



Language Line® University Interpreter Training

Language Line® University Training Courses focus on the development of the knowledge and skills necessary to raise the standard of interpreter accuracy, efficiency, and cultural competence. Language Line University training programs also enable organizations to develop the skills of their bilingual staff and in-house interpreters without suffering excess downtime or high tuition costs.

The training formats, which include both web-enabled and over-the-phone training, allows department managers to schedule their staff for training during times least likely to affect service or production. After completion of these training courses, interpreters are better prepared to use the tools necessary to provide a higher level of service at a more expedient pace, improving organization efficiency and customer satisfaction levels.

To help your organization screen and train both new interpreters and bilingual staff, LLU has created the **Fundamentals of Interpreting** course. This course is designed to introduce your personnel to the challenging field of interpreting. Participants have the opportunity to examine numerous interpreting settings, protocols and techniques, and to practice and refine the skills necessary for success in this professional field. Interpreters who successfully complete this course will ensure that your organization can deliver the high quality interpreting service your customers demand.

For more experienced interpreters who require specialized training in the health care industry, LLU offers the **Advanced Medical Training Program** consists of three components, tailored to meet your needs. The first component, “The Profession in Review, addresses the history, roles and ethics involved in medical interpreting, as well as the skills needed for consecutive interpreting. Component two, “The Profession in Action,” provides a comprehensive review of the many health care settings and specialties in which medical interpreters work, and the terminology used in those settings. The third component, “Professional Development in Progress,” is an advanced discussion of the major challenges of the profession, as well as more complex procedures and terminology. Interpreters may enroll in the entire program or for individual components, depending on their professional development needs.

The newest offering in our range of training services is the **Web Advanced Medical Training Program**, which condenses the same 40-hour up-to-date content in a 25-hour web-based format. In combination with Instructor-Led Sessions that provide shared learning opportunities, the web-based training enables trainees to take the training at their own pace, eliminating the constraints of time and place. This more cost-effective, convenient training option has a user-friendly format with easy navigation and skilled tech support. In addition, participants can earn 10 Continuing Education Points upon completion of this course.

At the conclusion of any of the above Language Line University training programs, course participants will receive a Certificate of Completion, verifying compliance with all aspects of the instructional modules. Advance course registration is required, and course scheduling services are available online at www.LanguageLine.com. If you have any questions about these Language Line University interpreter training services, please don't hesitate to call one of our product support specialists at 877-351-6636 or e-mail us at LLU@languageline.com.

