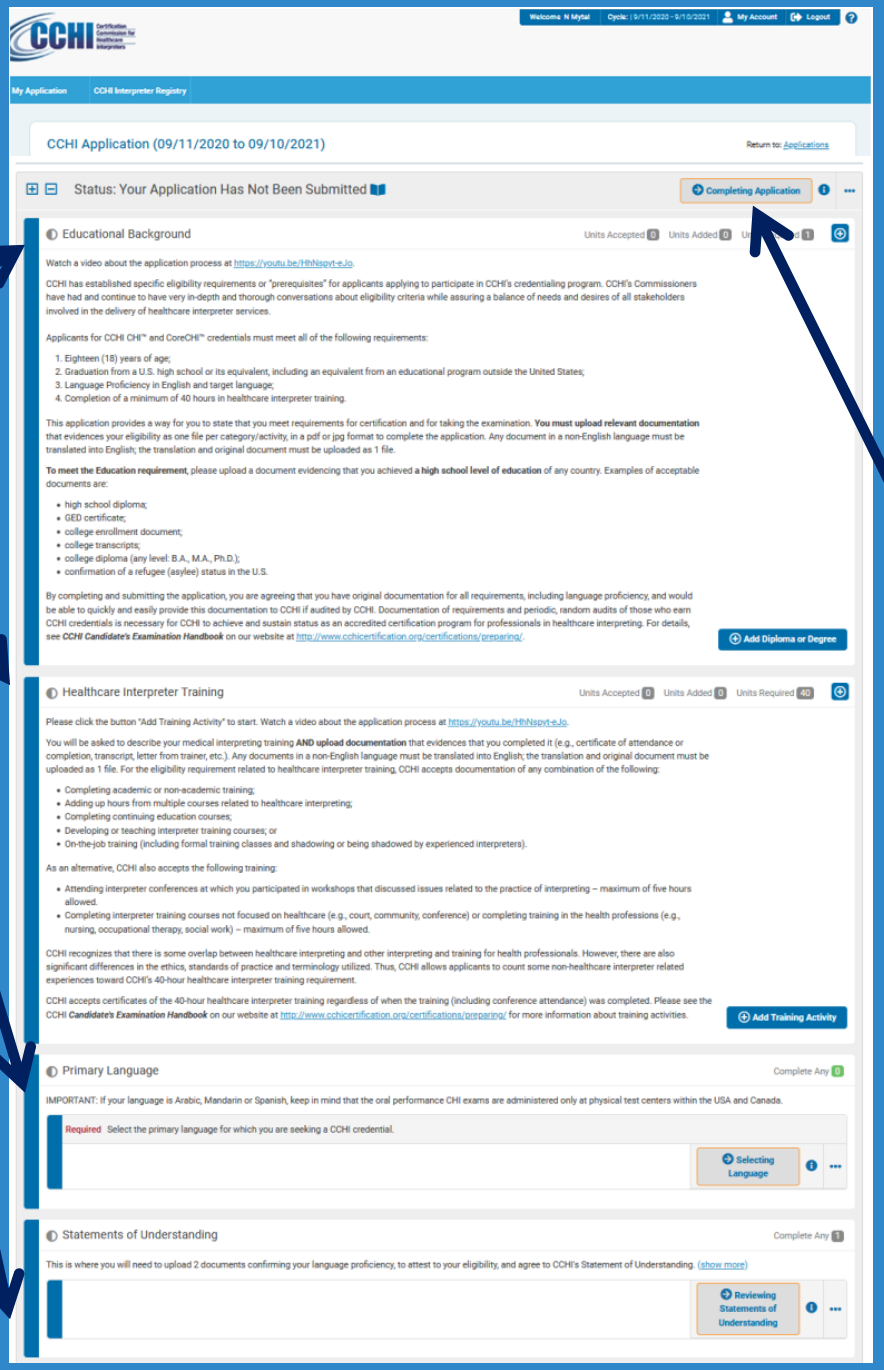
Application	Status	
CCHI Application	Available	Begin

Continue the application process by clicking "Begin" on the right side of this box.

This is where you tell us about your healthcare interpreter training and educational experiences, confirm your eligibility, and submit your application for review. If you need to edit your identifying information, please select the "my account" tab at the top of the page.

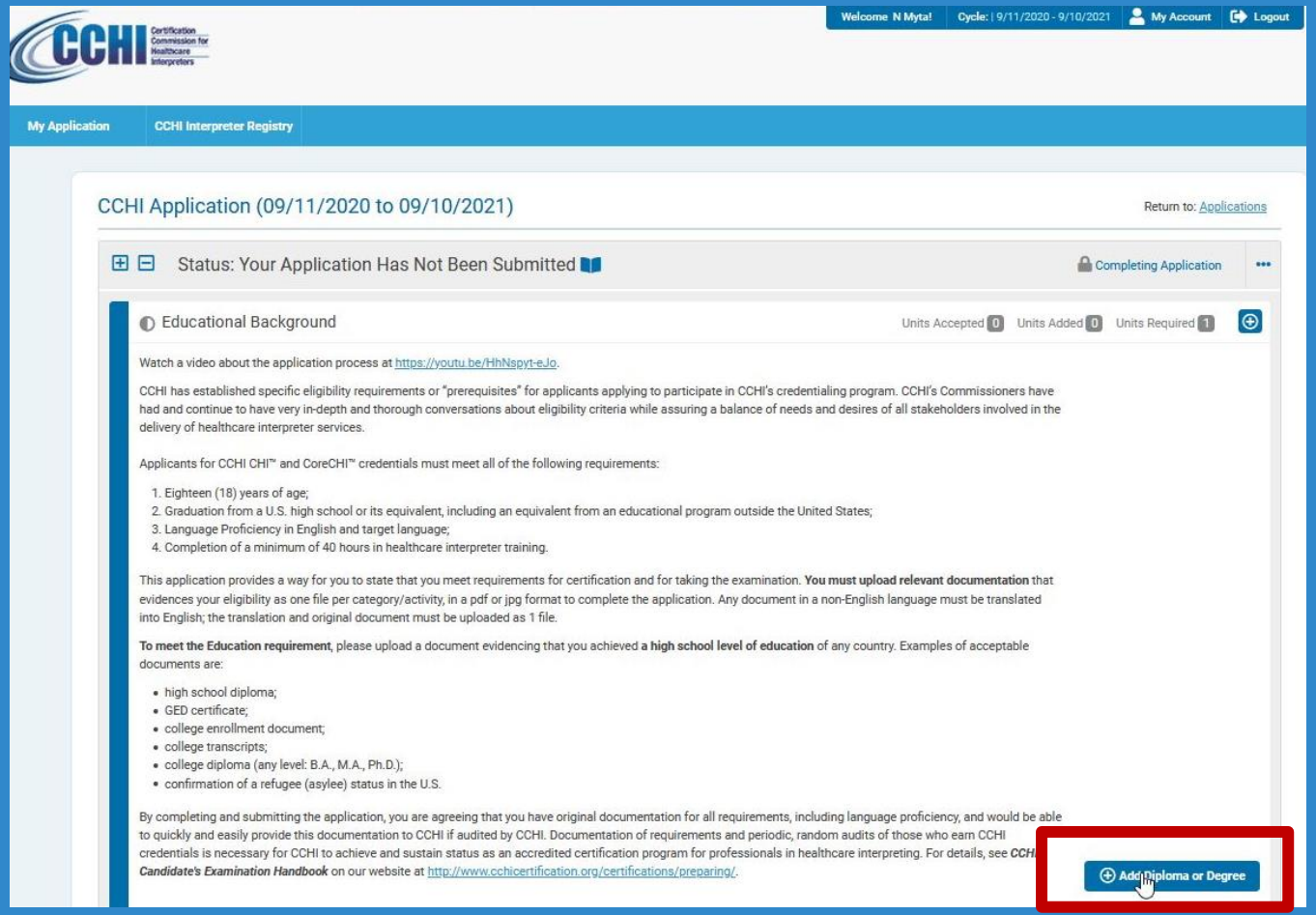
There are 4 sections in the application.

When you complete the section successfully, the section's blue bar will turn green.

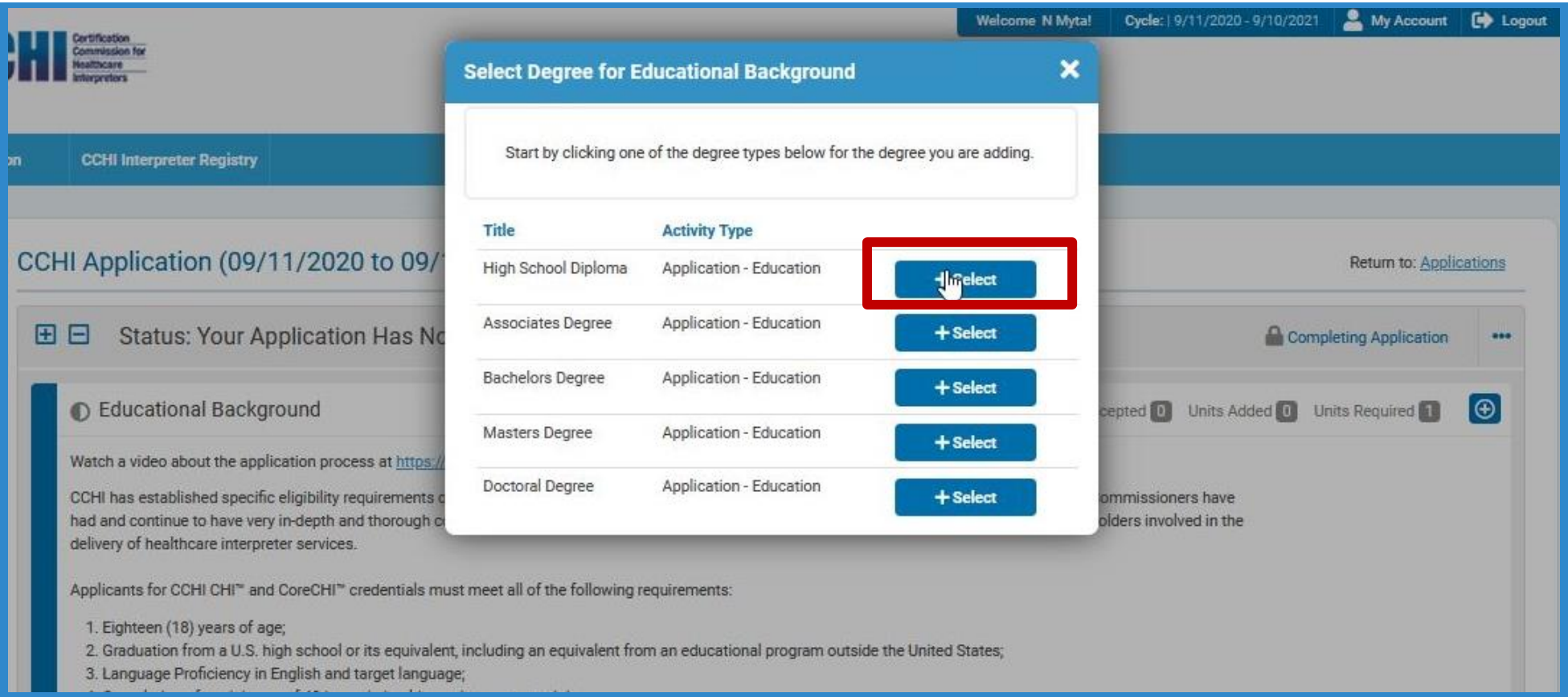


When you complete all 4 sections successfully, the gray button "Completing application" will turn orange and become clickable.

Section 1 – Educational Background



Section 1 – Educational Background



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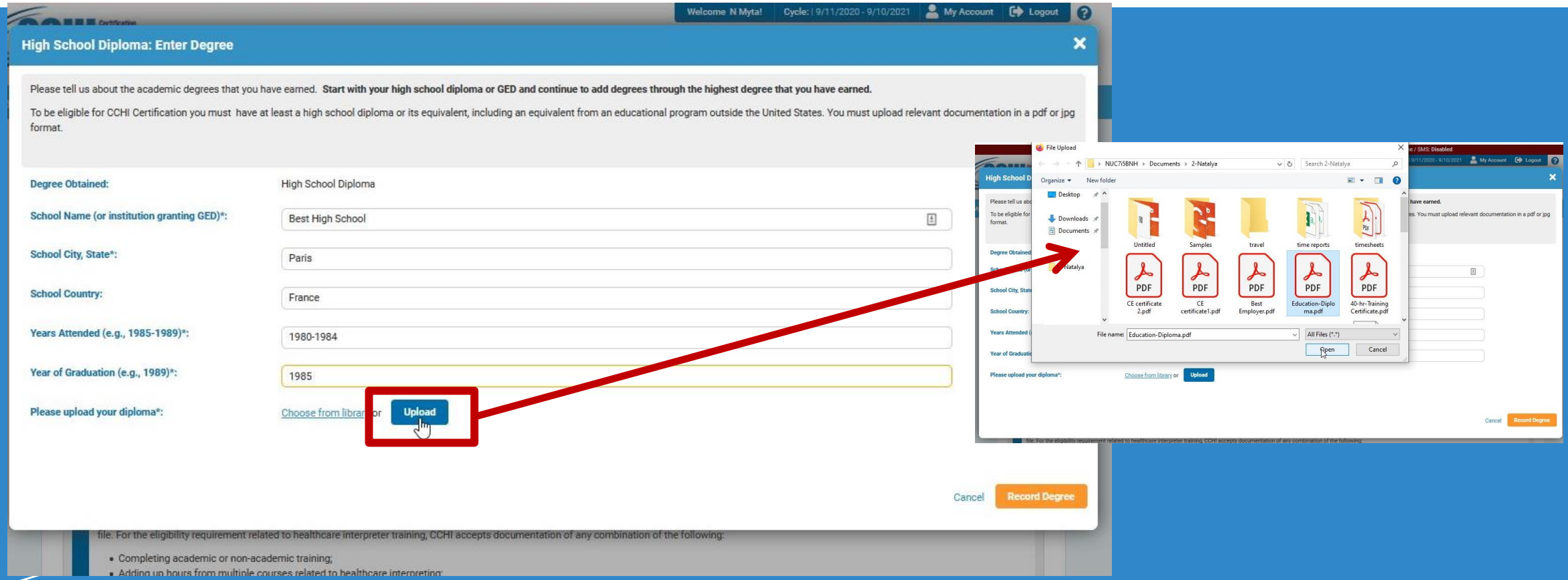

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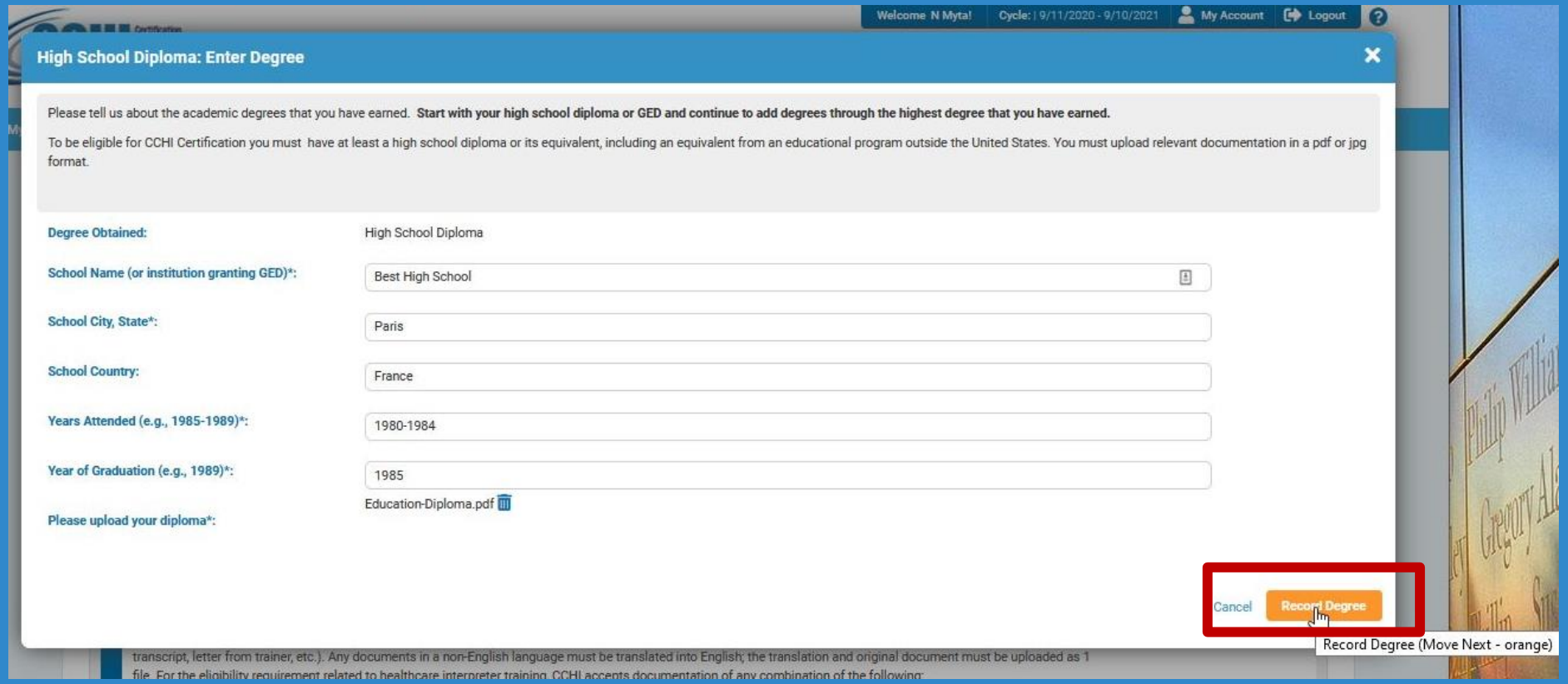

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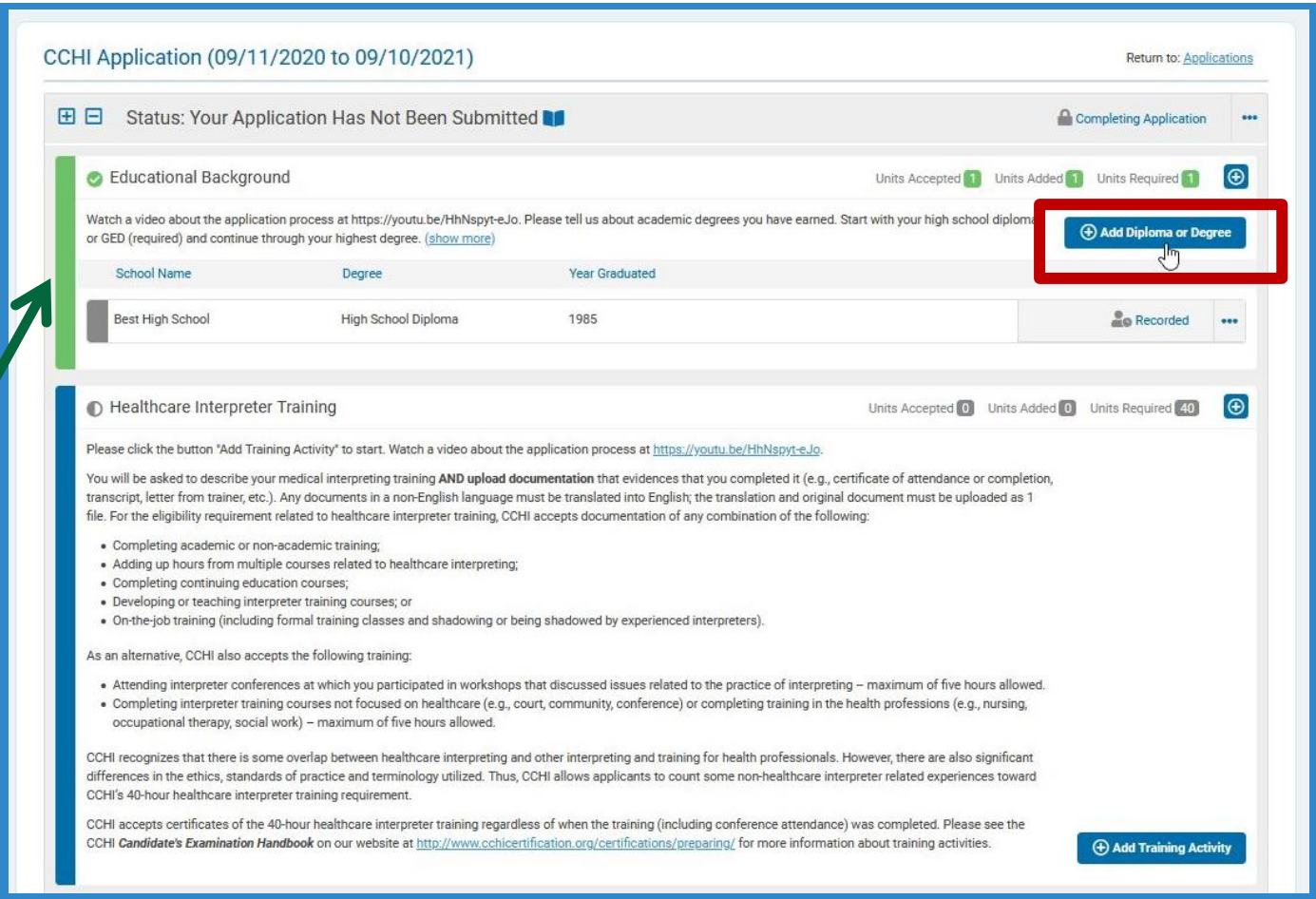
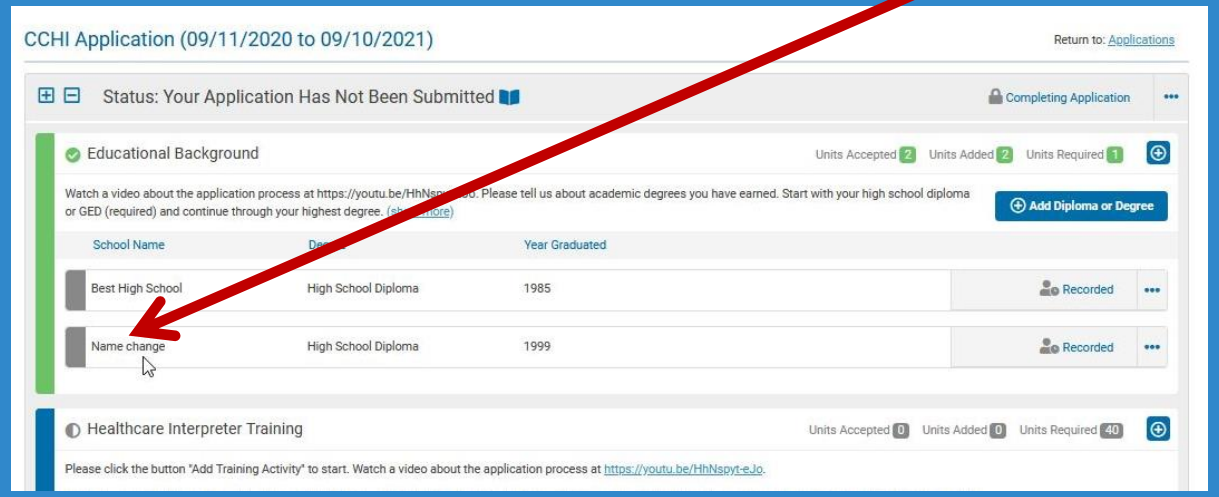
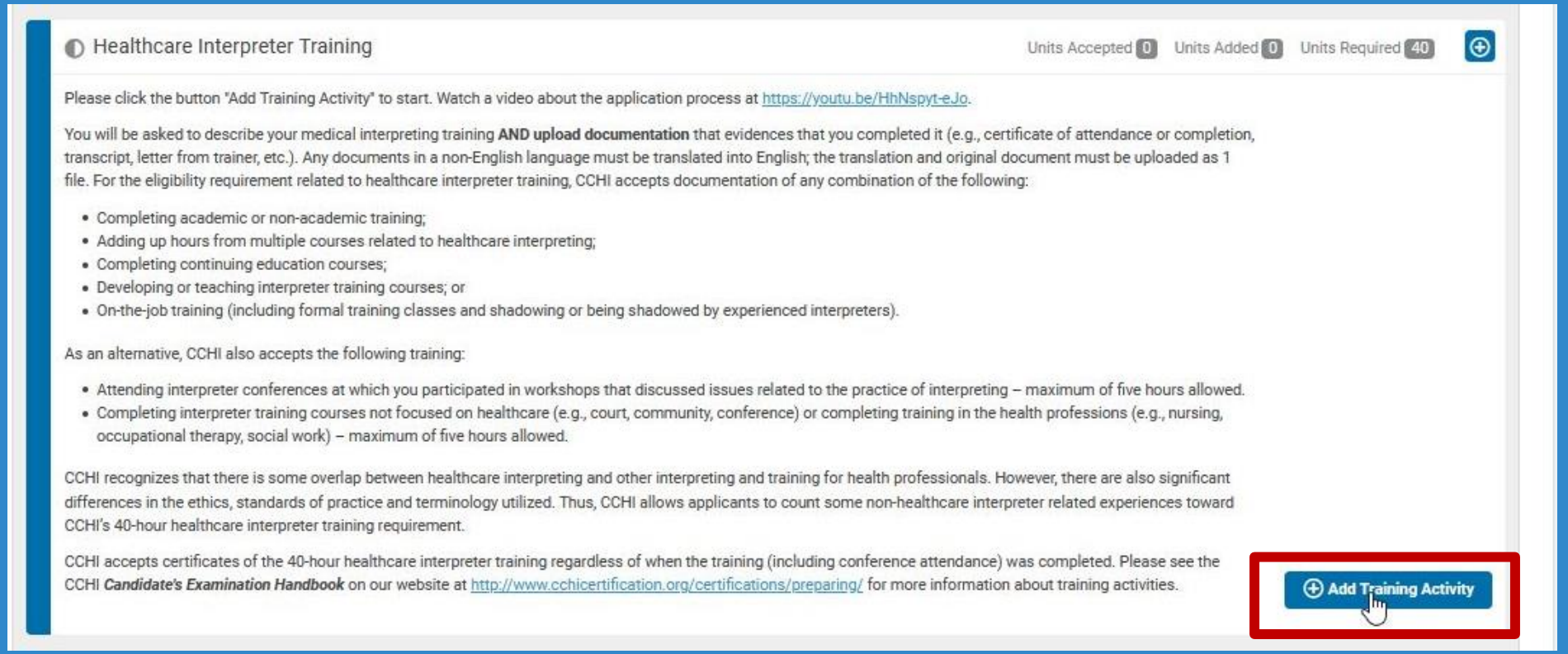


Name Change Documentation

If your documents are issued in different names, you need to upload a document confirming the name change. It's easiest to add it in the Education Section as another diploma and enter "Name change" in the field for the school name.



Section 2 – Healthcare Interpreter Training



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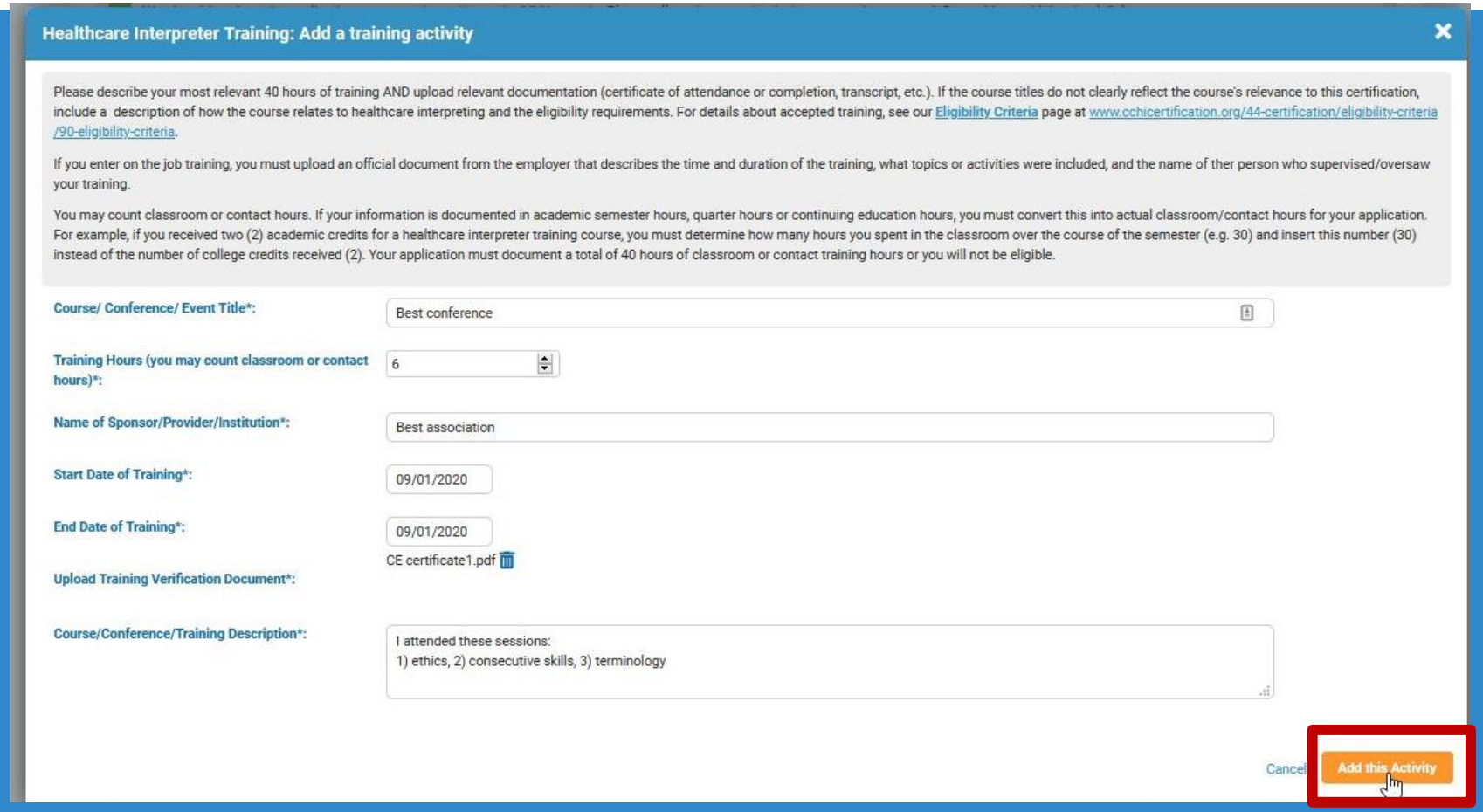

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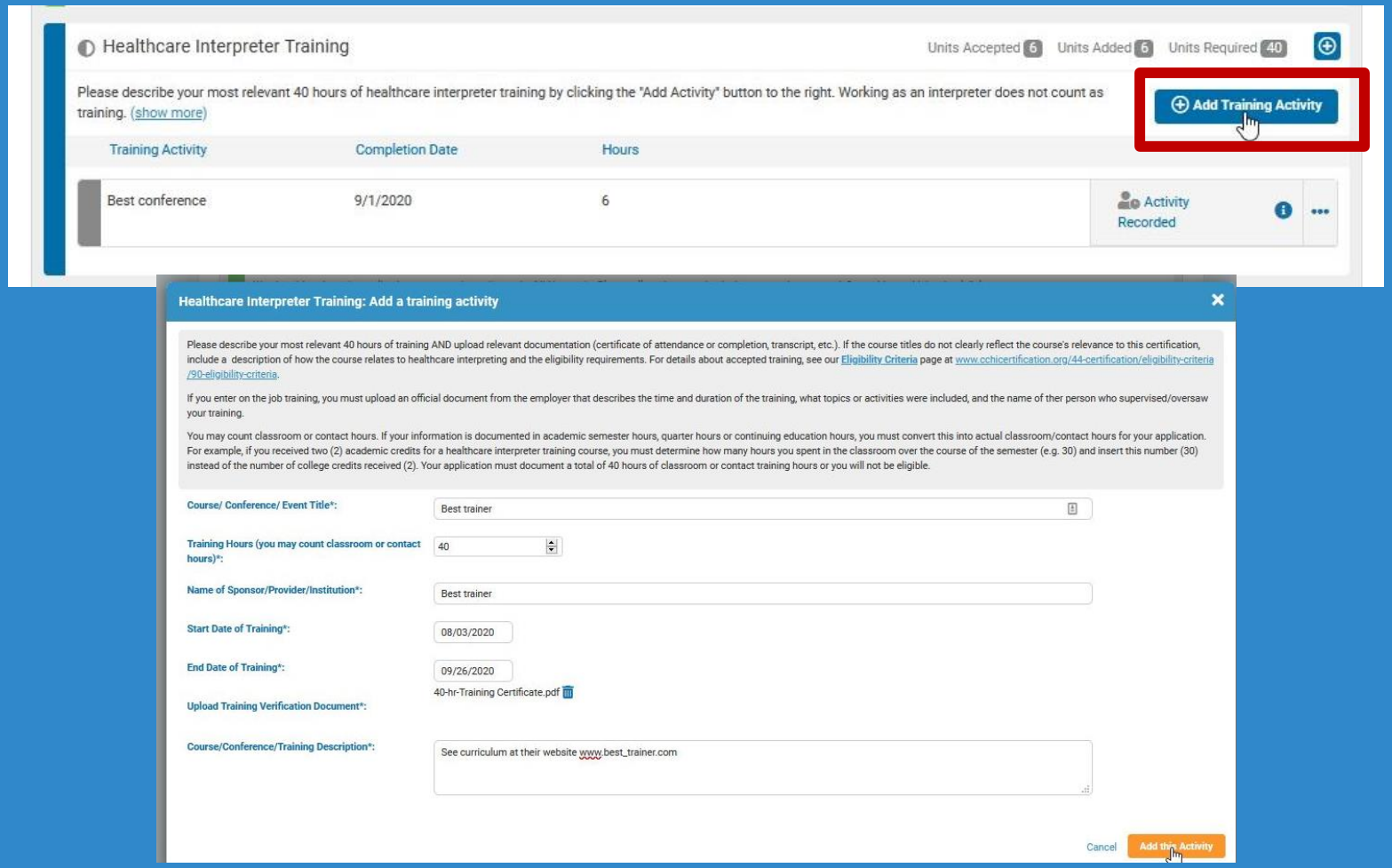

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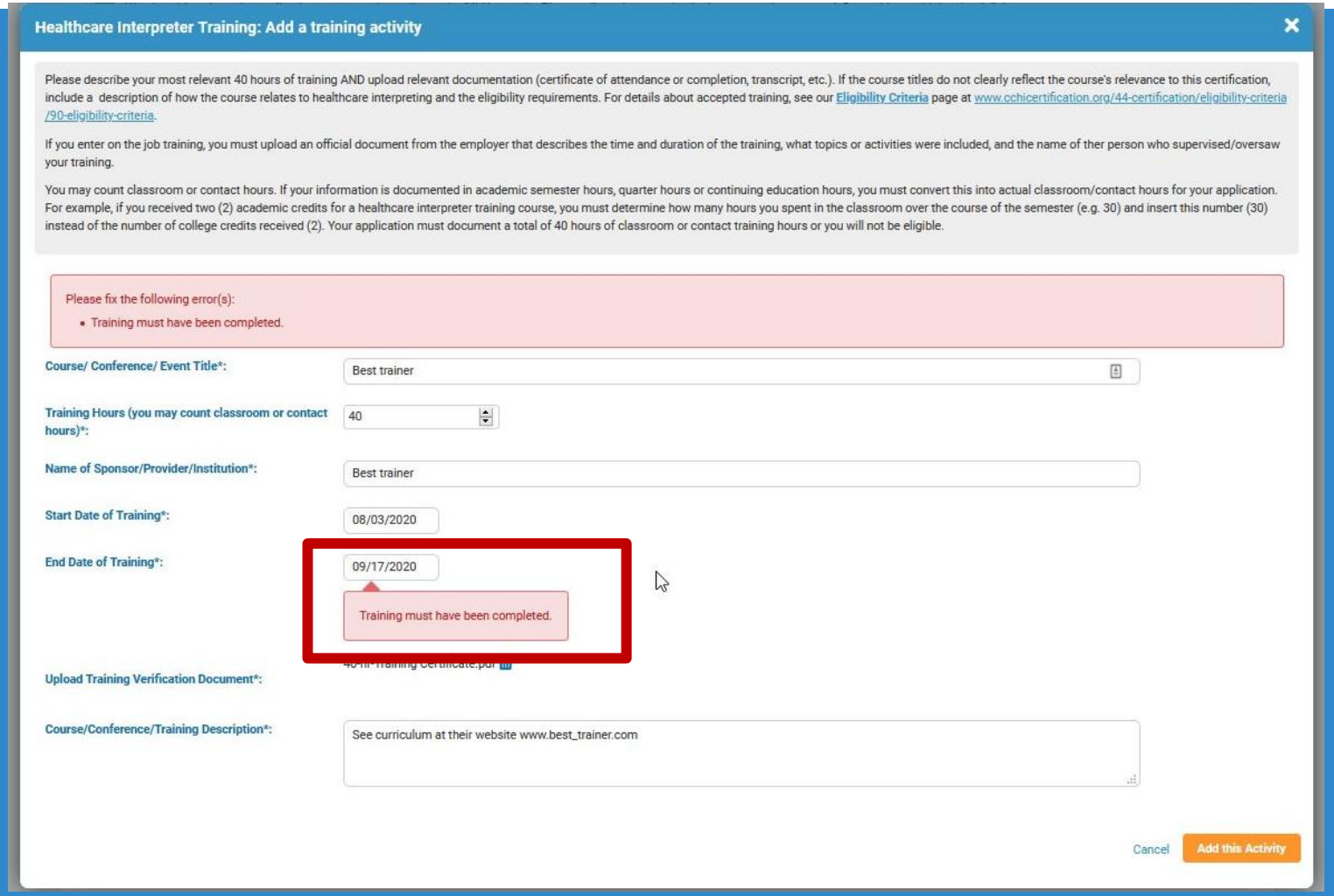
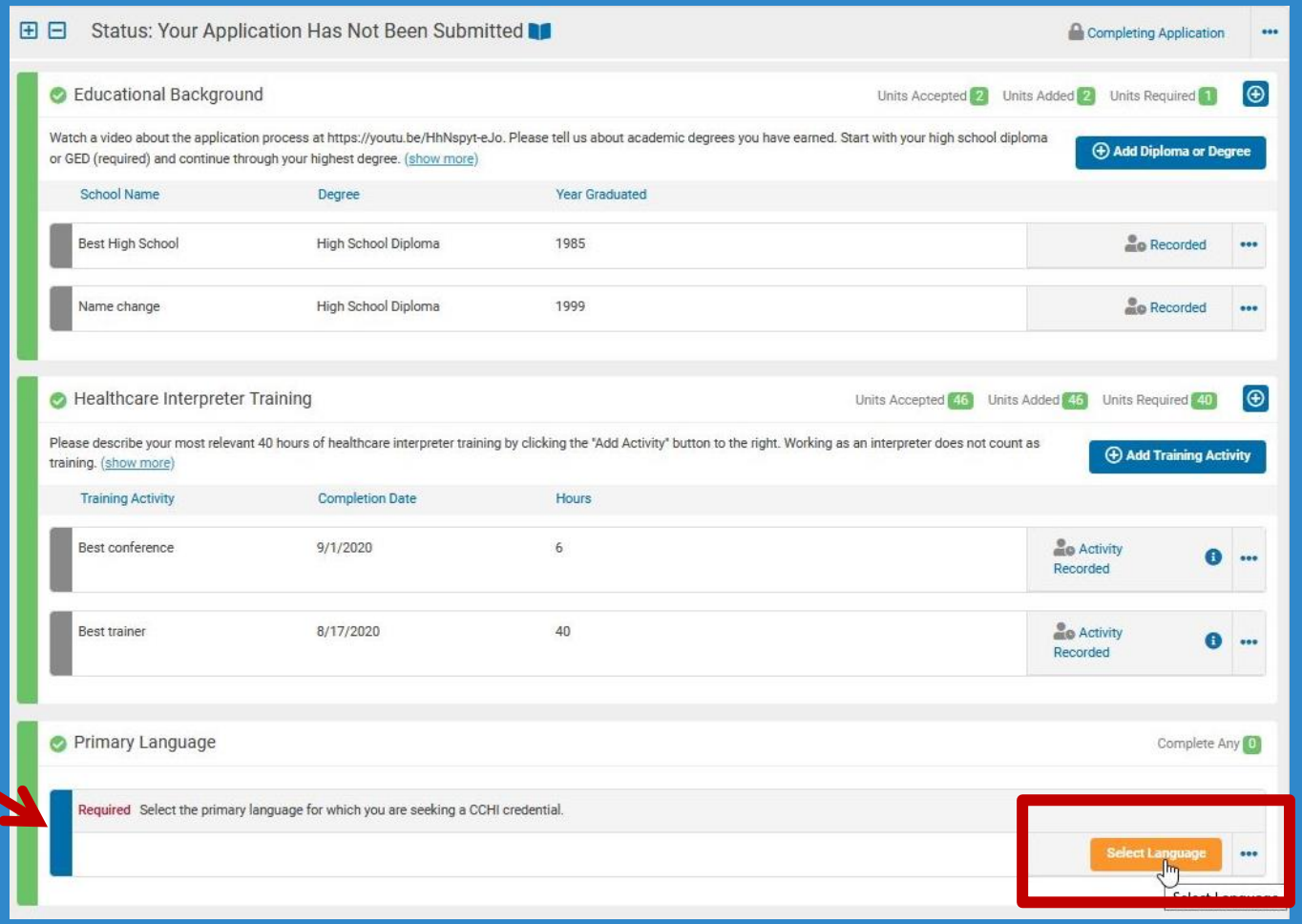
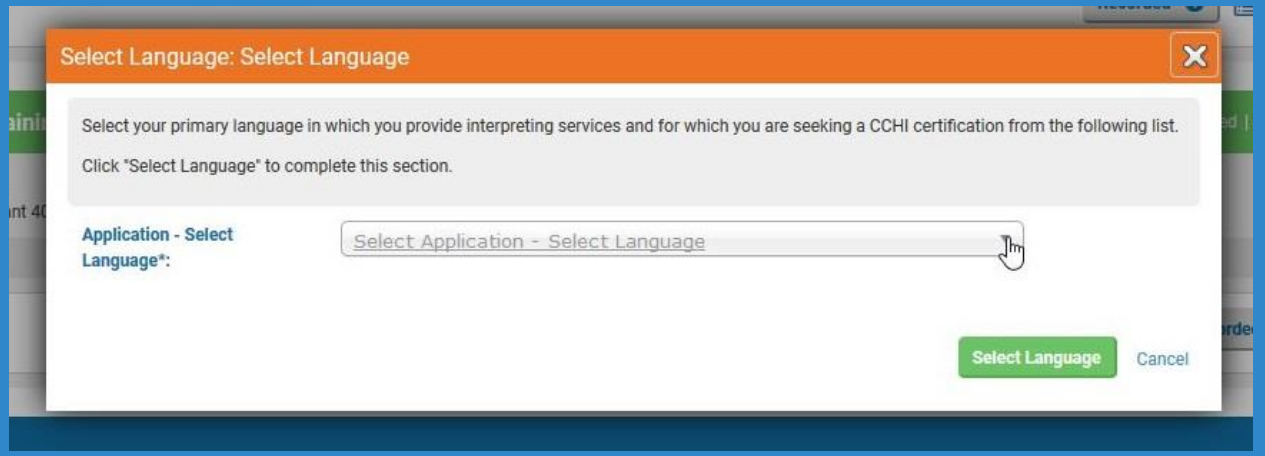
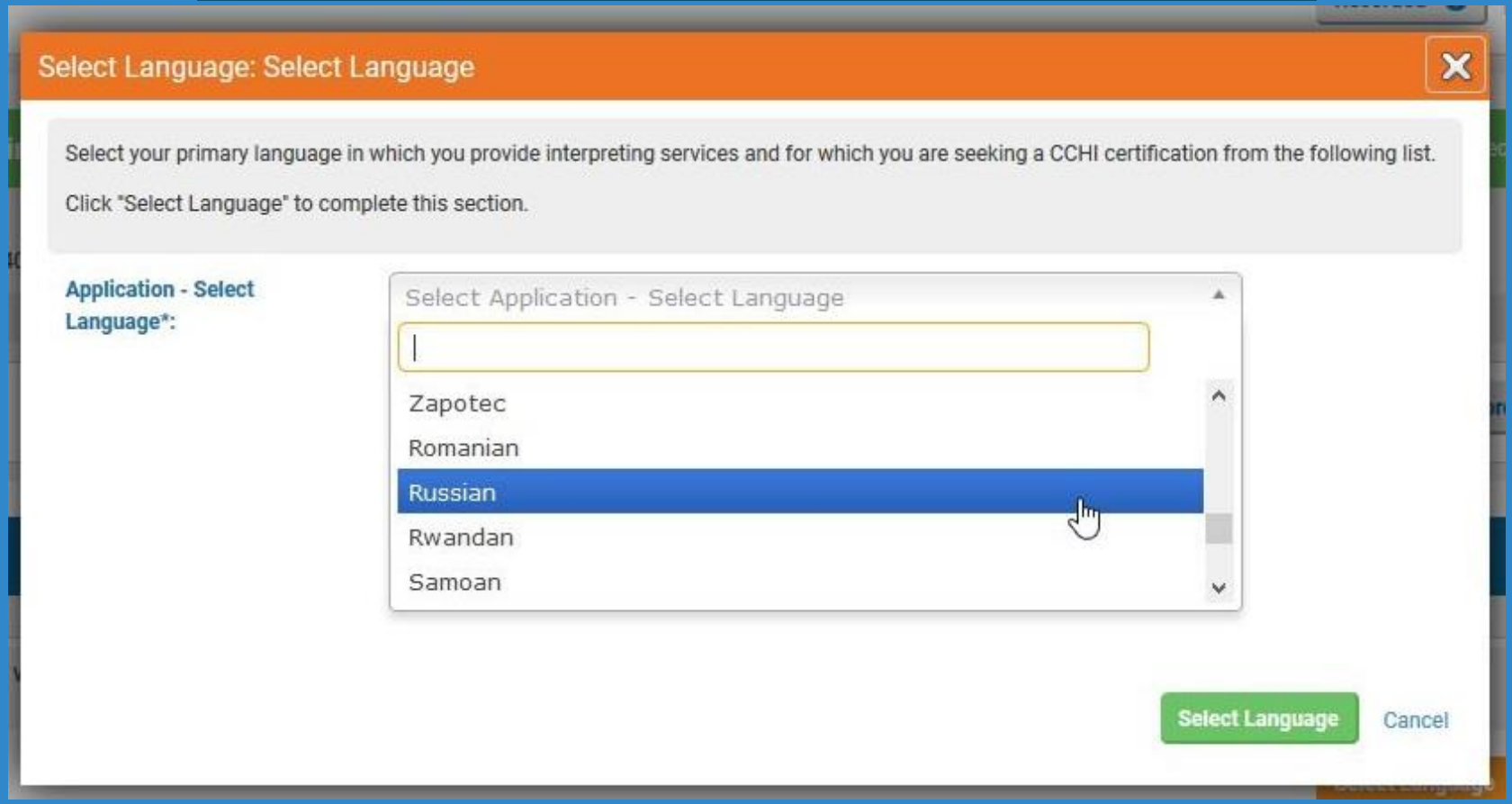


Section 3 – Primary Language of Service




Select Language: Select Language
Select your primary language in which you provide interpreting services and for which you are seeking a CCHI certification from the following list.
Click "Select Language" to complete this section.
Application - Select Language*:
Select Application - Select Language
Select Language
Cancel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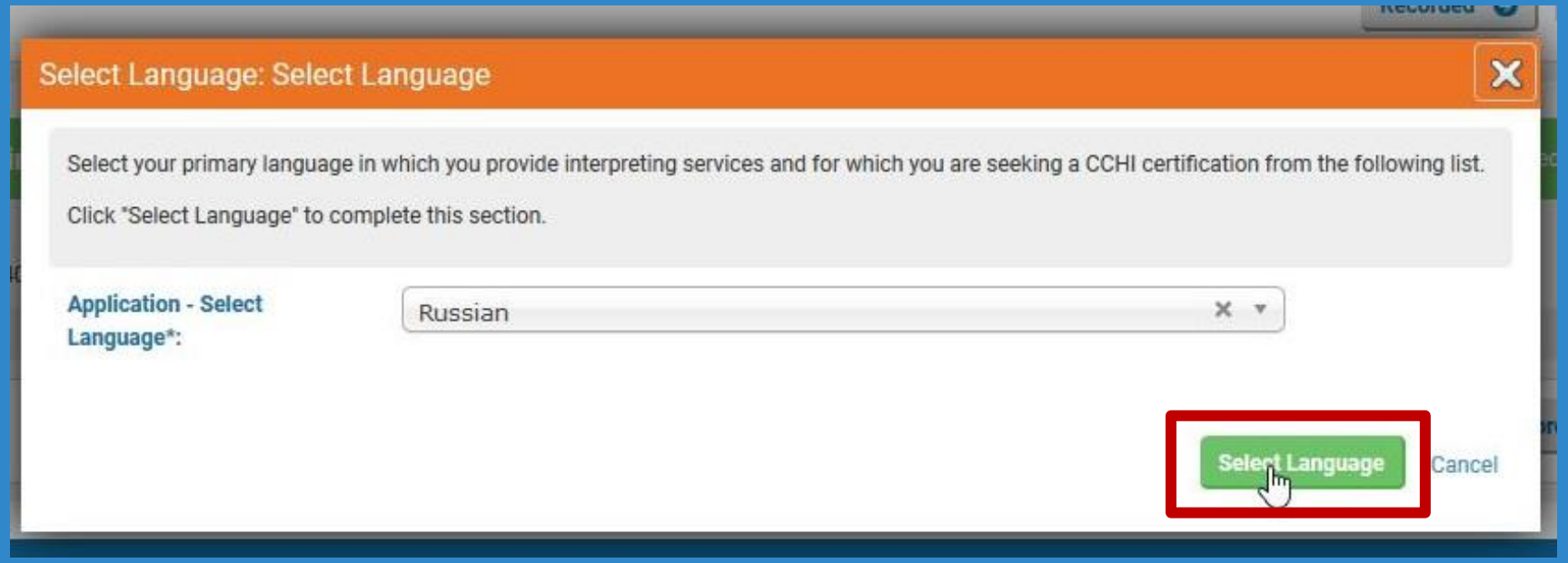
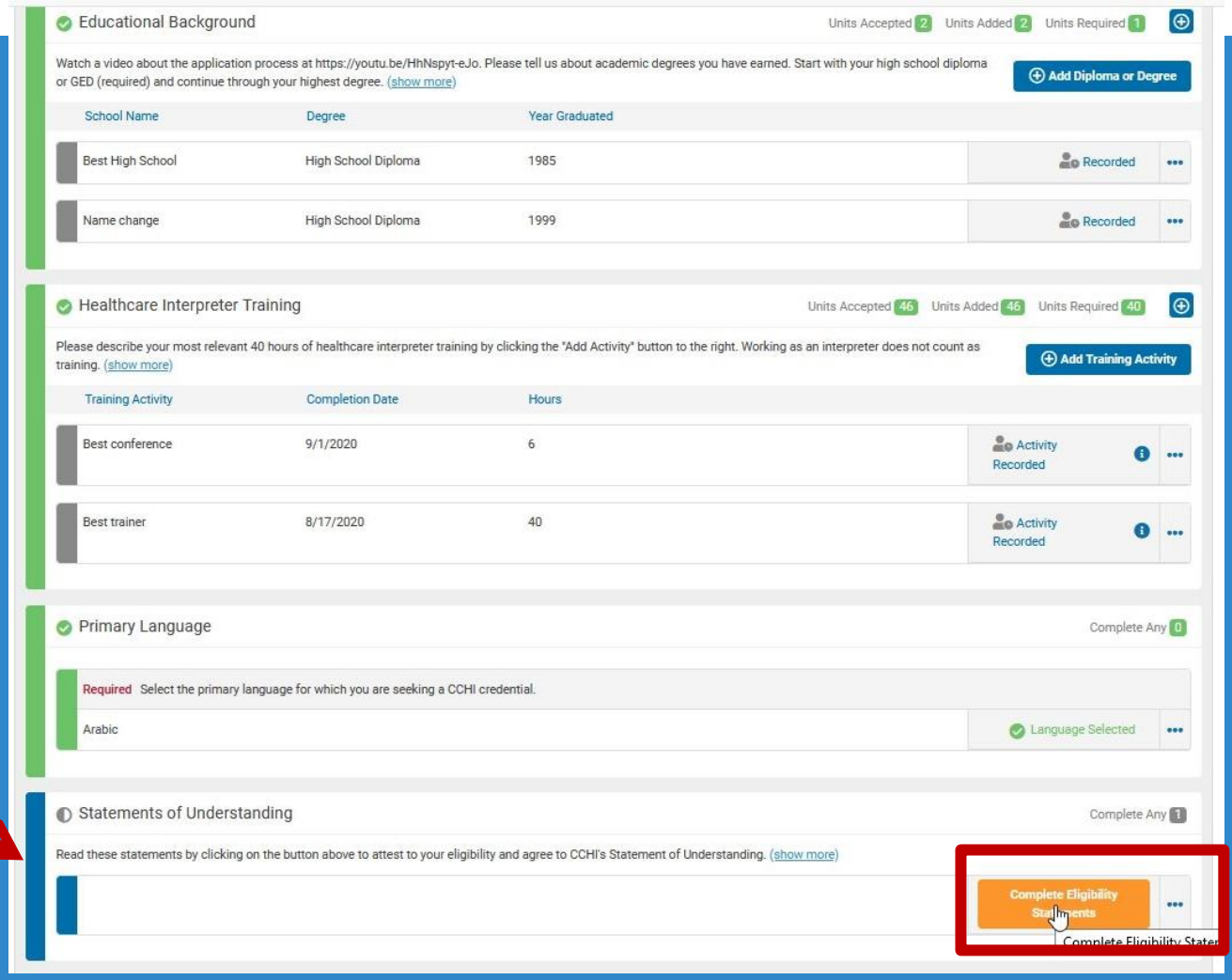
Select Application - Select Language
Zapotec
Romanian
Russian
Rwandan
Samoan
Select Language
Cancel

Section 3 – Primary Language of Service



Section 4 – Statement of Understanding = Your *legal* contract with CCHI



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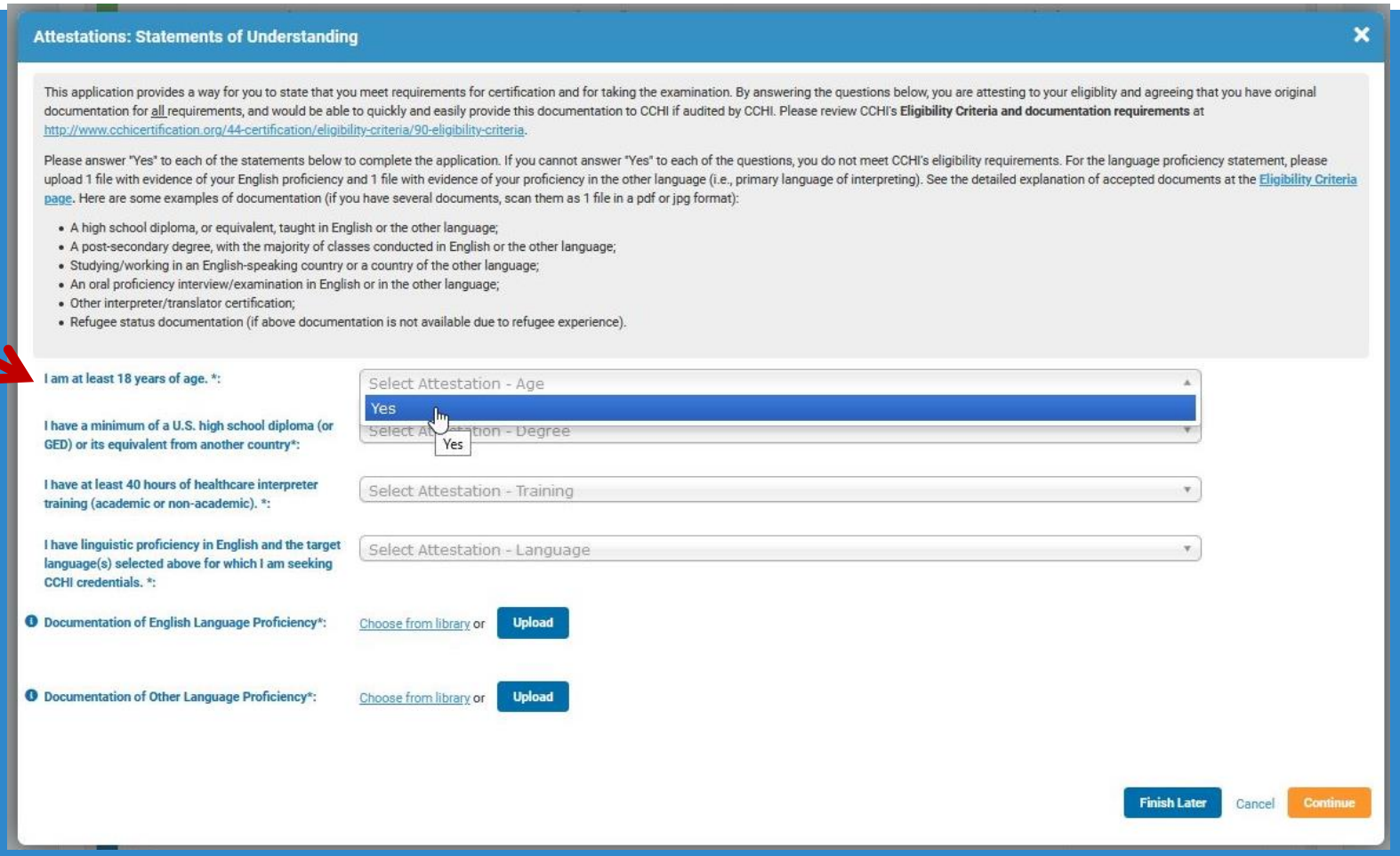

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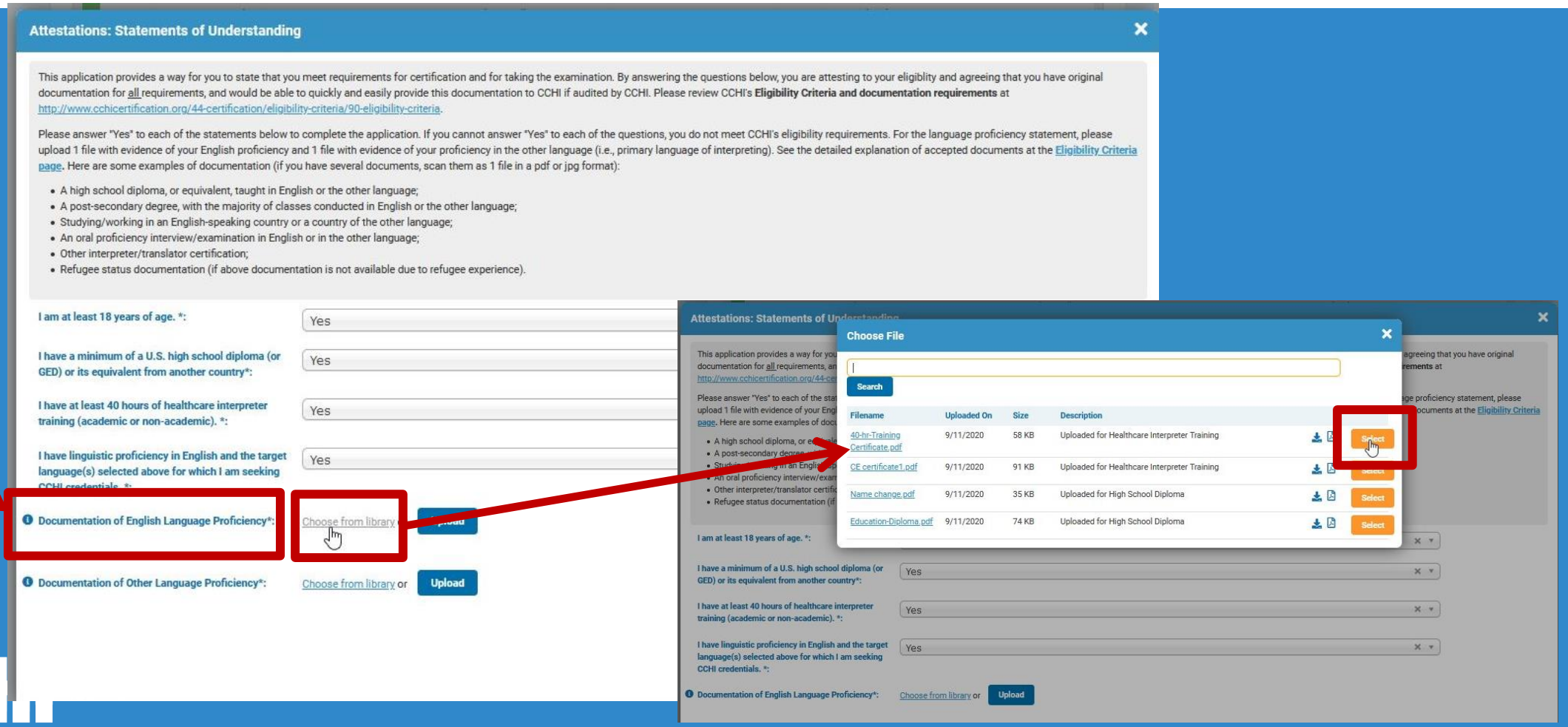

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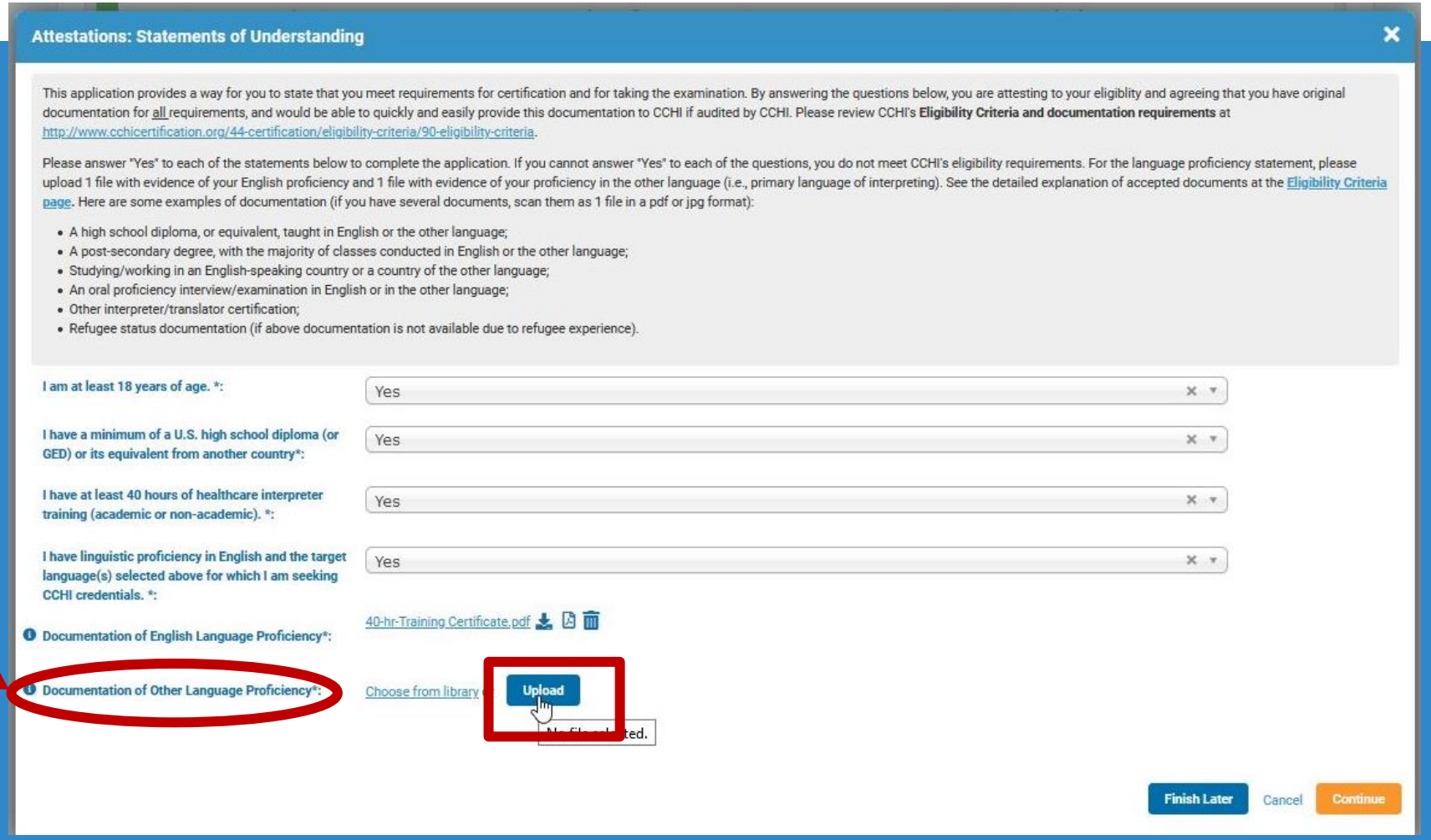

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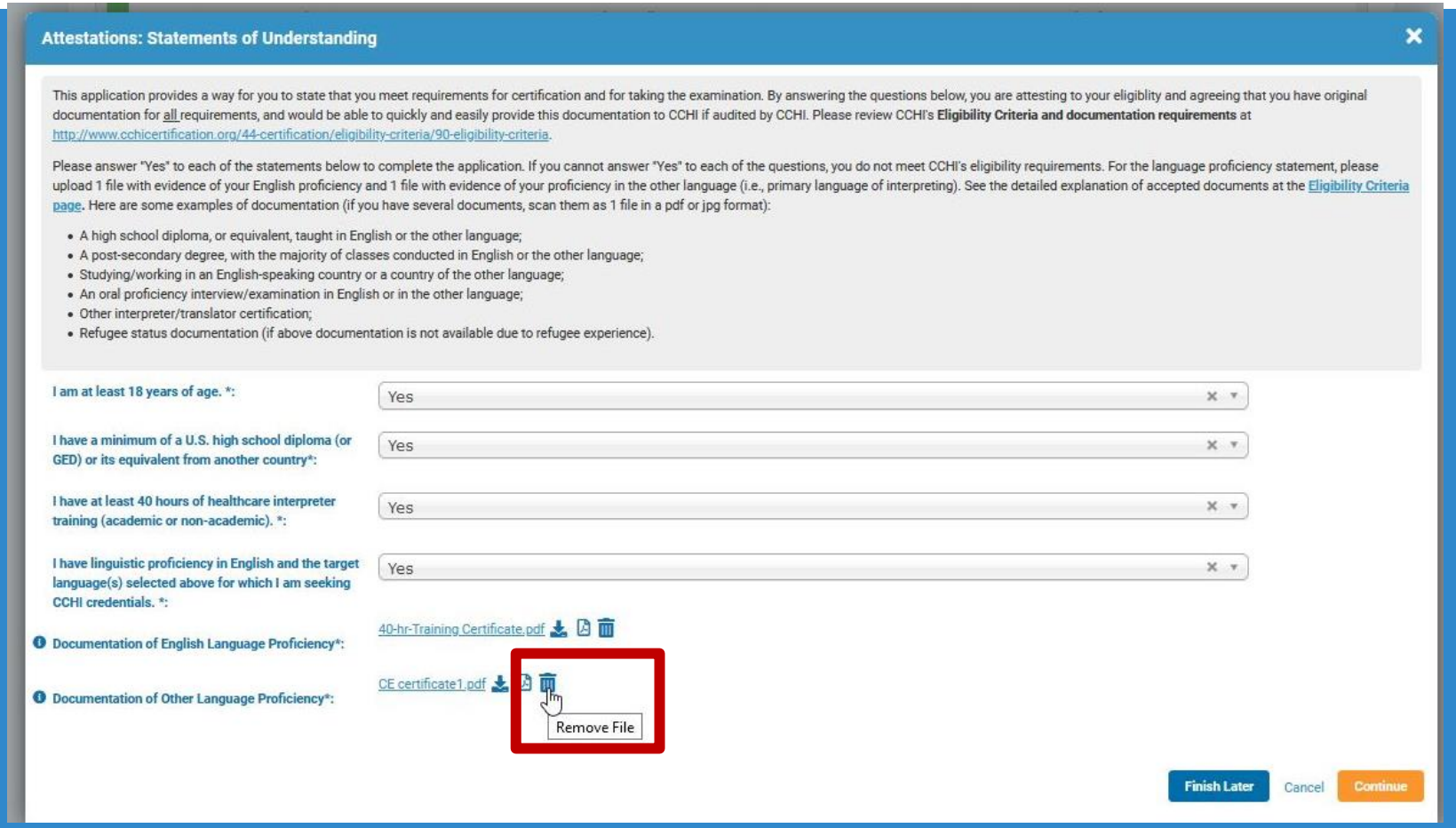

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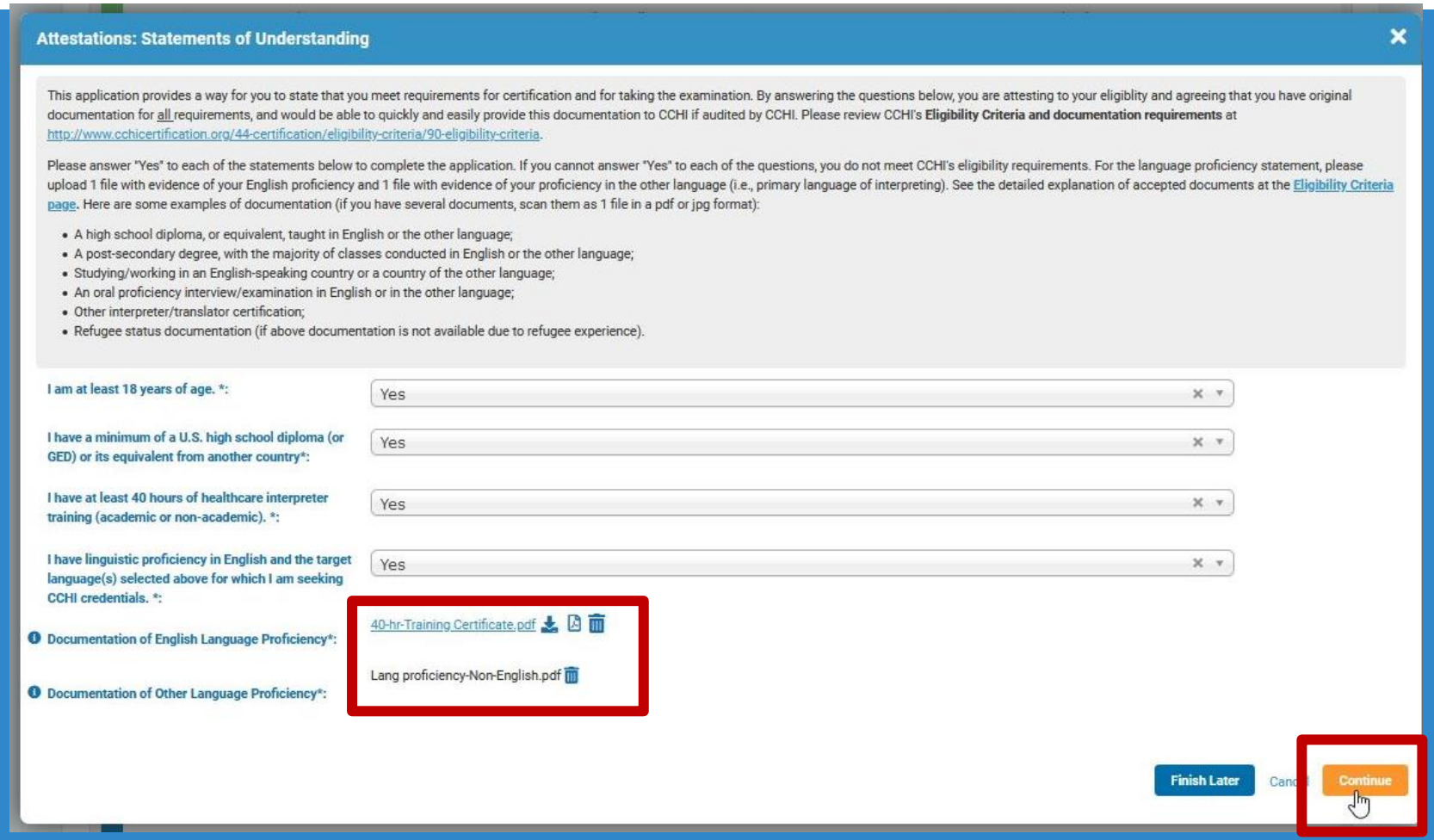

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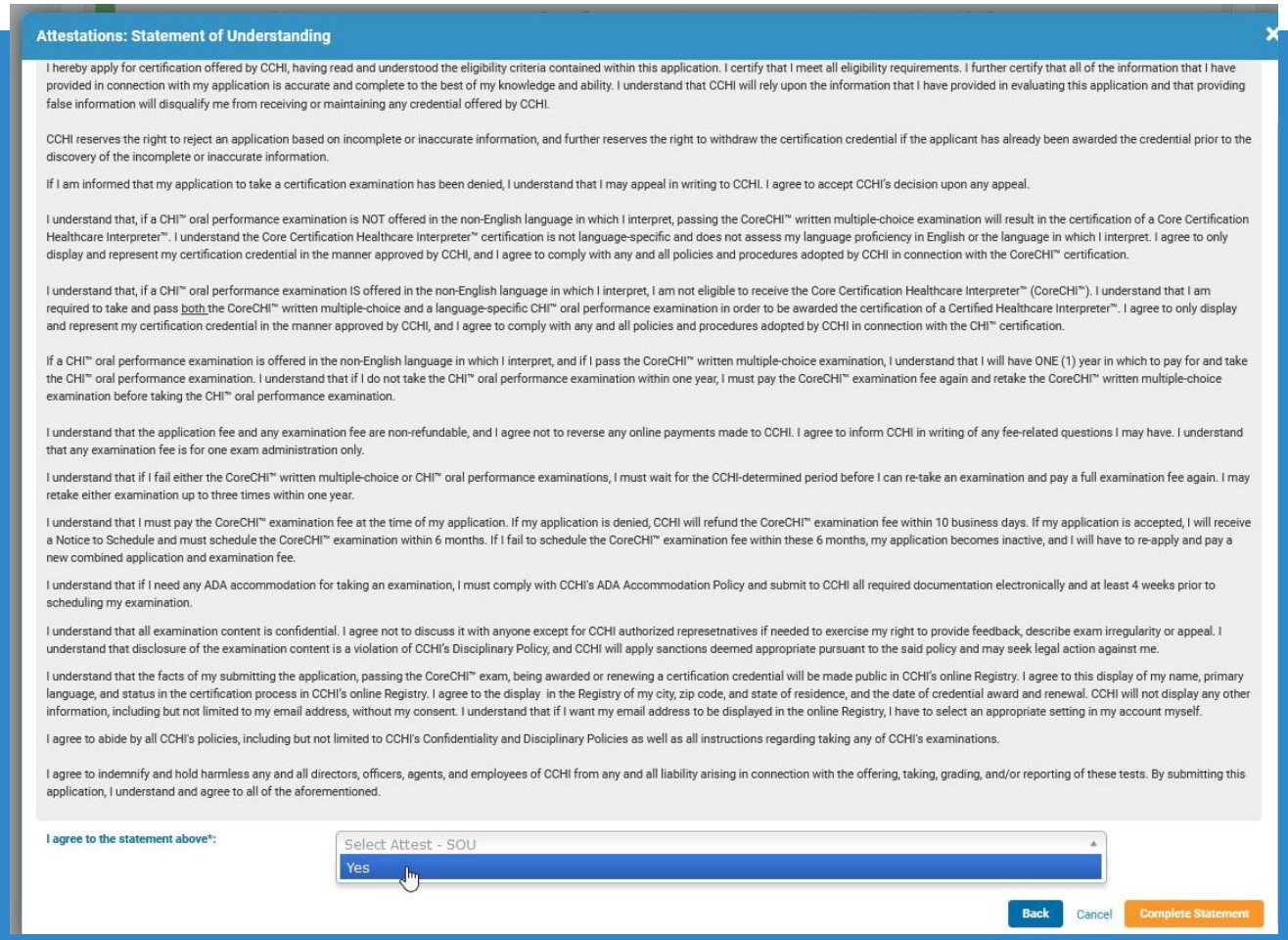

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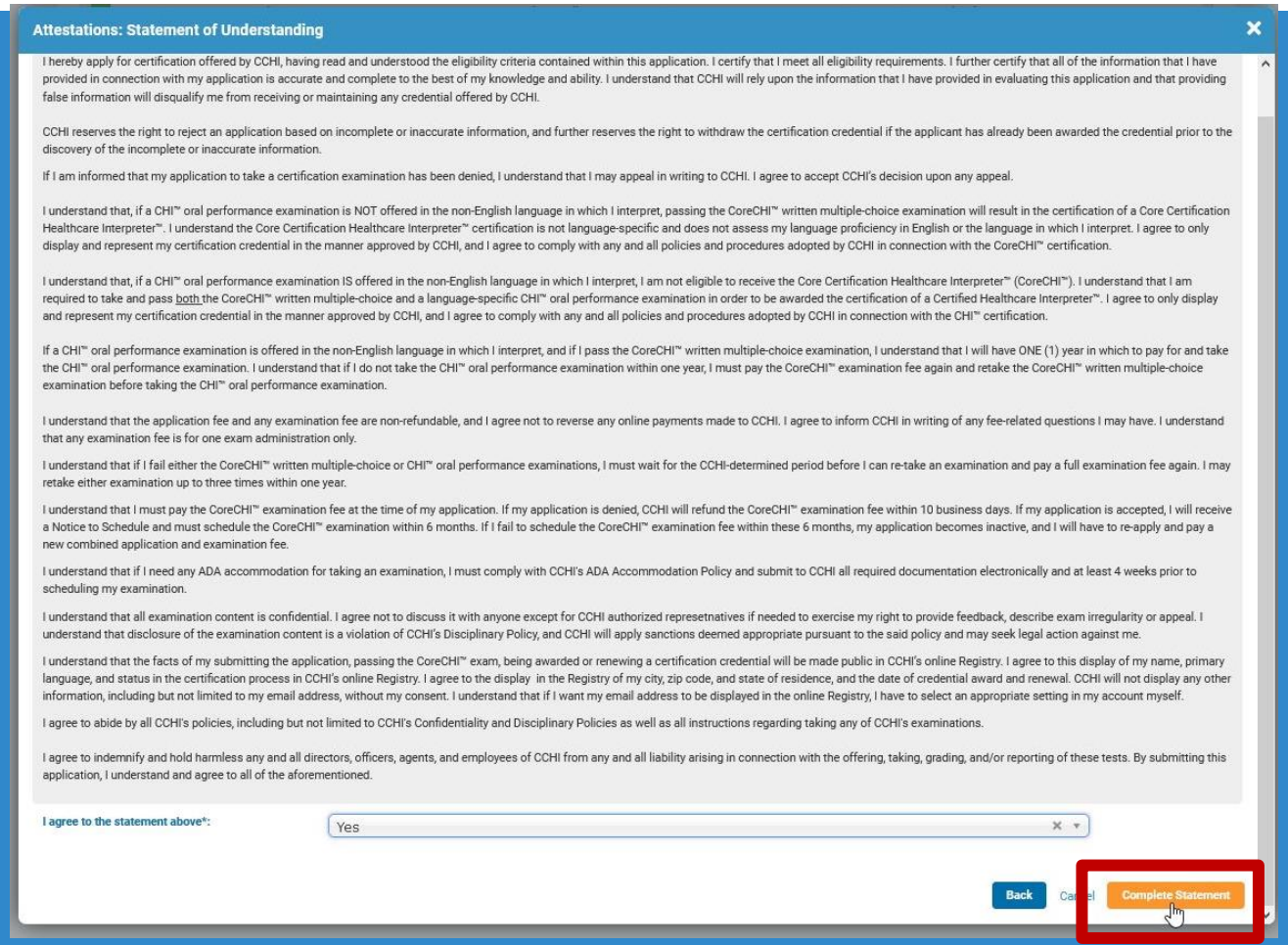
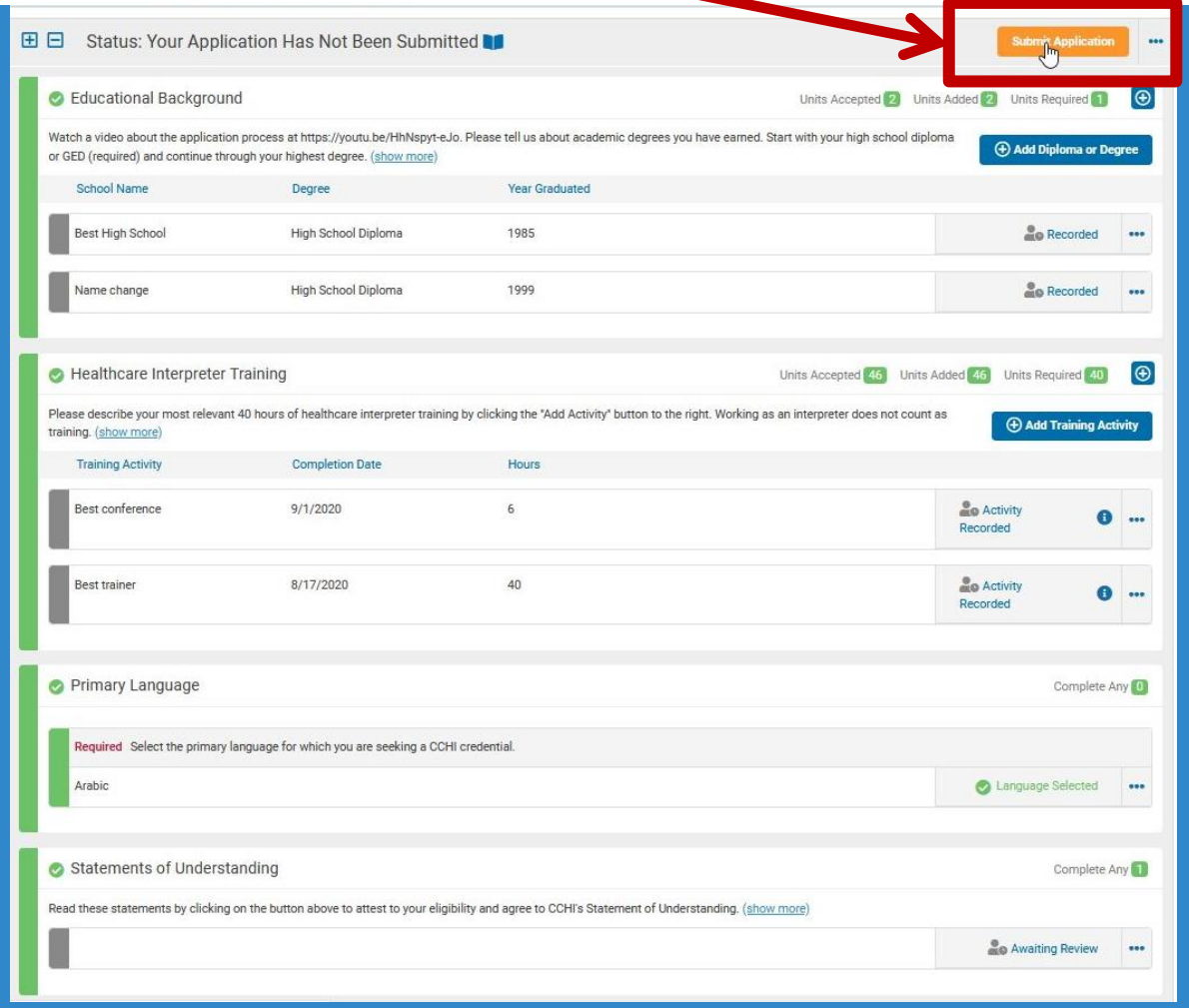
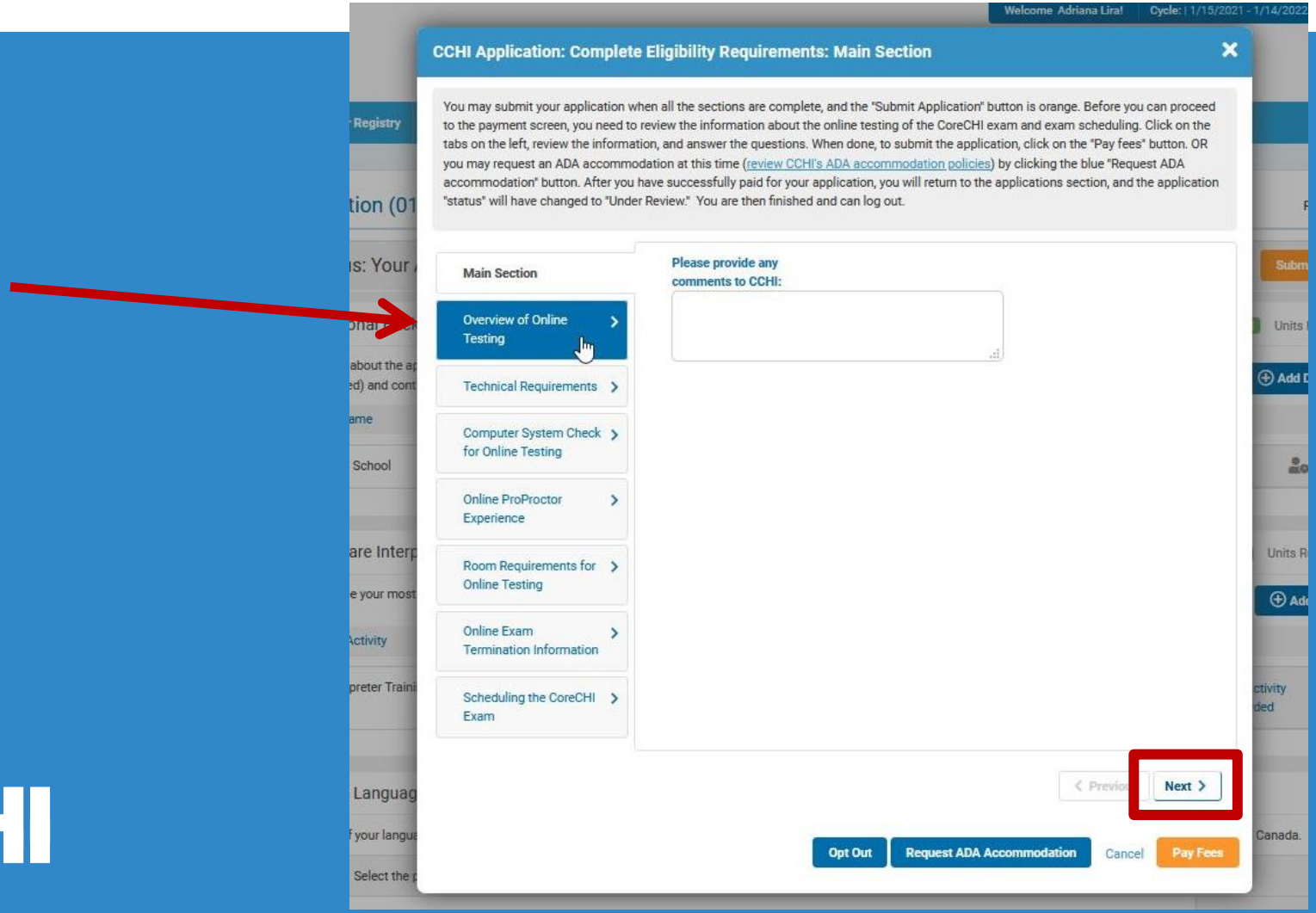
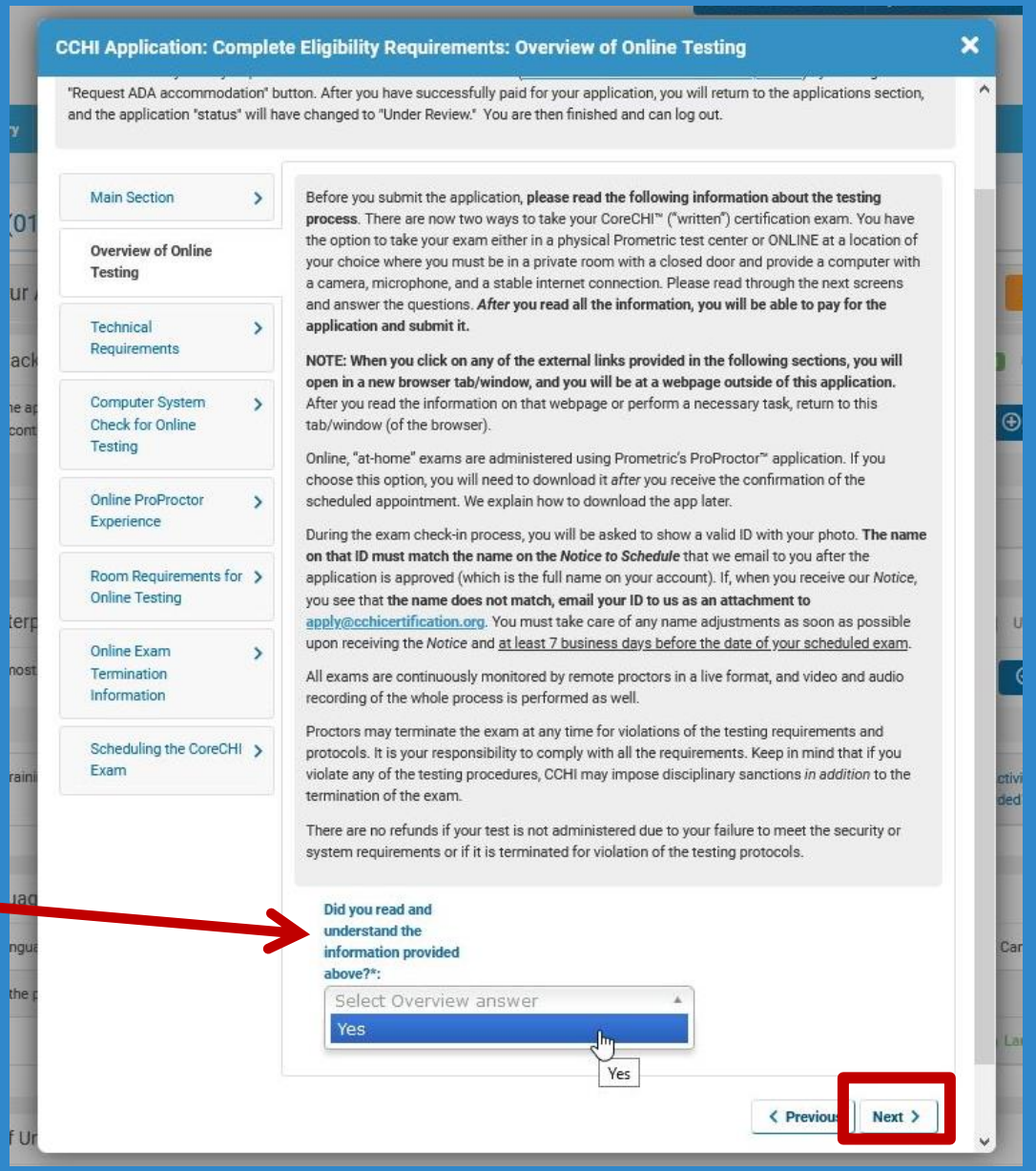


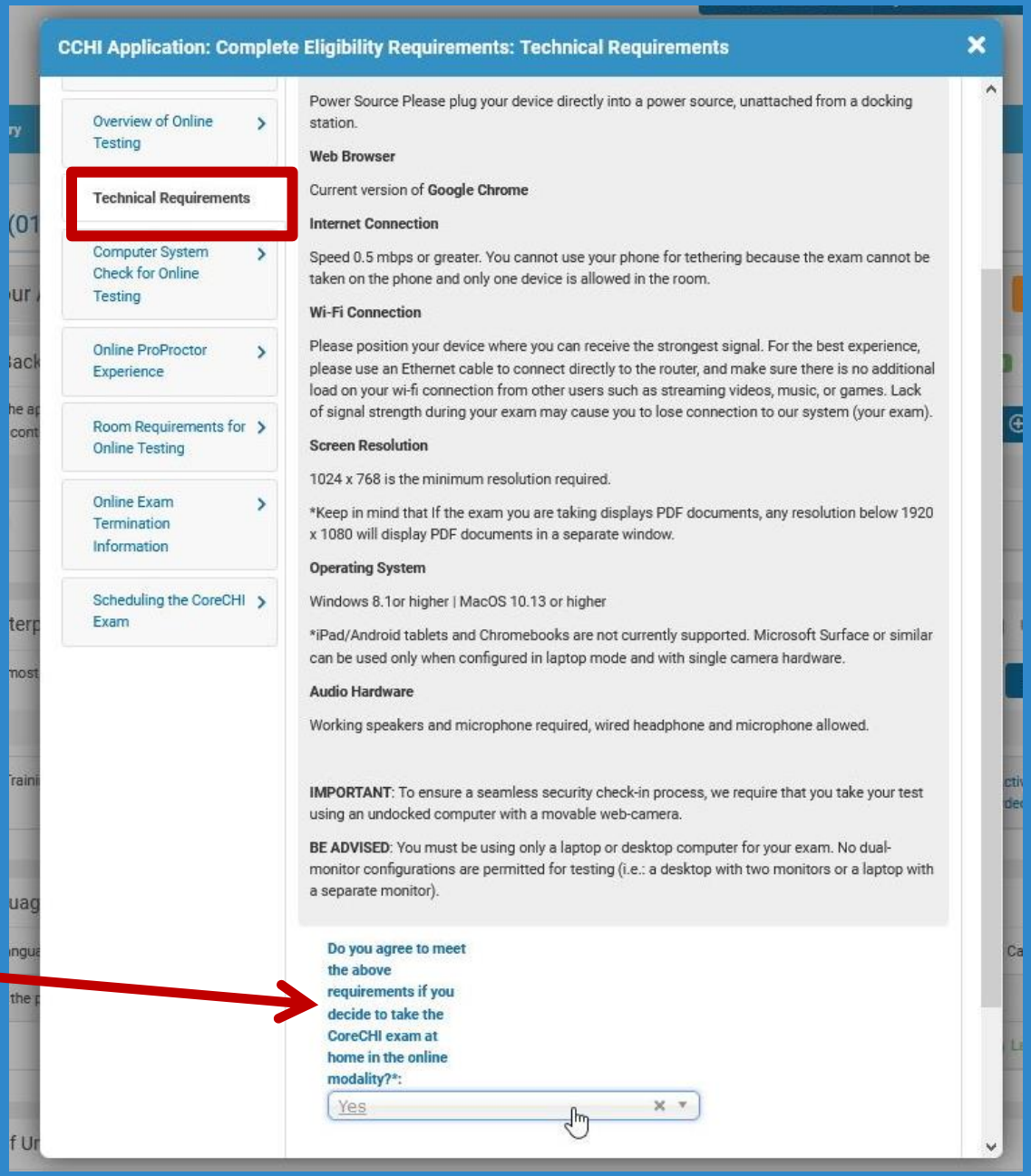
When all 4 section are 'green' – click *Submit Application*



Learn about CoreCHI™ testing modalities and how to schedule your exam




CCHI Application: Complete Eligibility Requirements: Overview of Online Testing
"Request ADA accommodation" button. After you have successfully paid for your application, you will return to the applications section, and the application "status" will have changed to "Under Review." You are then finished and can log out.
Main Section
Overview of Online Testing
Technical Requirements
Computer System Check for Online Testing
Online ProProctor Experience
Room Requirements for Online Testing
Online Exam Termination Information
Scheduling the CoreCHI Exam
Before you submit the application, please read the following information about the testing process. There are now two ways to take your CoreCHI™ ("written") certification exam. You have the option to take your exam either in a physical Prometric test center or ONLINE at a location of your choice where you must be in a private room with a closed door and provide a computer with a camera, microphone, and a stable internet connection. Please read through the next screens and answer the questions. After you read all the information, you will be able to pay for the application and submit it.
NOTE: When you click on any of the external links provided in the following sections, you will open in a new browser tab/window, and you will be at a webpage outside of this application. After you read the information on that webpage or perform a necessary task, return to this tab/window (of the browser).
Online, "at-home" exams are administered using Prometric's ProProctor™ application. If you choose this option, you will need to download it after you receive the confirmation of the scheduled appointment. We explain how to download the app later.
During the exam check-in process, you will be asked to show a valid ID with your photo. The name on that ID must match the name on the Notice to Schedule that we email to you after the application is approved (which is the full name on your account). If, when you receive our Notice, you see that the name does not match, email your ID to us as an attachment to apply@cchicertification.org. You must take care of any name adjustments as soon as possible upon receiving the Notice and at least 7 business days before the date of your scheduled exam.
All exams are continuously monitored by remote proctors in a live format, and video and audio recording of the whole process is performed as well.
Proctors may terminate the exam at any time for violations of the testing requirements and protocols. It is your responsibility to comply with all the requirements. Keep in mind that if you violate any of the testing procedures, CCHI may impose disciplinary sanctions in addition to the termination of the exam.
There are no refunds if your test is not administered due to your failure to meet the security or system requirements or if it is terminated for violation of the testing protocols.
Did you read and understand the information provided above?*:
Select Overview answer
Yes
Yes
Previous
Next


CCHI Application: Complete Eligibility Requirements: Technical Requirements
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Technical Requirements
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Online ProProctor Experience
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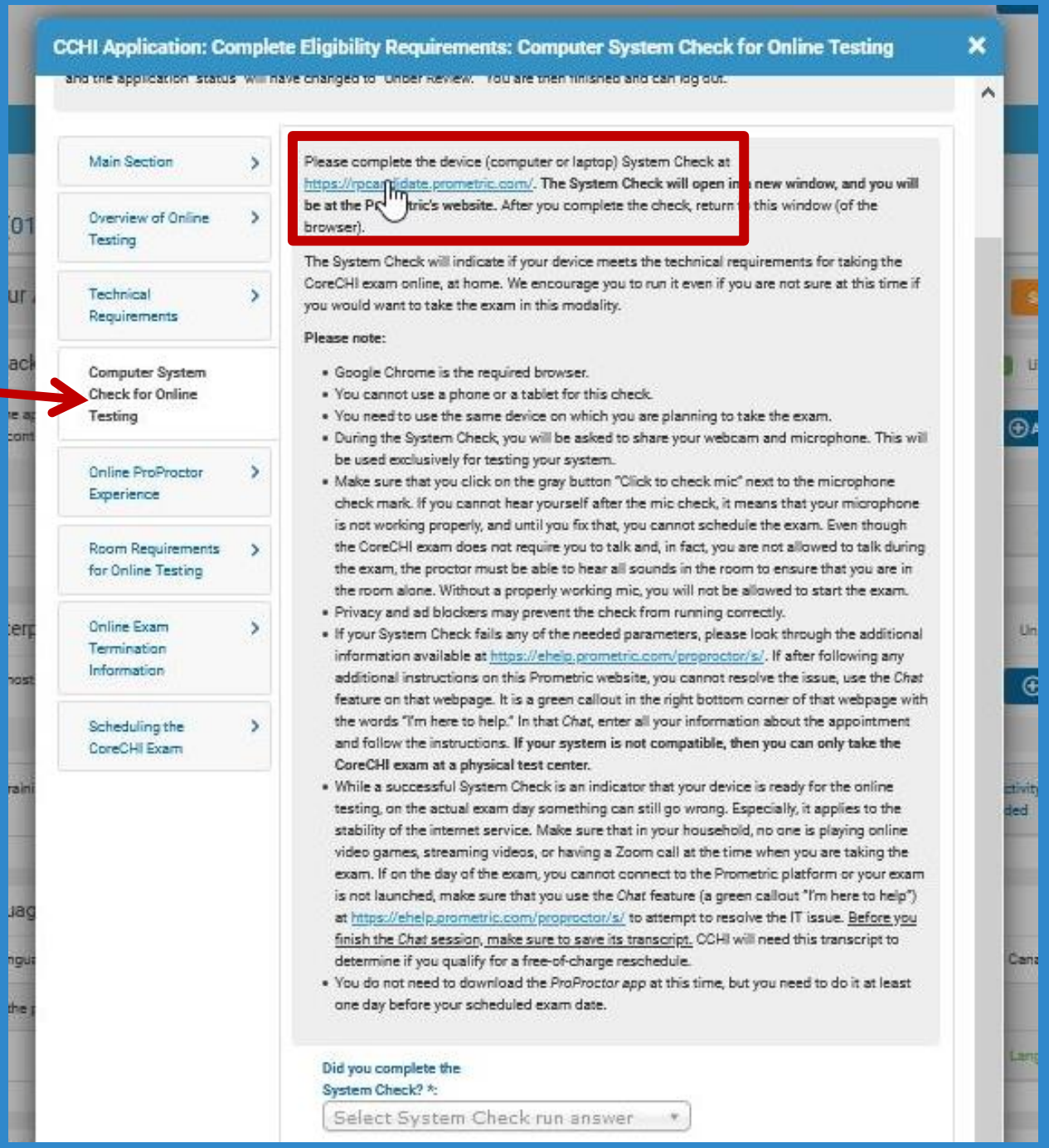
Scheduling the CoreCHI Exam
Power Source Please plug your device directly into a power source, unattached from a docking station.
Web Browser
Current version of Google Chrome
Internet Connection
Speed 0.5 mbps or greater. You cannot use your phone for tethering because the exam cannot be taken on the phone and only one device is allowed in the room.
Wi-Fi Connection
Please position your device where you can receive the strongest signal. For the best experience, please use an Ethernet cable to connect directly to the router, and make sure there is no additional load on your wi-fi connection from other users such as streaming videos, music, or games. Lack of signal strength during your exam may cause you to lose connection to our system (your exam).
Screen Resolution
1024 x 768 is the minimum resolution required.
*Keep in mind that If the exam you are taking displays PDF documents, any resolution below 1920 x 1080 will display PDF documents in a separate window.
Operating System
Windows 8.1or higher | MacOS 10.13 or higher
*iPad/Android tablets and Chromebooks are not currently supported. Microsoft Surface or similar can be used only when configured in laptop mode and with single camera hardware.
Audio Hardware
Working speakers and microphone required, wired headphone and microphone allowed.
IMPORTANT: To ensure a seamless security check-in process, we require that you take your test using an undocked computer with a movable web-camera.
BE ADVISED: You must be using only a laptop or desktop computer for your exam. No dual-monitor configurations are permitted for testing (i.e.: a desktop with two monitors or a laptop with a separate monitor).
Do you agree to meet the above requirements if you decide to take the CoreCHI exam at home in the online modality?*:
Yes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Scheduling the CoreCHI Exam
Please complete the device (computer or laptop) System Check at https://rpcandidate.prometric.com/. The System Check will open in a new window, and you will be at the Prometric's website. After you complete the check, return to this window (of the browser).
The System Check will indicate if your device meets the technical requirements for taking the CoreCHI exam online, at home. We encourage you to run it even if you are not sure at this time if you would want to take the exam in this modality.
Please note:
Google Chrome is the required browser.
You cannot use a phone or a tablet for this check.
You need to use the same device on which you are planning to take the exam.
During the System Check, you will be asked to share your webcam and microphone. This will be used exclusively for testing your system.
Make sure that you click on the gray button "Click to check mic" next to the microphone check mark. If you cannot hear yourself after the mic check, it means that your microphone is not working properly, and until you fix that, you cannot schedule the exam. Even though the CoreCHI exam does not require you to talk and, in fact, you are not allowed to talk during the exam, the proctor must be able to hear all sounds in the room to ensure that you are in the room alone. Without a properly working mic, you will not be allowed to start the exam.
Privacy and ad blockers may prevent the check from running correctly.
If your System Check fails any of the needed parameters, please look through the additional information available at https://ehelp.prometric.com/proproctor/s/. If after following any additional instructions on this Prometric website, you cannot resolve the issue, use the Chat feature on that webpage. It is a green callout in the right bottom corner of that webpage with the words "I'm here to help." In that Chat, enter all your information about the appointment and follow the instructions. If your system is not compatible, then you can only take the CoreCHI exam at a physical test center.
While a successful System Check is an indicator that your device is ready for the online testing, on the actual exam day something can still go wrong. Especially, it applies to the stability of the internet service. Make sure that in your household, no one is playing online video games, streaming videos, or having a Zoom call at the time when you are taking the exam. If on the day of the exam, you cannot connect to the Prometric platform or your exam is not launched, make sure that you use the Chat feature (a green callout "I'm here to help") at https://ehelp.prometric.com/proproctor/s/ to attempt to resolve the IT issue. Before you finish the Chat session, make sure to save its transcript. CCHI will need this transcript to determine if you qualify for a free-of-charge reschedule.
You do not need to download the ProProctor app at this time, but you need to do it at least one day before your scheduled exam date.
Did you complete the System Check? *:
Select System Check run answer

[LB: UAT-CCHI]

ProProctor

https://candidate.prometric.com

Most Visited

Other Bookmarks

Pro Proctor

Launch Exam | Contact Support | English (US) | PROMETRIC

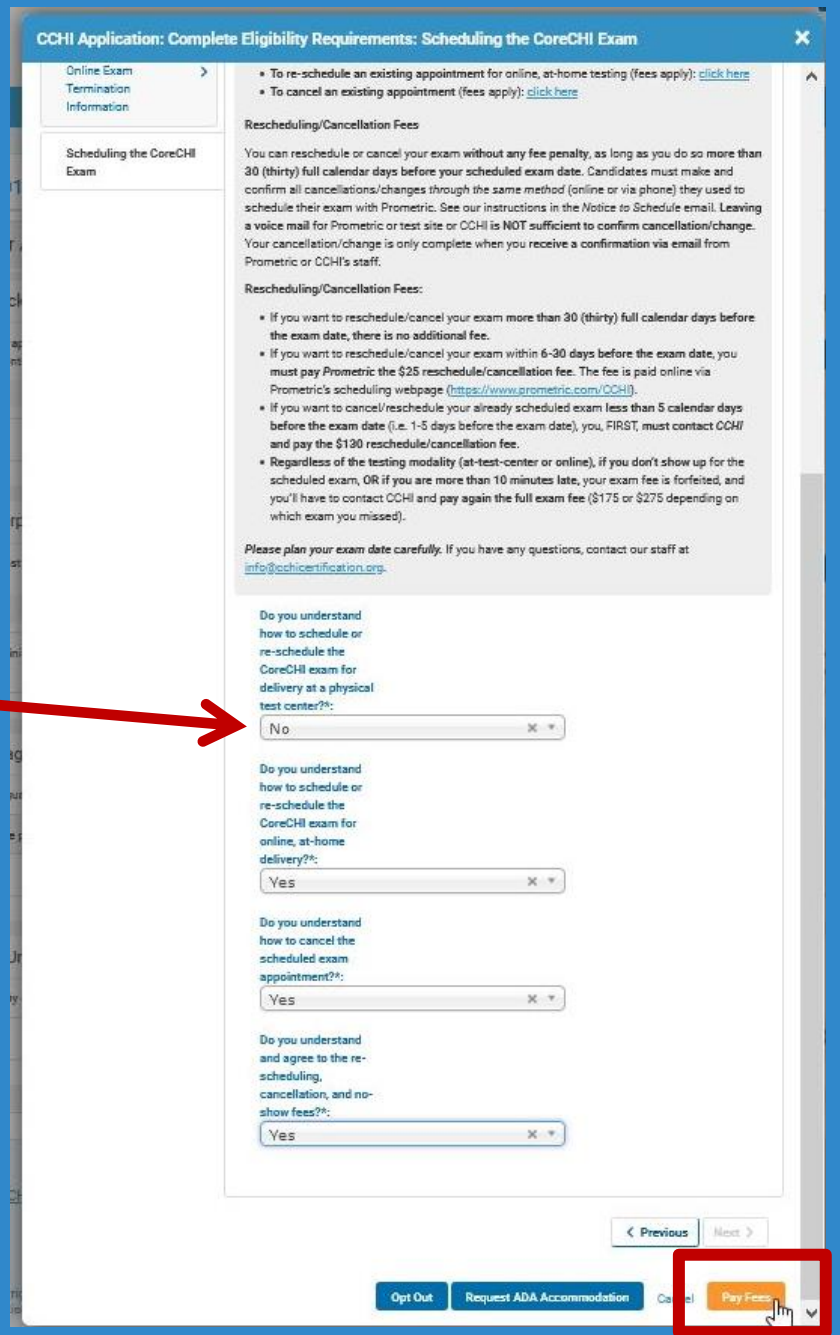
Three Simple Steps Before You can Test

System Check | Download & Install ProProctor App | Launch Exam

1 System Readiness Check

Before installing the ProProctor application, you can run a system readiness check. This lets us know whether your operating system is compatible to install and run the ProProctor application so that you can take a remotely proctored exam.

CHECK NOW


CCHI Application: Complete Eligibility Requirements: Scheduling the CoreCHI Exam
Online Exam Termination Information
Scheduling the CoreCHI Exam
To re-schedule an existing appointment for online, at-home testing (fees apply): click here
To cancel an existing appointment (fees apply): click here
Rescheduling/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. 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.
Rescheduling/Cancellation Fees:
If you want to reschedule/cancel your exam more than 30 (thirty) full calendar days before the exam date, there is no additional fee.
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.
Regardless of the testing modality (at-test-center or online), if you don't show up for the scheduled exam, OR if you are more than 10 minutes late, your exam fee is forfeited, and you'll have to contact CCHI and pay again the full exam fee ($175 or $275 depending on which exam you missed).
Please plan your exam date carefully. If you have any questions, contact our staff at info@cchicertification.org.
Do you understand how to schedule or re-schedule the CoreCHI exam for delivery at a physical test center?*:
No
Do you understand how to schedule or re-schedule the CoreCHI exam for online, at-home delivery?*:
Yes
Do you understand how to cancel the scheduled exam appointment?*:
Yes
Do you understand and agree to the re-scheduling, cancellation, and no-show fees?*:
Yes
Previous
Next
Opt Out
Request ADA Accommodation
Pay Fees

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.

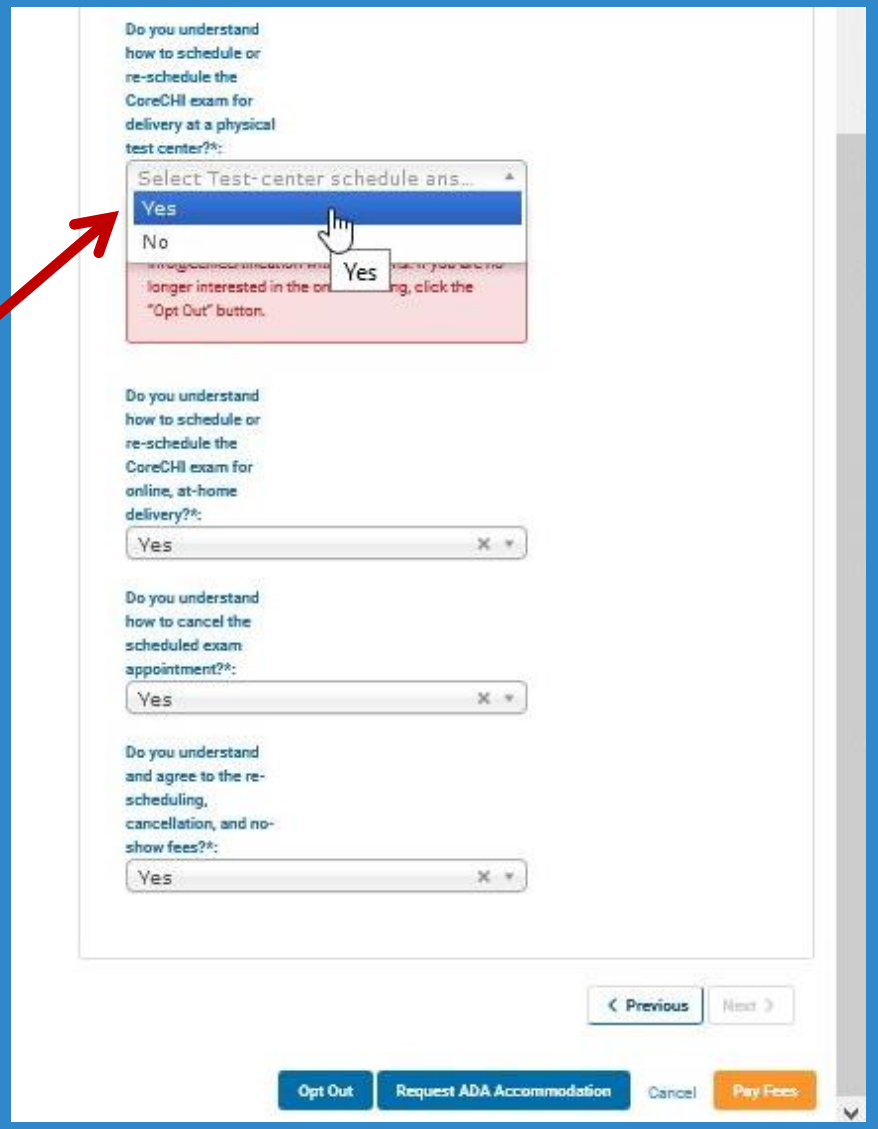
- Regardless of the testing modality (at-test-center or online), if you don't show up for the scheduled exam, OR if you are more than 10 minutes late, your exam fee is forfeited, and you'll have to contact CCHI and pay again the full exam fee ($175 or $275 depending on which exam you missed).

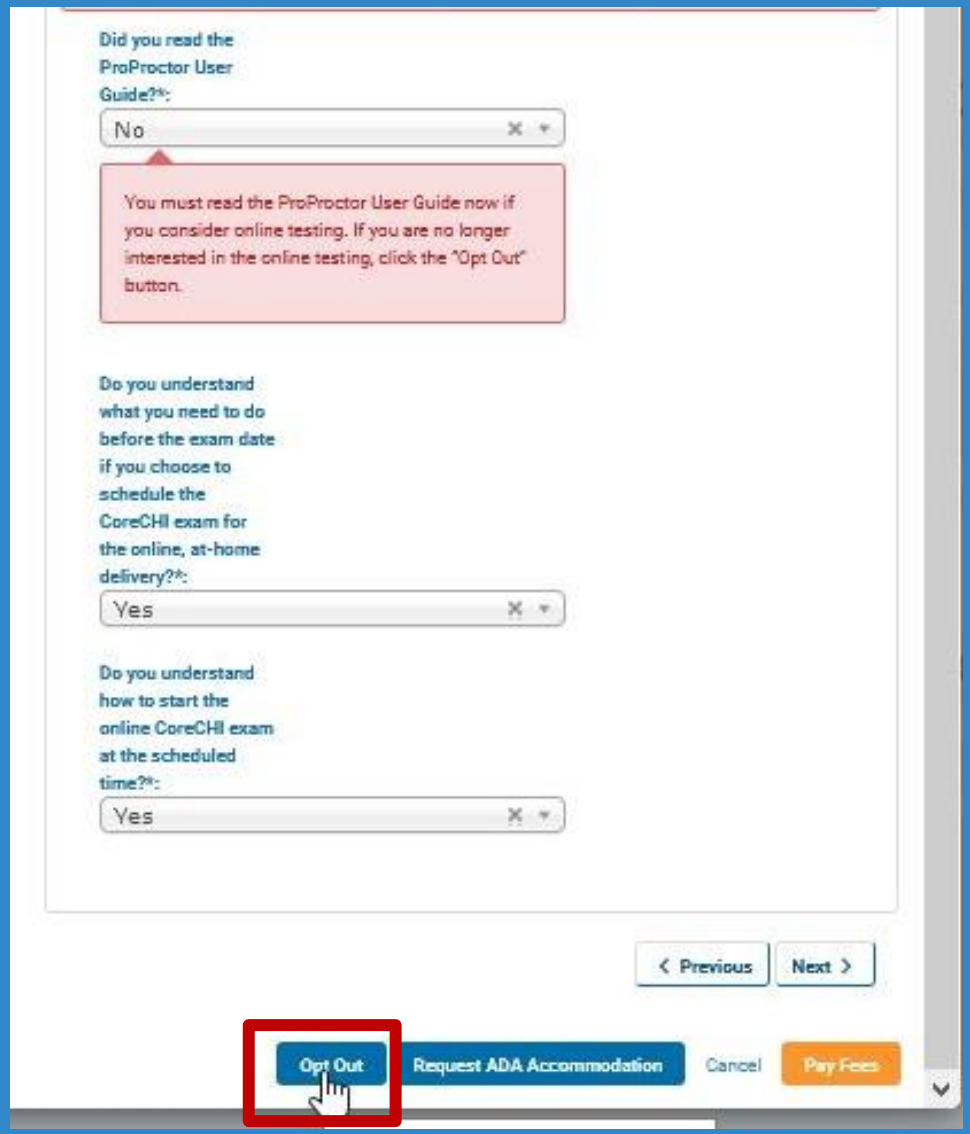
Please plan your exam date carefully. If you have any questions, contact our staff at info@cchicertification.org.

Please fix the following error(s):

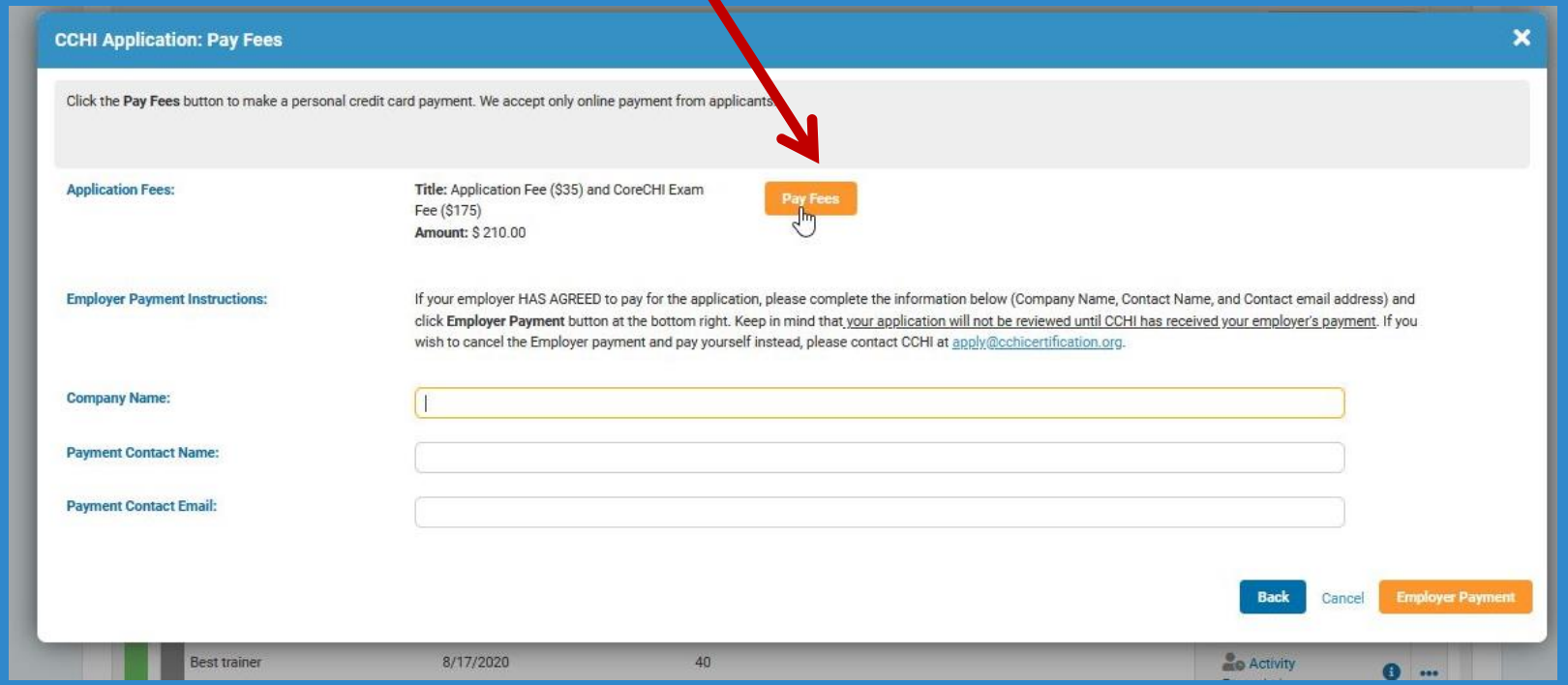
- Please re-read the above and contact us at info@cchicertification with questions. If you are no longer interested in the online testing, click the "Opt Out" button.

Do you understand how to schedule or re-schedule the CoreCHI exam for delivery at a physical test center?):


Do you understand how to schedule or re-schedule the CoreCHI exam for delivery at a physical test center?*:
Select Test-center schedule ans...
Yes
No
Yes
"Opt Out" button.
Do you understand how to schedule or re-schedule the CoreCHI exam for online, at-home delivery?*:
Yes
Do you understand how to cancel the scheduled exam appointment?*:
Yes
Do you understand and agree to the re-scheduling, cancellation, and no-show fees?*:
Yes
Previous
Next
Opt Out
Request ADA Accommodation
Cancel
Pay Fees


Did you read the ProProctor User Guide?*:
No
You must read the ProProctor User Guide now if you consider online testing. If you are no longer interested in the online testing, click the "Opt Out" button.
Do you understand what you need to do before the exam date if you choose to schedule the CoreCHI exam for the online, at-home delivery?*:
Yes
Do you understand how to start the online CoreCHI exam at the scheduled time?*:
Yes
Previous
Next
Opt Out
Request ADA Accommodation
Cancel
Pay Fees

Pay the application and CoreCHI™ exam fee



Application Fee ($35) and CoreCHI Exam Fee ($175)	$210.00	1	$210.00
Total:			**$210.00**

Vouchers and Discounts

If you have a discount or voucher code, please enter it here.

Apply Code

Payment Information

Credit Card Information

Total Charge $210.00

Card Type: Visa

Card Number*: 4111111111

CVV/CVC Code*: 111

Expiration Date*: Jan

2021

Billing Information

Payment First Name*: N

Payment Last Name*: Myta

Country*: United States

Address Line 1*: happy

Address Line 2:

City*: happy

State*: HI

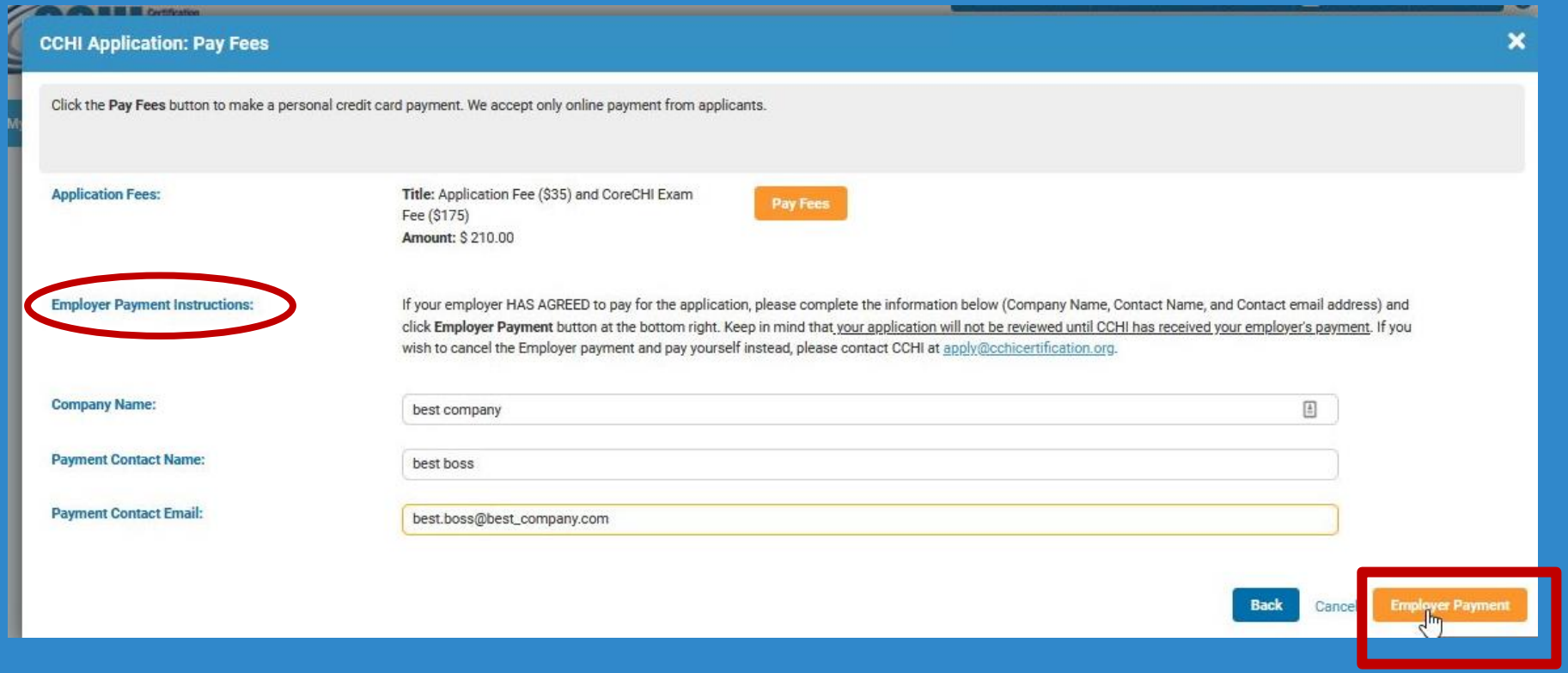
Zip/Postal Code*:

Phone: (222) 111-3333

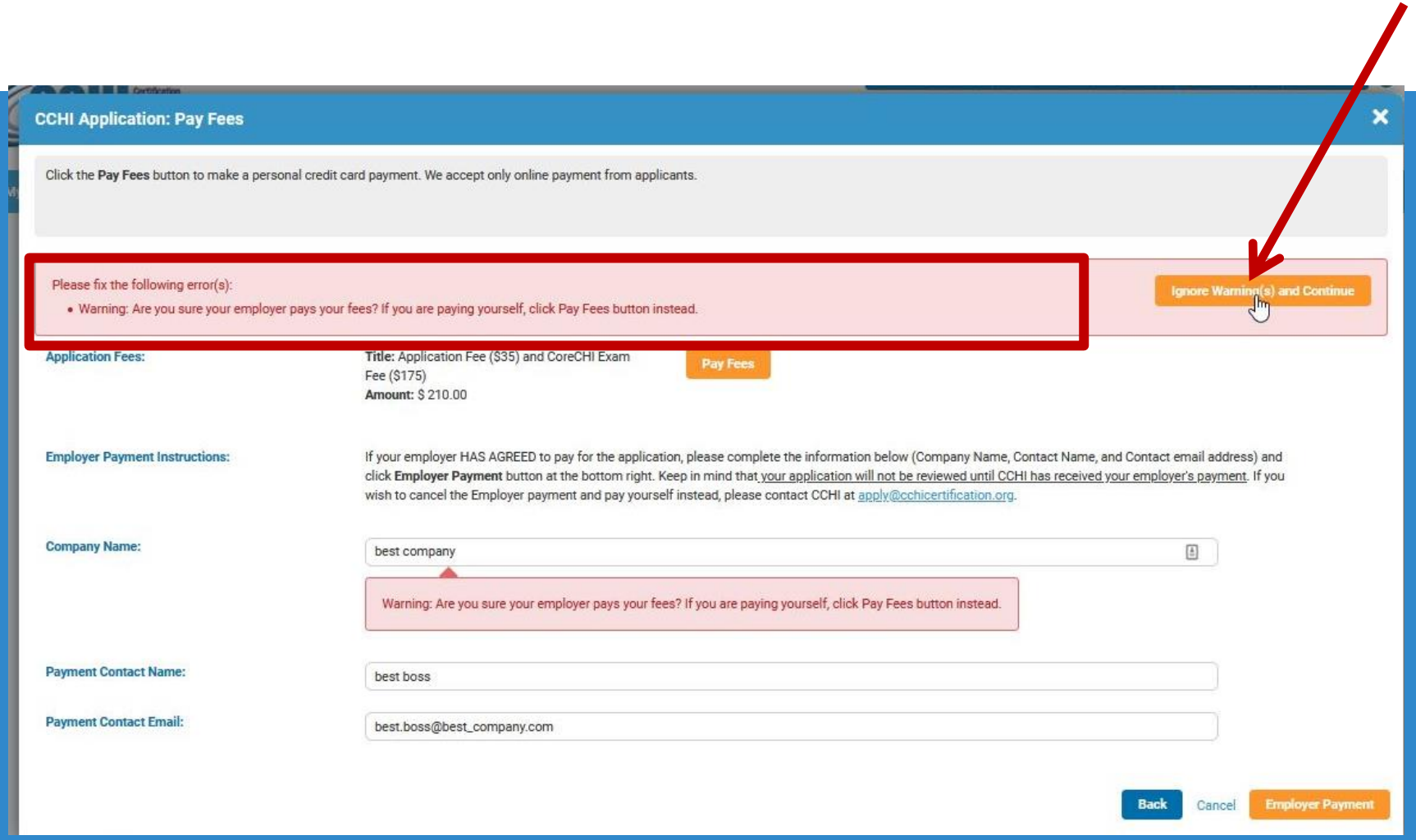
You will be able to review your purchase before finalizing.

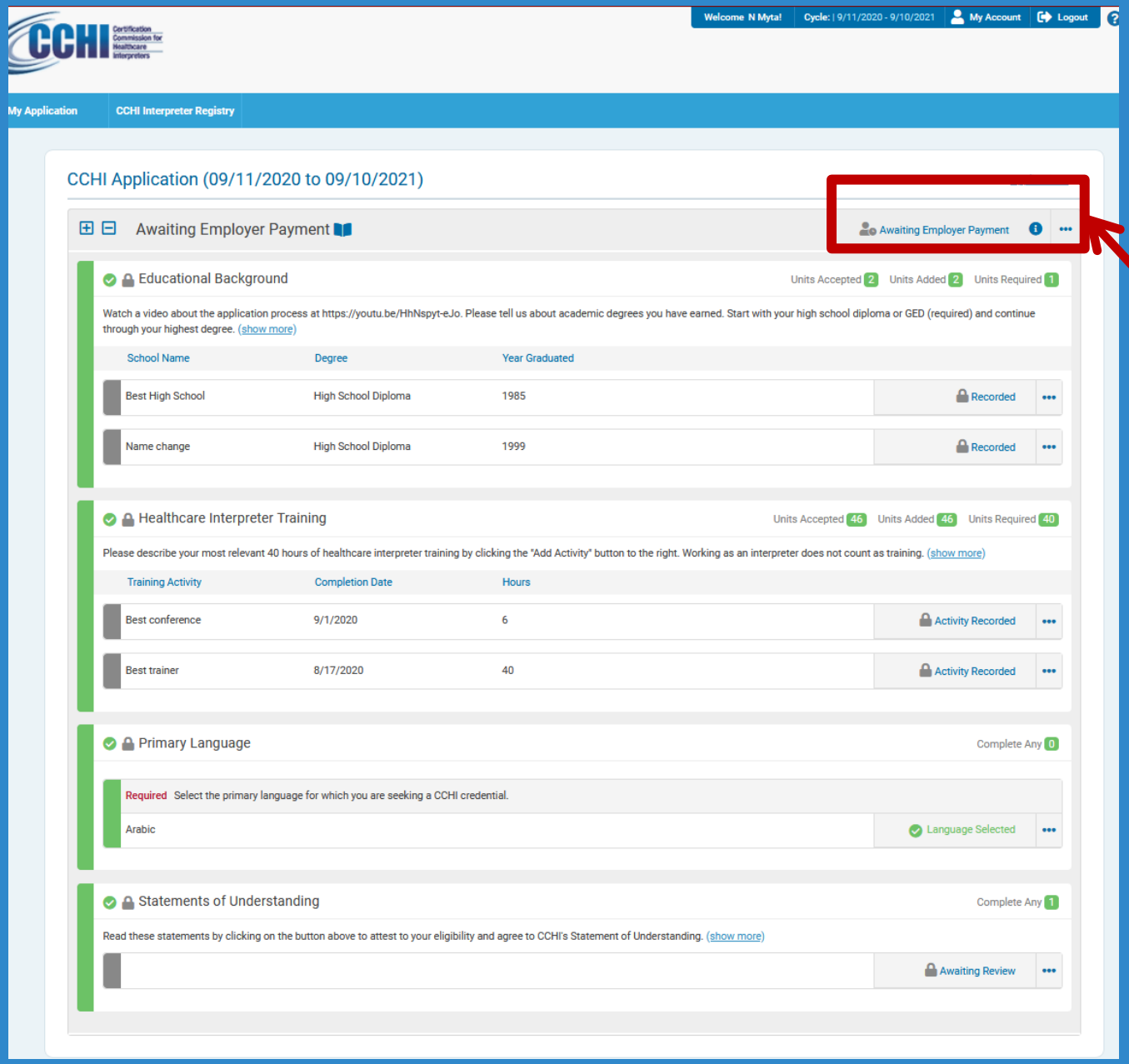
Cancel Continue

Employer Payment option



Employer Payment option





Your application will not be reviewed until CCHI receives employer payment.

If you wish to reverse this and pay yourself, contact our Registrar at apply@cchicertification.org.

Upon payment, CCHI reviews application within 7 days.

Happy Testing!

info@cchicertification.org

CCHIcertification

@CCHIcertify

Certification Commission for Healthcare Interpreters

www.cchicertification.org