



Certification Renewal Handbook

MAR 2020



Core Certification Healthcare Interpreter™ (CoreCHI™)

Certified Healthcare Interpreter™ (CHI™)

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Overview

SCOPE OF THIS HANDBOOK

CCHI's ***Certification Renewal Handbook*** is intended for the use of individuals who are certified by CCHI's certification program. **The most current information about CCHI's policies or fees is available on CCHI's website (<https://cchicertification.org/>).**

INTRODUCTION

The Certification Commission for Healthcare Interpreters (CCHI) welcomes you to our national healthcare interpreter certification program. Our primary goal is to provide a process that will enhance the profession of healthcare interpreting in the U.S. and, in turn, benefit the communities that are in need of healthcare interpreters. CCHI has brought together the necessary stakeholders through a non-profit organization whose main mission is to develop and administer a national, valid, credible, vendor-neutral certification program for healthcare interpreters. CCHI has researched and built its program based on data from the field that reflects the knowledge, skills, performance and expectations for healthcare interpreting. CCHI's purpose is to develop and direct a comprehensive national certification program for healthcare interpreters of any language in order to assess their competence and to help ensure quality of interpreting in any healthcare setting and in any modality of interpreting (face-to-face, over-the-phone or remote-video).

The target audience for CCHI's certification programs is a healthcare interpreter of **any** language, providing services in the U.S., at an **entry-level** position defined as: "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."

CCHI offers **two national certifications**: the performance-based **Certified Healthcare Interpreter™ (CHI™)** certification for *Spanish, Arabic and Mandarin* interpreters, and the knowledge-based **Core Certification Healthcare Interpreter™ (CoreCHI™)** for interpreters of *all other languages*.

For more information on CCHI, please see www.cchicertification.org.

HISTORY

Healthcare interpreting has been vibrant in the U.S. since the 1990's. There have been many who have been instrumental in developing the profession and working toward certification. CCHI has the distinct honor of having the founding Commissioners who have each spent innumerable years in the field of healthcare interpreting. Their commitment, experience, involvement, and breadth of understanding has culminated in developing a certification program that represents the best and most current practices in healthcare interpreting. Beginning with informal work groups at the first Critical Link conference in Toronto (1994) that led to the establishment of the National Council on Interpreting in Health Care (NCIHC), some of CCHI's founding Commissioners and Advisors were among the early pioneers for professionalizing the healthcare interpreter field. For more information on the history of the development of healthcare interpreter credentials, see <http://cchicertification.org/about-us/cchi-timeline/>.

USING THIS HANDBOOK & CONTACT INFO

This handbook is intended for use by individuals who are currently certified by CCHI. We define **Certificant** as an individual who has successfully completed all CCHI's requirements, passed the applicable certification examination(s), and has been awarded a certification credential.

This document is **INTENDED ONLY AS A GUIDE** and only applicable to individuals participating in CCHI's certification programs. CCHI's information, procedures, and fees detailed in this publication may be amended, revised, or otherwise altered at any time, at the sole discretion of CCHI. The information contained in this handbook supersedes information contained in all and any previous materials or communication. **The most current information is available on CCHI's website (www.cchicertification.org).**

The renewal application is available in your CCHI account at <https://cchi.learningbuilder.com>. A new blank application becomes available the day your certification cycle starts. The certification cycle starts on the day you pass the relevant exam (i.e., the CHI™ exam for Arabic, Mandarin and Spanish interpreters, and the CoreCHI™ exam for all others), and then every four years on its anniversary, regardless of when you submitted your renewal application or when it was accepted.

If you have any questions, contact CCHI's staff at renewal@cchicertification.org. Please state your question clearly so we can serve you more efficiently.

NON-DISCRIMINATION POLICY

CCHI endorses the principles of equal opportunity and non-discrimination. CCHI does not discriminate with regard to age, gender, national origin, race, religion, ethnicity, disability, marital status, veteran status, sexual orientation, or any other category protected by federal or state law.

Renewal Process Overview

CERTIFICATION RENEWAL GUIDELINES

GENERAL INFORMATION

The Core Certification Healthcare Interpreter™ (CoreCHI™) and the Certified Healthcare Interpreter™ (CHI™) certifications are valid for four (4) years from the date when CCHI granted the credential. This award date is listed on the certificate you received from CCHI. The certification cycle starts every four year on the award day's anniversary, regardless of when you submitted your renewal application or when it was accepted.

The renewal application becomes available online as soon as the credential is granted. **Certificants can access and fill out their renewal application by logging into their CCHI Profile at: <https://cchi.learningbuilder.com>.**

CCHI established specific credential renewal requirements in order to assure that certified interpreters keep abreast of the profession's development and, at a minimum, maintain their skills at the level achieved at certification. CCHI defines continuing competence as the level of certificant's knowledge at a minimum equal to the level at the time of their assessment, i.e. "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." At the same time, CCHI's continuing education requirement allow for certificant's professional growth.

CCHI acknowledges that technological and logistical changes within the healthcare interpreter profession occur at a steady pace. At the same time, interpreting skills require continuous practice to be maintained at an adequate level. In order to determine the optimal length for the certification validity, CCHI Commissioners have considered several factors:

- opinions gathered input from the Advisory Panel;
- the speed of profession's change;
- review of the current requirements among the related interpreting specialties, such as court interpreter certification and certification of interpreters for the deaf;



- empirical data about deterioration of interpreting skills (e.g. especially of the simultaneous interpreting skills as researched by conference interpreters);
- rather continuous pace of organizational/policy changes in health care which requires interpreters to stay abreast of the new regulations and safety protocols that apply to the job in healthcare environment.

CCHI's continuing education and work experience requirements provide a mechanism for certificants to fulfill their responsibility to maintain interpreting skills and competence, to prevent professional obsolescence, and allow for their professional growth and mastery of skills. All certificants are required to satisfy the continuing education and work experience requirements as a condition of continued certification. These requirements are intended to enhance the continued competence of certified interpreters.

There are two requirements to maintain your certification – educational requirements and work experience requirements. As long as the individual completes these requirements and submits their online renewal applications, the individual will not need to retake CCHI's examinations.

When a certification credential is renewed for an additional four-year period, the credential renewal date will be four years from the date the credential was initially awarded, regardless of when the renewal application is submitted. **A new certificate will be issued and emailed to the certificant within four (4) weeks of the current credential expiration, regardless of when the renewal application is accepted.**

RESPONSIBILITY OF THE CERTIFICANT

All CoreCHI™ or CHI™ certified interpreters must submit an online application for renewal of their credential every four years. It is the certificant's responsibility to submit a complete and accurate application. **Applications are only accepted via CCHI's online system at <https://cchi.learningbuilder.com>.**

The renewal application *may* be submitted at any time within the four-year period, and it **must be submitted at least 30 days before the certification credential expires.** However, CCHI encourages certificants to submit their applications earlier, about 90 days before the credential expiration. If a certificant submits the renewal application after the expiration date, CCHI will charge a \$20 late fee automatically.

If a CoreCHI™ or CHI™ certificant does not submit their renewal application before expiration of the credential, they will be automatically removed from CCHI's National Registry of Certified Interpreters,

and will need to start the certification process from the beginning. The implication is that the interpreter will have no credential until he or she goes through the entire process of applying and retesting.

When submitting the renewal application, the certificant must pay a renewal application fee (See **Fees** section of this handbook). **The renewal application fee is non-refundable.**

All certificants must affirm/ agree to the **Statement of Understanding** provided in the renewal application before they are allowed to pay the renewal fee and submit the application. The text of the **Statement** is provided below.

STATEMENT OF UNDERSTANDING (PART OF THE RENEWAL APPLICATION)

Statement of Understanding is a legal agreement between the certificant and CCHI.

I hereby apply for credential renewal offered by CCHI, having read and understood the eligibility criteria contained within this application. I certify that I meet all eligibility requirements. **I further certify that all of the information that I have provided in connection with my application is accurate and complete to the best of my knowledge and ability.** I understand that CCHI will rely upon the information that I have provided in evaluating this application and that providing false information will disqualify me from maintaining any credential offered by CCHI.

I authorize CCHI to contact any party mentioned in this renewal application or in the documents submitted with this application for verification or confirmation of facts contained in this application and accompanying documents.

CCHI reserves the right to reject my application based on incomplete or inaccurate information, and further reserves the right to withdraw the credential if I have already been awarded the credential prior to the discovery of the incomplete or inaccurate information.

I agree to only display and represent my credential in the manner approved by CCHI, and **I agree to comply with any and all policies and procedures adopted by CCHI in connection with the credential.**

I agree to abide by the national Healthcare Interpreter Code of Ethics and Standards of Practice as well as federal and state regulations pertaining to the healthcare interpreter profession.

If I am informed that my application for renewal has been denied, I understand that I may appeal in writing to CCHI. I agree to accept CCHI's decision upon any appeal.

I understand that all fees paid in connection with this application are non-refundable.



I understand that if CCHI renews my credential, it is valid for four years from the date of renewal. If my credential is not renewed by CCHI, it will expire, and I will have to retake CCHI's examinations. I understand that I will have to comply with all requirements to receive continued renewal.

CCHI reserves the right to take disciplinary action against an individual granted a CHI™ or CoreCHI™ credential in accordance with CCHI's Disciplinary Policy. I understand that this may include, but is not limited to, the assignment of remedial education, formal criticism or censure, probation, suspension, and/or revocation of the CHI™ or CoreCHI™ credential.

I understand that the fact of my renewing a certification credential will be made public in CCHI's online Registry. I agree to this display of my name, primary language, and status in the certification process in CCHI's online Registry. I agree to the display in the Registry of my city, zip code, and state of residence, and the date of credential award and renewal. CCHI will not display any other information, including but not limited to my email address, without my consent. **I understand that if I want my email address to be displayed in the online Registry, I have to select an appropriate setting in my account myself.**

I agree to indemnify and hold harmless any and all directors, officers, agents, and employees of CCHI from any and all liability arising in connection with the credential renewal process. By submitting this application, I understand and agree to all of the aforementioned.

VERIFICATION AND AUDIT

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

CCHI authorized individuals will check applications for accuracy of information. Information may be verified by telephone, e-mail, and/or letter. All information obtained through verification procedures will be confidential except in instances where the law demands disclosure. Should any information submitted by a certificant on the application or as supplementary material be found false, the certificant will be notified, and the credential may be non-renewed or revoked, if the credential has been renewed prior to the audit (see *Disciplinary Policy* below).

RENEWAL ELIGIBILITY APPEAL POLICY

The certificant has the right to appeal the decision denying their renewal of CCHI's certification. All appeals must be submitted in writing. The appeal must be submitted either via the online application

system at <https://cchi.learningbuilder.com> or, in some cases, via e-mail to appeal@CCHlcertification.org.

This appeal must provide a detailed clarification of the certificant's earlier submission and explanation how the certificant meets CCHI's renewal requirements. **General requests to review a renewal application will not be considered.** After the appeal is reviewed by CCHI's staff, a letter will be sent electronically either confirming or reversing the earlier decision. No additional application fee is required.

Appeal of the staff's final decision can be made to the Commissioners in writing to appeal@CCHlcertification.org. The appeal must provide a detailed clarification of the certificant's earlier submission and explanation how the certificant meets CCHI's eligibility requirements. General requests to review a renewal application are not considered. Appeals will be reviewed either by the entire Commission or be delegated by the Commission to a Committee appointed by the Commissioners within 60 days of receipt. The appeal will be determined based on the record in the matter and the additional information provided by the appellant, as well as any other pertinent information provided by staff or that is obtained by the Commission or Committee.

The Commission or Committee may confirm or reverse the earlier decision. **The decision on appeal is final and binding.** Notification of the decision on appeal and an explanation of the basis for the decision will be sent to the appellant by email. It is the responsibility of the certificant to maintain the current and accurate email address in their online CCHI account/profile.

NAME AND/OR ADDRESS CHANGES

All certificants are responsible for notifying CCHI of any address or legal name change in a timely manner. Maintenance of certified status and renewal of certification depends on CCHI having current information.

A certified individual who legally changes their name should notify CCHI in a timely manner by e-mail to apply@CCHlcertification.org and enclose a copy of a valid government issued document reflecting the legal name change. The documentation (such as a marriage certificate) must be issued by a federal, state, or local government.

WITHDRAWAL FROM OR NON-COMPLETION OF RENEWAL PROCESS

Certificants may not seek certification renewal at the end of a four-year period. However, once a certificant has submitted a renewal application, **the renewal application fee is nonrefundable regardless of whether the renewal is accepted or rejected by CCHI.**

FEES AND PAYMENT METHODS

The certification renewal fee is \$300.00. This fee is non-refundable.

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

CONFIDENTIALITY POLICY

CCHI respects the privacy of all certificants. All materials submitted or received in connection with applications are held in confidence, except upon permission for disclosure from the certificant (see the permission affirmed in the *Statement of Understanding*) or except as required by law, including disclosure to governmental licensing bodies upon appropriate written request.



CCHI has established a number of policies and procedures to protect certificants' privacy:

- Official exam results are sent via e-mail to certificants only.
- CCHI may provide verification of certification without authorization.
- CCHI will display in the public online [Registry](#) only information to which candidates and certificants agree to by accepting the ***Statement of Understanding*** and submitting their online application(s), namely: name, primary language, city, zip code and state of residence, step or status in the certification process, date of certification award and renewal. Certificants must select an appropriate setting in their account themselves if they wish to have their email address displayed in this Registry.

No outside agency or persons shall have access to any individual's files/records unless permission is granted in writing by the certified individual. In the event of legal proceedings, records will have to be requested in writing by the court or the individual's legal counsel.

CCHI abides by a rigorous ***Privacy Policy*** regarding online interactions. See the full text of the Privacy Policy at <http://cchicertification.org/privacy-policy/>. You may contact us with any inquiries regarding this policy by sending an email to privacy@cchicertification.org.

CCHI Policies

APPEAL PROCESSES

RENEWAL ELIGIBILITY

If you believe that your application for certification renewal was denied due to a misunderstanding, you may submit an appeal, in writing. This must be submitted either via the online application system at <https://cchi.learningbuilder.com> or, in some cases, via e-mail to appeal@CCHIncertainment.org. **This appeal must provide a detailed clarification of your earlier submission; general requests to review an application will not be considered.**

After the appeal is reviewed, within 4 weeks of receipt, you will receive an email from CCHI either confirming or reversing the earlier decision. Applicant may submit further appeal to the Commissioners - see p. 9 for details.

DISCIPLINARY SANCTIONS

All respondents have the right to appeal an adverse decision resulting in a publicly reportable sanction regarding an alleged violation of CCHI disciplinary rules. Such appeals must be submitted **in writing** (via email to appeal@cchicertification.org or certified mail to CCHI's headquarters) **within 30 calendar days of the date of the determination notice**. If no request for appeal is made within 30 calendar days, the staff decision will become final.

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

GENERAL POLICIES AND PROCEDURES

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

RECORD MAINTENANCE

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

When you submit your renewal application, you certify that all of the information provided in connection with your application is accurate and complete to the best of your knowledge and ability. You also affirm that you understand that CCHI will rely upon the information provided in evaluating your application and that providing false information will disqualify you from maintaining any credential offered by CCHI. See the “Statement of Understanding” provided in this *Handbook*.

CERTIFICATES AND NATIONAL CERTIFIED INTERPRETER REGISTRY

CCHI operates an online [National Certified Interpreter Registry](http://www.certifiedmedicalinterpreters.directory) as a credential verification tool and an opportunity for potential employers to find certified interpreters. **The Registry is accessible at www.certifiedmedicalinterpreters.directory.**

Every certificant has an option to be excluded from the online Registry or to include in the listing their email address as contact information to be displayed. (See settings in your CCHI profile account or contact us at renewal@cchicertification.org for help.)

CCHI'S CERTIFICATION MARKS

CCHI certificants are authorized to the exclusive use of the following certification marks issued by CCHI and associated with the professional certification of healthcare interpreters:

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

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

CCHI's policies on the use of these marks explain when and how to display them. The Quick Guide and the full policies are available at our *Policies* web page <http://cchicertification.org/about-us/policies/>; click on the blue bar “Certification Marks Usage.” Failure to comply with these policies may result in disciplinary action and/or revocation of certification.

CCHI DISCIPLINARY POLICY

Maintaining the integrity of CCHI's Core Certification Healthcare Interpreter™ ("CoreCHI™") and Certified Healthcare Interpreter™ ("CHI™") certifications are of the utmost importance to the Certification Commission for Healthcare Interpreters ("CCHI" or "Commission") as well as all CoreCHI™ and CHI™ recipients. Thus, CCHI has adopted this Disciplinary Policy to specify the activities and behavior to articulate standards of conduct required for candidates, certificants and credential holders.

The Disciplinary Policy is an essential component of CCHI's certification program and exemplifies the commitment of CCHI, Core Certification Healthcare Interpreter™ and Certified Healthcare Interpreter™ certificants to patients, the public, and to the profession through competent and professional practice of healthcare interpreting. CCHI is pleased to adopt these standards and welcomes comment and inquiry from healthcare interpreters and the public.

This policy's goal is to ensure that CCHI's certification maintains the highest value and recognition. It is important that individuals who do not meet the integrity and ethics required of the profession do not undermine the important achievements of those who have achieved CCHI CoreCHI™ and CHI™ certification.

CCHI reserves the right to take disciplinary action against an individual submitting an application to participate in CCHI's certification program or granted a CoreCHI™ or CHI™ certification credentials. This may include, but is not limited to, the assignment of remedial education, non-public reprimand and warning, public letter of censure, suspension, and/or revocation of the CoreCHI™ or CHI™ certification or eligibility for certification, or other disciplinary action as determined in CCHI's discretion (see *Sanctions* below).

PROHIBITED ACTIONS AND BEHAVIOR

To be eligible to participate in CCHI's certification program, an individual must continuously comply with all of CCHI's standards, policies, and procedures as set forth in the Disciplinary Policy and elsewhere. **Certifying or certified healthcare interpreters are prohibited from:**

- Cheating on an examination.
- Failing to pay fees or submit requested information.
- Making false, knowingly misleading, or deceptive statements, or providing false, knowingly misleading, or deceptive information in connection with an application for CCHI's examinations or certification renewal.
- Violating NCIHC's National Code of Ethics for Healthcare Interpreters and Standard of Practice, or other regulations or procedures established for interpreters practicing in healthcare environments.
- Violating any CCHI's examination policies,

including but not limited to, disclosing, reproducing, or distributing examination content or otherwise compromising the security of a CCHI examination.

- Possessing or using unauthorized material during a CCHI examination.
- Misrepresenting professional credentials (i.e., education, training, experience, level of competence, skills, exam scores, and/or certification status).
- Misusing CCHI marks or credentials.
- Advertising false, misleading, or deceptive information.
- Exceeding the scope of practice as defined by law or certification.
- Obtaining or attempting to obtain compensation or reimbursement by fraud or deceit.
- Engaging in negligent billing or record keeping.
- Failing to maintain patient/practitioner confidentiality.
- Conviction of a felony related to the performance of one's duties as a healthcare interpreter (See *Criminal Convictions*, below).
- Conviction of any violation of a federal, state, or local statute, regulation, or ordinance related to the performance of one's duties as a healthcare interpreter (see *Criminal Convictions* below).
- Failing to safely and competently deliver the professional services for which the individual has been credentialed by CCHI or failing to uphold accepted standards of professional practice.
- Practicing while impaired due to substance abuse.
- Violating appropriate boundaries between the healthcare interpreter and the patient.
- Misrepresenting the CoreCHI™ certification as documenting or assessing an individual's oral interpreting skills or abilities or language proficiency.
- Assisting another in prohibited conduct.
- Failing to report known or perceived prohibited behavior or activities by another individual.
- Failing to notify CCHI in a timely manner of any adverse regulatory, credentialing, or judicial action.

PENDING ACTIONS

Applicants, candidates, CoreCHI™ and CHI™ certificants must notify CCHI of any inquiry, indictment or charge pending against them before a state or federal regulatory agency, professional certification organization or judicial body relating to public health or healthcare interpreting within thirty (30) days of such charge and shall provide documentation of the resolution of such charge within thirty (30) days of resolution.

CRIMINAL CONVICTIONS AND ADVERSE ACTIONS

Applicants, candidates, CoreCHI™ and CHI™ certificants must notify CCHI of any adverse regulatory, credentialing, or judicial action against them with thirty (30) days of the action, whether such adverse action is by decision, consent order, stipulation, or agreement. An individual convicted of a felony related to the performance of one's duties or fitness as a healthcare interpreter shall be subject to revocation of certification and be ineligible to apply for certification or certification renewal for a minimum period of three (3) years

from the conviction or completion of sentence (if any), whichever is later. An individual convicted a misdemeanor of this nature may be subject to revocation of certification and may be deemed ineligible to apply for certification or certification renewal for a period of up to two (2) years from the conviction or completion of sentence (if any), whichever is later. Convictions of this nature include but are not limited to felonies involving crimes of a sexual nature, actual or threatened use of a weapon or violence, prohibited use, sale, distribution or possession of a controlled substance, and fraud. A CoreCHI™ or CHI™ certificant who is incarcerated for any reason, or for whom incarceration is pending shall be ineligible to take CCHI examinations, to receive the CoreCHI™ or CHI™ certification, or to renew it unless and until eligibility is reinstated.

FILING A COMPLAINT

Any CoreCHI™ or CHI™ certificants or applicant for such certification must report to CCHI any known violation of the Disciplinary Policy by a CoreCHI™ or CHI™ certificant, and CCHI encourages others with such information to inform CCHI. Information about alleged violations is first referred to CCHI's staff and then to the Commissioners, if staff determines that review is warranted. Any individual may file a complaint or report possible violations to CCHI, including interpreters, patients, healthcare providers, and anyone else with knowledge of a possible violation.

To file a complaint, an individual should send an email addressed to CCHI's staff to info@cchicertification.org or appeal@cchicertification.org. The email must include the individual's name, address, email and telephone number and a description of the alleged violation in as much detail and specificity as possible, with available documentation. The statement should include information about others who may have knowledge of the facts and circumstances concerning the alleged conduct. Supplementation relating to the content or form of the information may be requested by CCHI staff. The Commission may also initiate a review of an individual's actions or behavior without the filing of a formal complaint.

PROCESS OF EVALUATING VIOLATIONS

Upon receiving a formal complaint or becoming aware of information about a possible prohibited action or behavior by a CCHI applicant, candidate or certificant, CCHI staff will review the allegation and, if necessary, communicate back with complainant to clarify or request more information as needed.

If, based on the preliminary review of the complaint, the allegation does not indicate a violation of CCHI's Disciplinary Policy (e.g., because it relates to matters outside the scope of this policy or the conduct does not rise to the level of a violation), the CCHI staff may administratively close the complaint without further action. The complainant will be notified of this closure. In this instance, the alleged respondent is not notified. The complainant has the right to appeal the staff's decision to the Commissioners in writing by addressing their appeal to CCHI Chair and sending it to appeal@cchicertification.org. In that event, CCHI's Commissioners will conduct an independent review of the file and determine whether to uphold the dismissal of the complaint or return the matter to staff for initiation of a full disciplinary proceeding.

If CCHI staff determines that the allegation presents evidence of a violation of the Disciplinary Policy, CCHI staff shall inform the subject of the complaint of the alleged violation via email and certified mail, and allow the individual thirty (30) calendar days

from the date of the notice letter to respond in writing (either via email or certified mail or both) to the allegations. The individual should provide a full statement of relevant facts and verifiable supporting documentation. If the individual does not respond to the notice or dispute the allegations within thirty (30) days, the Commission may render a decision on the evidence before it and apply appropriate sanctions.

Upon receiving the individual's response and making any further investigation as warranted by the circumstances, the CCHI staff shall make a determination of the disciplinary action, if any, that is warranted. As needed, the staff shall consult with CCHI's Chair, Vice Chair, and legal counsel. Staff will report outcomes regarding complaints and violations to the full Commission via email within 10 business days of the resolution or during the next Commissioners meeting, whichever comes first.

RESPONSIBILITY FOR NOTIFYING CCHI OF CURRENT CONTACT INFORMATION

CCHI applicants, candidates, and certificants are solely responsible for ensuring that their CCHI account includes their current mailing and email address. If the individual does not receive notice(s) from CCHI related to disciplinary proceedings, actions, or appeals due to his or her failure to notify CCHI in a timely manner of a change of address, that lack of notification shall not be considered as the basis for an appeal or reconsideration of any decision in the matter.

SANCTIONS

Sanctions for violation of this *Disciplinary Policy* or any other CCHI standard, policy or procedure may include one or more of the following, in CCHI's discretion:

- Assignment of remedial education;
- Non-public reprimand and warning;
- Public letter of censure;
- Denial or suspension of eligibility;
- Revocation of certification;
- Non-renewal of certification;
- Suspension of certification; or
- Other corrective or disciplinary action, as determined in CCHI's discretion.

CCHI may, as deemed appropriate, report sanctions other than assignment of remedial education or a non-public reprimand and warning, and the underlying facts of the violation, to interested parties, including without limitation to individuals seeking information about the individual's certification status, as solely determined by CCHI. CCHI also may publish the information on CCHI's web site. If the sanction resulted from a violation reported to CCHI in a disciplinary complaint, CCHI will notify the complainant that it has completed its disciplinary proceeding and, if any public sanction has imposed, of the disciplinary action taken. Notifications to the complainant or third parties will not occur until either the time for an appeal has expired or a decision on an appeal is made.

Notice of the disposition of the disciplinary proceeding and of any disciplinary sanction will be sent to the subject of the disciplinary proceeding by email and certified mail. If a disciplinary sanction is imposed, the notice will include an explanation of the basis for the decision and a statement of any appeal rights.

APPEAL PROCESS

All respondents have the right to appeal an adverse decision resulting in a publicly reportable sanction regarding an alleged violation of CCHI disciplinary rules. Such appeals must be submitted in writing (via email to appeal@cchicertification.org or certified mail to CCHI's headquarters) within 30 calendar days of the date of the determination notice. If no request for appeal is made within 30 calendar days, the staff decision will become final.

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

REINSTATEMENT

If eligibility or certification has been denied or revoked, eligibility or certification may be reconsidered on the following basis:

- In the event of a felony conviction related to the performance of one's duties or fitness as a healthcare interpreter, no earlier than three (3) years from the conviction or completion of sentence (if any), whichever is later; CCHI reserves the right to extend the revocation period in egregious cases;
- In any other event, no earlier than two (2) years from the final decision of ineligibility or revocation.

In addition to other facts required by CCHI, an individual seeking reinstatement of eligibility or certification must fully set forth the circumstances of the decision denying eligibility or revoking certification, as well as all relevant facts and circumstances since the decision that are relevant to the application for reinstatement. When eligibility has been denied because of felony conviction, the individual bears the burden of demonstrating that the individual has been rehabilitated and does not pose a danger to others.

Application for reinstatement, relevant documentation required of all applicants/certificants, and all relevant evidence supporting the reinstatement request shall be submitted to the CCHI staff, who shall determine whether the reinstatement shall be granted. All documentation should be submitted in writing and in electronic format only. Unless and until CCHI makes a decision to reestablish eligibility for reinstatement or certification, the individual will

remain ineligible for reinstatement. The applicant will be notified of the decision within 60 days of receipt by CCHI of all the required documentation from the applicant. The decision of the CCHI staff may be appealed to the entire Commission.

SUMMARY PROCEDURE

Whenever the CCHI staff determines that there is cause to believe that a threat of immediate and irreparable injury to the health of the public exists, the staff shall forward the allegations to the Chair and/or Vice Chair. The Chair or Vice Chair shall review the matter immediately, and provide telephonic or other expedited notice and review procedures to the individual who allegedly committed a violation. Following such notice and opportunity by the individual to respond, if the Chair or Vice Chair determines that there is reasonable cause to believe a threat of immediate and irreparable injury to the public exists, an application or certification may be suspended for up to ninety (90) days pending a full review as provided herein.

RELEASE OF INFORMATION

The individual candidate or certificant agrees that CCHI and its officers, directors, committee members, employees, agents and others may communicate any and all information relating to his or her CCHI application and certification and review thereof, including but not limited to pendency or outcome of disciplinary proceedings, to state and federal authorities, licensing boards, employers, other certificants, and others.

WAIVER

As a condition of consideration for or holding of any CCHI credential, the individual candidate or certificant releases, discharges, and holds harmless CCHI, its officers, directors, employees, committee members, panel members and agents, and any other persons for any action taken pursuant to the standards, policies and procedures of CCHI from any and all liability, including but not limited to liability arising out of:

- the furnishing or inspection of documents, records and other information; and
- any investigation and review of application or certification made by CCHI.

DEVELOPMENT OF NEW CHI™ EXAMINATIONS

If an interpreter currently holds an Core Certification Healthcare Interpreter™ certification and CCHI develops a CHI™ oral performance examination in the spoken non-English language served by this interpreter (e.g. French, Portuguese, Russian etc.), this interpreter will have one year from the date of notification by CCHI to take the CHI™ oral performance examination in that particular language. At the end of the one year following such notification, the Core Certification Healthcare Interpreter™ certification will be voided for those languages for which an oral performance exam exists. CCHI will notify those candidates who have a CoreCHI™ certification of the availability of the CHI™ oral performance examination as soon as a new language becomes available in the oral test form.

Continuing Education (CE) Requirements

CE OVERVIEW

All CoreCHI™ or CHI™ certificants must complete continuing education (CE) to maintain their certification. CCHI defines continuing education for healthcare interpreters as learning in an Instructor-Led environment with the subject matter that is beyond-beginner level of complexity and related to healthcare interpreting.

The continuing education requirement is **32 hours** during the four-year period for which the individual's certification is valid.

CCHI's 1 CE hour equals 60 minutes, i.e. one instructional (contact, classroom) hour. Instructional hours **do not include** lunch, other breaks, assessment (quiz, exam, etc.) or administrative comments (e.g. welcome, overview, conclusion, evaluation, etc.).

To ensure that certificants pursue continuing education in a consistent manner and with the goal to maintain or improve their job performance, **the following conditions must be met regarding these 32 CE hours:**

1. The **32 CE hours must be unique to the current four-year cycle** (i.e. repeating the same course within the four years is not allowed).
2. Out of the 32 CE hours of every four-year cycle, **a minimum of four (4) CE hours must be in performance-based training** which is defined as training aimed to improve the healthcare interpreter's skills in the three interpreting modes - consecutive, simultaneous and sight translation.
3. *Effective January 30, 2018:* Out of the 32 CE hours, **a maximum of 8 CE hours may be earned as non-instructional CE activities.** (These hours are optional, not required.) Non-instructional CE activities are defined as "activities that support the healthcare interpreting profession through volunteerism, leadership and research."
4. *Effective May 1, 2019,* the **minimum duration of a CE activity is 30 minutes for general topics and 60 minutes for performance-based topics.** Courses of lesser duration are not accepted by CCHI.

CCHI recommends that each certificant develops a personal CE plan to target the areas of knowledge and performance in which they need improvement.

CCHI accepts various types of continuing education programs that are delivered at any venue – classroom, online (as webinars or online training modules), conference sessions, or workshops.

If a certificant is a trainer or instructor and is asking for CE credits for training they deliver, they must meet the following requirements:

- The training must qualify as CE (i.e. **basic/introductory courses or courses preparing for certification are not accepted**);
- The training must follow the above subject guidelines;
- The credential holders must provide proof of having a minimum of 80 hours of training experience at the time of the credential renewal application (minimum of 40 hours of training interpreters and 40 doing any other type of training).

DOCUMENTING CONTINUING EDUCATION

All documents submitted to CCHI with the renewal application must be in pdf or jpg formats only. If documents are uploaded in any other formats, CCHI staff will return the application and this will delay the review.

CCHI accepts a variety of documents from certificants as proof of CE as long as the documents comply with these requirements:

1. The document must list the following information:

- o Credential holder's name,
- o the title (topic) or name of the educational event,
- o the name of the training entity (organization or individual) delivering the course,
- o the date(s) of the event,
- o the number of actual hours attended, and

2. The document must be signed by the event organizer or instructor.

Examples of Accepted Documents:

- certificate of attendance or completion;
- a program of a conference with the credential holder's name and presenter's signature (if signature is ineligible, presenter needs to write their name in brackets) next to the conference session;
- a roster of attendees on the letterhead of the event organizer;
- a supervisor's attestation on the employer's/contractor's letterhead;
- a printout of the internal electronic system which has the credential holder's and event's identifying information (timestamp, etc.);
- CCHI's *Template for Documentation of Continuing Education* (See Appendix C or at http://cchicertification.org/uploads/CCHI_CE_template.pdf).

Examples of Documents That Are NOT Accepted:

- course enrollment or registration confirmation;

- payment receipt for a course or event;
- handouts or slides of a course or presentation;
- any document that does not have a recipient's name;
- any document that does not list the duration of the event/course;
- any document that does not have the date of the event/course;
- any document that does not list the course/event instructor.

Special Considerations for Conference Certificates:

CCHI always accepts a certificate of attendance of a conference where all its sessions have been accredited by CEAP/CCHI.

However, *if only some sessions* of a conference *are accredited by CEAP/CCHI, OR if a conference is intended for court interpreters or for translators or for a mixed audience*, then **instead of a general certificate of attendance, certificants must submit signed documentation of attending specific conference sessions** that pertain to healthcare interpreting or that have been accredited by CEAP/CCHI.

See the current **list of accredited conferences and specific sessions** at <https://cchicertification.org/interpreting-conferences/>.

Additional Requirements to Trainers/Educators:

Certificants who are trainers/instructors must provide the following type of documentation as proof of CE:

1. Proof of training - any publicity material (flyer, ad, brochure, conference schedule, etc.) about their training which lists the following information:

- o credential holder's name and designation as instructor/presenter/trainer,
- o the title (topic) or name of the educational event,
- o the name of the training entity (organization or individual) delivering the course,
- o the date(s) of the event,
- o the number of actual contact hours of the event.

2. Proof of training experience (e.g., Curriculum Vitae, personal or advisor's attestation, etc.) specifying delivery of any combination of academic and non-academic (conferences, workshops, in-service, etc.);

- o 40 hours of training interpreters (any setting, including basic/beginner level training),
- o 40 hours of other training (e.g., language instructor at school or college, cultural competence trainer, instructor of nursing, etc.)

CCHI guarantees acceptance of appropriately furnished proof of CE only for CEAP-accredited CE courses because such courses have undergone a thorough review process and meet CCHI's renewal criteria. However, CCHI **does not require** that certificants complete *only* CEAP-accredited CE courses.

CCHI will accept all CE courses that meet CCHI's requirements for continuing education as described here **as long as** sufficient information for the evaluation is provided by the certificant. It is the responsibility of the certificant to provide information about a CE course that is sufficient for CCHI to make an evaluation as to whether the course meets CCHI's CE requirements. The information needed for the evaluation may include, but is not limited to, the course description, agenda, syllabus, student handouts, etc. This information may be required in addition to the document verifying the certificant's completion of the course (i.e. certificate of attendance/completion, badge, etc.), especially if the title of the course does not indicate a specific subject matter or the level of complexity (i.e. continuing education vs. beginner-level/basic training).

SUGGESTED ACCEPTABLE CE ACTIVITIES AND TOPICS

The information provided below is intended as a guide when choosing a CE event. CCHI's staff is unable to answer questions about specific training activities *before* you submit your renewal application. We encourage you to submit your application as soon as you are ready, and we will correspond with you about your activities *after* your renewal application is submitted.

CCHI accepts the following CE activities (as long as they are properly documented):

- conference sessions
- workshops and seminars
- webinars
- online courses and modules
- mentoring, documented by a third party (not self-reported)
- certain non-instructional activities (See the corresponding section of this *Handbook*).

CCHI does not accept the following activities (as not meeting our requirements):

- actual interpreting or translating (i.e., performing your job)
- preparing for an assignment (any research that an interpreter would do to be ready to interpret in a new setting or on a new subject matter)
- self-study (e.g., reading, creating a glossary for self-use)
- attending or teaching a beginner-level course.

PERFORMANCE BASED CE

CCHI acknowledges that interpreting skills require continuous practice to be maintained at an adequate level. Therefore, **each certificant is required to obtain a minimum of 4 (four) CE hours in any performance based (skill-building) training every four years.**

CCHI defines **performance based (PB) training as training aimed to improve the healthcare interpreter's skills in the three interpreting modes – consecutive, simultaneous and sight**

translation, and in translation. PB courses **must include instructor-led practice in those modes of interpreting** (in-person or online). **Ethics or terminology-only courses are not considered PB** in this context.

Performance Based Training:

Minimum required – 4 CE hours within the four-year renewal cycle, in any combination in the following areas of the interpreter competencies (no maximum, i.e. all 32 CE hours may be in these competencies):

- Perform consecutive interpreting
- Perform simultaneous interpreting
- Sight translate healthcare documents
- Related skills-development training (e.g. note-taking, short-term memory development, public speaking, critical thinking)

Maximum allowed – 4 (four) CE hours in a four-year cycle, in the following competency:

- Translate healthcare documents (training in any written translation topics related to health care, medicine, medical malpractice, health insurance; training in other translation topics is not accepted).

In other words, no more than 4 CE hours every four years may be in a topic related to written translation.

The following subjects are suggestions of educational opportunities that may be applicable toward PB continuing education. Any subjects that do not fall into the recommended categories below will need to be evaluated by the CCHI to determine relevancy for continued professionalism and growth for a credentialed healthcare interpreter. Please go to the *Renewal Process* web page (<http://cchicertification.org/renew-certification/renewal-process/>) for the most up-to-date information about continuing education guidelines.

1. Interpret Consecutively (PB)

- Consecutive interpreting skill-building with a specific healthcare specialty focus (e.g. interpreting in Labor and Delivery, during a gastroenterology consult, at a dental appointment, etc.)
- Language-specific skill-building in consecutive interpreting
- Consecutive interpreting skill-building in other settings (administrative hearings, court interpreting, conference interpreting)
- Voice training

2. Interpret Simultaneously (PB)

- Simultaneous interpreting skill-building with a specific healthcare specialty focus (e.g. interpreting in Emergency Department, during a mental health appointment, etc.)

- Language-specific skill-building in simultaneous interpreting
- Simultaneous interpreting skill-building in other settings (administrative hearings, court interpreting, conference interpreting)
- Voice training

3. Sight Translate/Translate (Written) Healthcare Documents (PB)

- Sight Translation skill-building with a specific healthcare specialty focus (e.g. patient education documents related to women’s health, etc.)
- Sight Translation skill-building with a specific type of document focus (e.g. medical history forms; quasi-legal documents in health care – releases, waivers; grammatical peculiarities of healthcare documents, etc.)
- Language-specific skill-building in sight translation
- Sight Translation interpreting skill-building in other settings (administrative hearings or court interpreting)
- Written Translation skill-building, limited to healthcare, medical, legal, and healthcare/auto insurance subject areas (only 2 hours are accepted)

4. Demonstrate Near-native Language Proficiency in Working Languages

- Accent reduction

GENERAL CE

For certification renewal, every four years, CCHI **allows up to 28 hours out of 32 required to be in general CE topics**. The following subjects are suggestions of educational opportunities that may be applicable toward *general* continuing education. Any subjects that do not fall into the recommended categories below will need to be evaluated by the CCHI to determine relevancy for continued professionalism and growth for a credentialed healthcare interpreter. Please go to the *Renewal Process* web page (<http://cchicertification.org/renew-certification/renewal-process/>) for the most up-to-date information about continuing education guidelines.

1. Professional Responsibility and Interpreter Ethics

- The healthcare interpreter profession: New developments, innovations, current issues
- Healthcare Interpreter Code of Ethics and Standards of Practice (controversial issues, ethical dilemmas)
- Patient advocacy
- Healthcare interpreter’s role and role boundaries: recognizing situations when to decline an assignment
- Ethical decision-making (including, appropriate protocols, interpreting modes in complex situations, HIPAA and patient safety issues)
- Communication elements, e.g. public speaking, interviewing techniques, mediation, conflict de-escalation/resolution, communication in sensitive interpersonal situations, assertive communication techniques, active listening skills, etc.

- Critical thinking
- Safety protocols, personal protective gear, and universal precautions in health care
- Laws and regulations pertaining to healthcare interpreting and health care: updates, current issues
- Creating effective professional improvement and development plans for healthcare interpreter
- Interpreter self-care (secondary traumatization, etc.)

2. Manage the Interpreting Encounter

- Healthcare Interpreter Standards of Practice (interventions, transparency, asking for clarifications, pauses, and repetitions)
- Manage unfamiliar terms and concepts
- Ethical decision-making (including, appropriate protocols, interpreting modes in complex situations, HIPAA and patient safety issues)
- Communication elements, e.g. public speaking, interviewing techniques, mediation, conflict deescalation/resolution, communication in sensitive interpersonal situations, assertive communication techniques, active listening skills, etc.
- Critical thinking
- Identifying the most effective interpreting modality for a given healthcare encounter
- Working effectively with an interpreter
- Methods of researching new terminology and finding appropriate equivalents in a target language
- Memory skills development
- Note-taking techniques

3. Healthcare Terminology

- Intermediate healthcare terminology in both working languages
- Advanced healthcare terminology in both working languages
- Any healthcare specialty presentation (presentations by healthcare specialists for healthcare or allied professionals which give interpreters the background information and English terminology, e.g. new surgical procedure)
- Establishing Equivalency
- Terminology Research methods

4. U. S. Healthcare System

- U.S. healthcare delivery systems
- U.S. healthcare culture and principles of Western biomedicine
- Public health and its implications on populations
- Federal and state legislation and regulations pertaining to language and healthcare access
- Applicable legislation and regulations regarding the role of interpreters as mandated

- reporters
- Latest developments in the U.S. health and healthcare system
 - Relevant organizational structure (specialties) and protocols (e.g. Emergency Department protocols)
 - Roles and responsibilities of healthcare providers and staff
 - Social determinants of health and special populations needs
 - Relevance of disparities that prevent access to health care
 - Comparison of the U.S. system with another country
 - Healthcare insurance plans
 - Medical and ethical decision-making
 - Medical team education and communication

5. Cultural Responsiveness

- Cultural brokering and mediation
- Cross-cultural communication skills
- Health beliefs and practices of specific populations with a non-English native language
- U.S. healthcare culture and principles of Western biomedicine
- Spirituality (in the context of health and health care)
- Culture-specific communication *étiquette* (interpersonal, public vs. private, etc.)
- Cultural barriers to accessing health care
- Various intervention strategies

6. Demonstrate Near-native Language Proficiency in Working Languages

- Regionalisms
- Idiomatic expressions
- Different register
- Slang
- Language-specific grammar topics

NON-INSTRUCTIONAL CE ACTIVITIES

CCHI recognizes that one of the important tasks of a certified healthcare interpreter is to pursue professional growth and development on an ongoing basis. This is achieved not only by completing continuing education programs but also through involvement in professional organizations, research, and professional publications. CCHI encourages our certificants to be actively engaged in the profession. To this effect, as of January 30, 2018, the following changes to our Certification Renewal policy take effect:

CCHI certificants are allowed, as an option, to submit non-instructional continuing education (CE) equal to up to 8 hours (points) per four-year cycle towards their certification renewal requirements.

- One (1) point in non-instructional CE activities equals 1 CE hour for certification renewal purposes.

- Points are earned for unique and mutually exclusive experiences and not for interrelated experiences (see examples below).
- Points do not reflect the actual hours of work.

Non-instructional CE activities are defined as “activities that support the healthcare interpreting profession through volunteerism, leadership and research.”

The following **categories of non-instructional activities are accepted** as CE for CCHI certification renewal:

1) Professional Engagement:

a) Membership in a professional organization - 0.5 points per year, maximum 2 points

- Points are awarded for active membership in a national, international, or local professional organization of healthcare interpreters or with healthcare interpreters as a significant segment of membership.
- Points are awarded per year. For example, individuals with two years of active membership in one organization would earn 1 point in the four-year renewal cycle. Individuals with two years of active membership in two organizations would earn 2 points ($0.5 \times 2 \times 2 = 2$). Maximum 2 points are allowed in this category.
- Points are earned for unique and mutually exclusive experiences and not for interrelated experiences. For example, you may not earn points for being an organization member (under “Membership” category) and a president of the same organization (under “Leadership” category) for the same term.
- Accepted documentation: receipt for payment of membership dues for a specific year, must contain organization’s and member’s name, and dates of active membership.

Examples of Eligible Activities:

- Member of a national organization, e.g., NCIHC, RID, etc.
- Member of a state association or society of healthcare interpreters, e.g., CHIA, TAHIT, RID divisions, state or local associations of interpreters for the deaf, etc.
- Member of a combined association of court and medical interpreters, e.g., CCIO is in Ohio, CWCIA in California, etc. (Membership in an exclusively court interpreter association, e.g., NAJIT, is not applicable.)
- Member of a combined association of interpreters and translators, if such association represents the interests of healthcare interpreters via educational events, etc., e.g., ATA, ATA chapters, TAPIT in Tennessee, etc.
- Member of an international organization as long as it has U.S. healthcare interpreter representation, e.g., IMIA.

b) Volunteering related to healthcare interpreting – 1 point per year, maximum 4 points

- Points are awarded for specific activities that support and promote the healthcare interpreter profession through volunteerism. Points are not awarded for volunteer activities not related to promoting the profession.
- Points are awarded per year. Maximum 4 points are allowed in this category.

- See specific point values per activity in the examples below. If your activity is not listed in the Examples below, contact us at apply@cchicertification.org for guidance.
- Points are earned for unique and mutually exclusive experiences and not for interrelated experiences. For example, you may not earn points for being a conference volunteer (under “Volunteering” category) and a conference committee member and chair of the conference committee (under “Leadership” category) for the same conference.
- Accepted documentation: certificate of appreciation/recognition or official letter from event organizer, must contain volunteer’s name, event organization’s name, nature of volunteer activity (including clear statement that this is volunteering, not a paid activity), date(s) of volunteering, and contact info of the person signing the certificate or letter.

Examples of Eligible Activities:

Eligible Activity	Points per year
Volunteer at a healthcare interpreters conference or educational event	1
Public speaking about the profession and certification	1
Volunteer for charitable medical missions (i.e. unpaid work as interpreter for a medical mission outside the U.S.)	2
Volunteer for a project of a professional organization of healthcare interpreters or with healthcare interpreters as a significant segment of membership	2
Volunteer for a committee of a professional organization of healthcare interpreters or with healthcare interpreters as a significant segment of membership	2

Ineligible activities: Interpreting free of charge (“volunteer”) for individual patients, organizations or events (except for charitable medical missions mentioned above).

2) Leadership and Recognition:

a) Serving on the volunteer Board of a professional organization of healthcare interpreters or with healthcare interpreters as a significant segment of membership - **4 points per year, maximum 8 points**

- Points are awarded for leadership position (Board member or Chair of an organization’s committee) in a national, international, or local professional organization of healthcare interpreters or with healthcare interpreters as a significant segment of membership.
- Points are awarded per year. Maximum 4 points are allowed in this category per renewal cycle. E.g., a Board member for 2 years of the renewal cycle can count 8 points for that four-year cycle. A Board member for 4 years of the renewal cycle can still count only 8 points.
- Points are earned for unique and mutually exclusive experiences and not for interrelated experiences. For example, you may not earn points for being an organization member (under “Membership” category) and a president of the same organization (under “Leadership” category) for the same term.

- For examples of the accepted organizations see the Examples for 1.a) Membership category above.
- Accepted documentation: letter from the Board’s President/Chair, VP or Secretary confirming the position on the Board, must contain organization’s and volunteer’s name, position, dates of the term.

b) Receiving a professional award related to healthcare interpreting – 2 points per award, maximum 4 points

- Points are earned for awards related to the healthcare interpreter profession or language access issues.
- Points are earned for awards given to the individual (not to an institution or organization).
- Points are awarded per award. Maximum 4 points are allowed in this category per renewal cycle. E.g., if a certificant received 3 eligible awards within the four-year cycle, still only 4 points can be counted for that cycle.
- Accepted documentation: Certificate, official notification letter, press release or other formal documentation that contains organization’s and volunteer’s name, name of award, and date of award.

Examples of Eligible Awards:

- CHIA’s Interpreter of the Year
- NCIHC’s Language Access Champion Award
- TAHIT’s Texas Star in Language Access Award
- Tony Winsor Award in MA

3) Research and Publications related to the healthcare interpreting profession - 4 points per year, maximum 8 points

- Points are awarded per published work as specified in the following Examples. Maximum 8 points are allowed in this category per renewal cycle. E.g., if 2 books are published within the four-year cycle, 8 points can be counted for that cycle.
- Co-authors earn half of the points.
- Content must be research-based or educational/instructional.
- Points are awarded per unique publication, i.e. if substantially the same article is published by multiple organizations, only one such publication is counted.
- Accepted documentation: electronic reference to the publication (e.g., URL to the article or newsletter, link to online retailer, other retail or library listing) or official statement (e.g., transcript or letter) from the academic institution where the thesis was successfully accepted; must contain publisher’s/organization’s and author’s name, title of publication, and date of publication.

Examples of Eligible Activities:

Eligible Activity	Points per year
Book, including textbook, or book chapter	4

Eligible Activity	Points per year
Thesis (master's or PhD)	4
Peer-reviewed article published in professional periodical	2
Non-peer-reviewed article published in professional periodical	1
Published performance support tool (e.g., glossary, curriculum)	1

Ineligible activities: Work that is for marketing purposes, presentation slides, website comments, blogs, wiki entries, letters to the editor, opinion-based articles, and other unedited, non-reviewed online items.

If you have any questions, contact us at renewal@cchicertification.org.

Work Experience Requirements

CCHI requires that individuals who receive CCHI's CoreCHI™ or CHI™ certification must document 40 hours of healthcare interpreting experience as a condition of certification renewal. The work experience may be as an employee/staff, contractor/freelancer, volunteer, or combination thereof. It must be in healthcare settings, and it may be in any modality of interpreting.

CoreCHI™ and CHI™ recipients must keep on record verification of this experience. As part of the online renewal process, certificants are asked to describe and attest to having met this requirement. CCHI does not require you to *upload* the work experience verification documents with the renewal application. However, CCHI conducts regular random audits of renewal applications, and at the time of such audit will require you to email these documents.

There are two options for documenting/verifying the work experience (download templates from <http://cchicertification.org/renew-certification/requirements/work-experience/>).

OPTION 1: Submit a **Work History Verification Letter** from the organization/facility/entity where the recipient currently works or practices. The verification must be on the organization's letterhead, and must be signed by an administrator, director or manager of said facility. This signature will attest to the applicant's having met the renewal requirement of having worked or practiced as a healthcare interpreter prior to the date of the renewal application.

OPTION 2: An **Affidavit** declaring that the recipient has worked as an interpreter and signed by at least two (2) individuals who may not be family members, but may either be colleague interpreters who have worked with the recipient, supervisors, or healthcare practitioners for whom the recipient has interpreted. These individuals' signatures will attest to the recipient having worked as a healthcare interpreter prior to the date of the renewal application.

NOTE: A recipient may have multiple letters and/or affidavits to document work experience.

WAIVER OF WORK EXPERIENCE REQUIREMENTS

Effective April 1, 2018, CCHI adopted the *Certification Renewal Work Requirement Waiver Policy*.

Purpose of this policy:

To provide a work requirement waiver to the certificants who fulfilled CCHI's continuing education (CE) requirements but were not able to fulfill the work requirement because of a qualifying event. This policy outlines under which conditions and how such relief will be provided.

Policy Details:

Eligibility: Only certificants who fulfilled CE requirements and demonstrated a documented need for a waiver based on the qualifying events may receive the waiver.

Qualifying Events: Parental Leave, Unemployment, Temporary Disability, Military Service (certificant's or spouse'), Forced Relocation.

Documentation: Certificants will submit an email request to the Director of Operations after uploading proof of 32 CE hours. Certificants will submit supporting documents or documentation such as a doctor's note (signed, official letterhead), a letter from the office of unemployment benefits, a proof of military service letter, FEMA or Red Cross documentation certifying forced relocation.

Waiver Period:

Four years. This is a one-time waiver.

Appendix A:

FREQUENTLY ASKED QUESTIONS RELATED TO CONTINUING EDUCATION

CCHI is providing these *Frequently Asked Questions* to help answer some of the questions that we have received regarding continuing education. We encourage you to review the policies related to continuing education which can be found at <http://cchicertification.org/renew-certification/renewal-process/>.

1. If I teach a class in Spanish Medical Interpreting, does that count towards the Continuing Education requirement?

Yes, as long as your class is *beyond beginner-level* of difficulty, i.e. is *continuing*, not initial, education. And you may only count the actual hours spent teaching, and not the time you spent preparing to teach or updating your teaching materials (assuming you may teach the same course(s) multiple times).

2. If I teach a class in Medical Interpreting (non-language specific), does that count towards the Continuing Education requirement?

Yes., as long as your class is *beyond beginner-level* of difficulty, i.e. is *continuing*, not initial, education. But you may only count the actual hours spent teaching, and not the time you spent preparing to teach or updating your teaching materials (assuming you may teach the same course(s) multiple times).

3. If I teach a Medical Translation course, does that count?

Yes, but only 4 hours. Because the translation component of CCHI's oral performance examination is so minor, we do not want you to focus continuing education on translation. Further, while CCHI's Job Task Analysis noted that most interpreters are currently asked to translate some simple information (e.g., specific discharge instructions), CCHI believes that interpreters should not be expected to do this as part of the job of healthcare interpreting. Interpreting and translation require different knowledge, skills and abilities. CCHI intends to continue educating the field and hopes that developments in the field will lead to a change in practice such that interpreters are no longer expected to translate documents and that future updates to CCHI's Job Task Analysis will document a decreased need to include this on CCHI's examination.

4. If I take a Medical Translation course, does that count?

Yes, but only 4 hours, for the same reasons as stated above in the answer to Question 3.

5. If I serve as an interpreting or language services coordinator at my organization/agency, does that count?

No. CCHI expects that the requirement to undertake continuing education will further your knowledge, skills and abilities needed to be an effective healthcare interpreter. Thus, performing expected job tasks will not count towards continuing education.

6. If I attend a healthcare interpreting conference, will it count?

Yes, but only sessions related to the knowledge, skills and abilities required of *healthcare* interpreters may be counted towards continuing education.

For example, the following is a list of potentially acceptable workshop topics:

- Interpreters' professional demeanor;
- How to be friendly without becoming familiar;
- Ethics;
- Standards of practice;
- Medical terminology;
- Anatomy and physiology;
- HIPAA;
- Expanding memory capacity;
- Notetaking or developing notetaking skills;
- Transparency and confidentiality;
- Cultural beliefs, practices or cultural competency (whether specific to a particular cultural group or general);
- Specific interpreting skills or populations (e.g., interpreting for a patient wishing alternative treatment; addressing literacy issues during interpreting; mental health; victims of trauma);
- Assessing and prioritizing interpreter requests;
- Working with clinicians; and
- The application of Title VI or other laws related to healthcare interpreting.

These types of workshops will count because these topics are directly related to the knowledge, skills and abilities needed by healthcare interpreters to perform the job of healthcare interpreting.

The following is a list of likely not acceptable workshop topics:

- Recordkeeping for tax purposes;
- Invoicing;
- Managing interpreters or translators;
- Translation in subject areas not related to health care or medicine (CCHI accepts 4 hours in translation topics related to health care or medicine);
- Language access management solutions;
- Court or legal terminology,
- Court interpreter ethics, and
- Preparing for certification.

These likely will not count because it is not directly related to the knowledge, skills and abilities needed for healthcare interpreting.

To document your attendance at a healthcare interpreter conference, you need to obtain a certificate of attendance for each workshop or a signed statement from each workshop presenter. For a template to document your attendance, see Appendix C.

7. Will CCHI accept continuing education credits given by interpreter associations (e.g., IMIA, TAPIT, TAHIT)?

Yes, as long as you have documentation from these conferences. CCHI will not accept registration confirmation or a receipt of payment for conference attendance. Rather, the documentation must specify which workshop(s) you attended and the number of credits granted. For a template to document your attendance, see Appendix B.

For example, you are registered to attend a two-day healthcare interpreter conference. Over the two days, the total number of hours of the conference is 16. You may not simply report 16 hours of attendance to count towards continuing education. Rather, you must document which workshops you attended so that CCHI can evaluate if they are related to the knowledge, skills and abilities needed for *healthcare* interpreting. See the answer to Question 6 above for the types of acceptable topics.

8. If I present at a healthcare interpreting conference on a topic related to healthcare interpreting, will that count?

Yes, if the topic focuses on the knowledge, skills and abilities required of healthcare interpreters. But you may only count the actual hours spent presenting, and not the time you spent preparing to present or updating your presentation materials (assuming you may present on the same topic(s) multiple times).

For example, if you present on topics such as interpreters' professional demeanor or ethics, HIPAA, laws related to healthcare interpreting, these will count because these topics are directly related to the knowledge, skills and abilities needed by healthcare interpreters to perform the job of healthcare interpreting. If you present on issues related to how to conduct recordkeeping for tax purposes or invoicing, this will not count because it is not directly related to the knowledge, skills and abilities needed for healthcare interpreting.

9. If I present at a non-healthcare interpreting association conference (e.g., NAJIT, ATA, RID, etc.), will that count?

It depends on the subject of your presentation. Generally, since these conferences are not focused on healthcare but on judiciary/court interpreters or translation, presenting on a topic of interest to these conference attendees will often not be healthcare-related. For example, you may present on a topic related to forensic interpreting. While forensics has health as a part of it, healthcare interpreters are generally not expected to interpret forensic information and, thus, this will not count towards CCHI's continuing education requirements. If the topic is primarily focused on issues that arise in healthcare interpreting, the presentation may count towards CCHI's continuing education requirements but this likely will be evaluated on a case-by-case basis.

10. If I attend lectures or courses offered by clinicians that are educational related to healthcare generally, although not specific to healthcare interpreting, does this count?

Yes. As long as these lectures or courses, which may include brown bag lunches, address issues related to the knowledge, skills and abilities required of healthcare interpreting. Topics can include anatomy and physiology, medical terminology, treatment of diseases/conditions, healthcare ethics, etc.

11. If my organization hosts forums for interpreters for professional development, does this count?

Yes, if these topics are focused on healthcare interpreting and the knowledge, skills or abilities required of healthcare interpreters. You may want to review the information under the answer to Question 6 for information about what topics will be acceptable.

12. Does CCHI accept courses that offer CEUs/CEs to allied health professionals?

Yes, as long as the topic is related to healthcare and is one that will improve the knowledge, skills and abilities of healthcare interpreters. Examples of courses would include those focusing on certain medical conditions or diseases, treatment options, obtaining informed consent, working with a healthcare provider team, etc.

13. I attended a symposium on a healthcare topic that gave CEUs to nurses. Can I count this towards CCHI's continuing education requirements?

Yes, even if the program will not offer CEUs or CEs to healthcare interpreters. Sometimes, the licensing or accrediting guidelines of other organizations related to continuing education limit to whom CEUs or CEs may be granted. While you may not receive official CEUs or CEs, you should still have the organizer or presenter sign a statement confirming your attendance at the symposium.

14. Does CCHI accept CEUs from the American Translators Association?

Yes, as long as the following guidelines are followed. We accept the ATA's CEUs related to healthcare interpreting as long as they comply with CCHI's guidelines. We also accept up to 4 hours of continuing education translation topics related to health care.

15. How can I document my continuing education to submit to CCHI?

You must obtain documentation of your attendance at a course, symposium, or conference workshop to submit to CCHI. This can take the form of a certificate of completion or conference workshop documentation. **If you are unable to obtain a certificate of completion, you must get a statement signed either by the organizer(s) or presenter(s) that documents the following information:**

Your name;
Date(s) of attendance;
Hour(s) of attendance or total hours attended (duration);
Topic(s);
Presenter(s).

CCHI has developed a template which you can use. (See Appendix B.)

16. If I attend a workshop or brown bag lunch that does not offer a certificate of attendance, what should I do?

You still need to obtain documentation of your actual attendance. As mentioned above, you should ask that the organizer or presenter sign a statement for you. CCHI has developed a template which you can use. (See Appendix B.)

17. If I am a trainer/instructor, what kind of documentation should I submit?

Certificants who are trainers/instructors must provide the following type of documentation as proof of CE:

1. Proof of training – any publicity material (flyer, ad, brochure, conference schedule, etc.) about their training which lists the following information:

- credential holder’s name and designation as instructor/presenter/trainer,
- the title (topic) or name of the educational event,
- the name of the training entity (organization or individual) delivering the course,
- the date(s) of the event,
- the number of actual contact hours of the event.

2. Proof of training experience (e.g., Curriculum Vitae, personal or advisor’s attestation, etc.) specifying delivery of any combination of academic and non-academic (conferences, workshops, in-service, etc.):

- 40 hours of training interpreters (any setting, including basic/beginner level training),
- 40 hours of other training (e.g., language instructor at school or college, cultural competence trainer, instructor of nursing, etc.).

18. Do you offer any recommendations about CE courses or programs?

CCHI also administers the **national [Continuing Education Accreditation Program \(CEAP\)](#)** to accredit continuing education programs for healthcare interpreters. You may search CEAP’s Registry of accredited programs at <https://ceapcchi.org/FindAProvider>. CCHI guarantees acceptance of appropriately furnished proof for CEAP-accredited CE courses because such courses have undergone a thorough review process and meet CCHI’s renewal criteria. However, CCHI does not require that certificants complete only CEAP-accredited CE courses. To search the Registry, select appropriate values in the drop-down lists of various fields and click the “Filter” button. Make sure to click the “Clear” button when you start another search.

We also offer affordable CE online training modules (accredited by CEAP) at our **online training portal** at <http://cchiinterpreters.org/>.

APPENDIX B: TEMPLATE FOR DOCUMENTATION OF CE

To the Certification Commission for Healthcare Interpreters (CCHI):

This letter is to verify that _____ has attended the following instructor-led course* that is *beyond-beginner* level of complexity.

Date(s) of Course: _____

Number of instructional Continuing Education Hour(s):** _____

Course* Title: _____

Name of Sponsoring Organization/Training Provider: _____

Instructor(s): _____

Topics Covered (check all that apply):

- Ethics of healthcare interpreting
- U.S. healthcare system, protocols, regulations
- Medical specialty terminology/protocols
- Cultural competency
- Language Proficiency topics
- Self-care

Performance based:

- Consecutive interpreting skills
- Simultaneous interpreting skills
- Sight translation skills
- Translation Skills (max 4 hrs)

Other (please specify): _____

Signed,

Sponsor/Instructor's **Signature**

Date

Sponsor/Instructor's **Name**

Email of Sponsor/Instructor

Attendee's Signature

Date

Attendee's Name

Attendee's CoreCHI™ or CHI™ ID #

* A "course" may include attendance at a conference session, workshop, symposium, forum, in-service, educational program, or other formal instructional activity which provides opportunities for a healthcare interpreter to improve the knowledge, skills and abilities needed to interpret in healthcare settings.

** **Instructional CE hours do not include** lunch, other breaks, assessment or administrative comments (e.g. welcome, overview, conclusion, evaluation, etc.)

APPENDIX C:

WORK HISTORY VERIFICATION LETTER AND AFFIDAVIT

SAMPLE WORK HISTORY VERIFICATION LETTER (ON ORGANIZATION'S LETTERHEAD)

<Date>

To the Certification Commission for Healthcare Interpreters:

This letter is to verify that <Candidate's Name> has provided healthcare interpreting services in English and <other language> for <organization name> from <start date> to <end date>. During this time, the hours spent interpreting would, at a minimum, be at least <estimated number of hours>. **(Please note: To renew one's credential, an individual must document at least 20 hours in years one and two, and 20 hours in years three and four.)**

If you have any questions, please contact <Supervisor Name> at <area code and phone number> or <work e-mail address>.

Sincerely,

<Supervisor Signature>

<date>

<Supervisor Name>

SAMPLE WORK HISTORY VERIFICATION AFFIDAVIT (SIGNED BY TWO WITNESSES)

<Date>

To the Certification Commission for Healthcare Interpreters:

This letter is to verify and attest that I have provided healthcare interpreting services in English and <other language> for <organization name> from <start date> to <end date>. During this time, the estimated number of hours I spent interpreting would, at a minimum, be at least <estimated number of hours>. **(Please note: To renew one's credential, an individual must document at least 20 hours in years one and two, and 20 hours in years three and four.)**

I certify that the information contained in this letter is accurate and complete. I understand that providing false information will disqualify me from receiving or maintaining any credential offered by CCHI.

If you have any questions, please contact me at <area code and phone number> or <work e-mail address>.

Sincerely,

<Applicant's Signature>

<date>

Witnesses:

WITNESS 1: (name) _____

To the Certification Commission for Healthcare Interpreters:

I <insert name> verify and attest that <candidate's name> has provided healthcare interpreting services in English and <other language> for <organization name> from <start date> to <end date> for at least <insert number of hours>. I am aware of <candidate's name>'s provision of healthcare interpreting services because I:

(check all that apply):

___ worked with the candidate as an interpreter.

___ worked with the candidate as a supervisor.

___ utilized the candidate as a healthcare interpreter.

___ other (please specify: _____).

If you have any questions, please contact me at <area code and phone number> or <work e-mail address>.

Sincerely,

<Witness's Signature>

<date>

WITNESS 2: (name) _____

To the Certification Commission for Healthcare Interpreters:

I <insert name> verify and attest that <candidate's name> has provided healthcare interpreting services in English and <other language> for <organization name> from <start date> to <end date> for at least <insert number of hours>. I am aware of <candidate's name>'s provision of healthcare interpreting services because I:

(check all that apply):

___ worked/volunteered with the candidate as an interpreter.

___ worked/volunteered with the candidate as a supervisor.

___ am a healthcare provider and utilized the candidate as a healthcare interpreter.

___ other (please specify: _____).

If you have any questions, please contact me at <area code and phone number> or <work e-mail address>.

Sincerely,

< Witness's Signature >

<date>