

Interpreter Readiness and Skills Test

LanguageLine Testing and Training offers a comprehensive interpreter skills testing process that has been developed over 35 years. No other organization has more experience or more competent language experts capable of ensuring accurate testing of interpreters, bilingual staff, and candidates for hire.

WHAT DO THE TESTS COVER? Interpreting is a complex task requiring professional training, as well as real-life experience. To gauge the readiness of bilingual employees or the competency of interpreters, these tests are designed to evaluate the following criteria:

- **INTERPRETER READINESS ASSESSMENT (IRA)** – With a focus on healthcare, this screening test is recommended for bilingual employees with documented proficiency in two languages.
 - Language proficiency in English and the target language
 - Comprehension ability
 - Basic conversion skills

- **INTERPRETER SKILLS TEST (IST)** – This test is recommended for existing interpreters to measure their interpreting skills and knowledge, as well as identify areas for improvement.
 - Advanced language proficiency in English and the target language
 - Interpreting protocols
 - Knowledge of terminology
 - Interpreting skills

The IST is also available for any organization with industry-specific terminology. We have partnered with our most valuable clients to assist them in assessing the language skills of dual-role providers in their field of expertise through industry-related questions, scenarios, and commonly used terminology for the following disciplines:

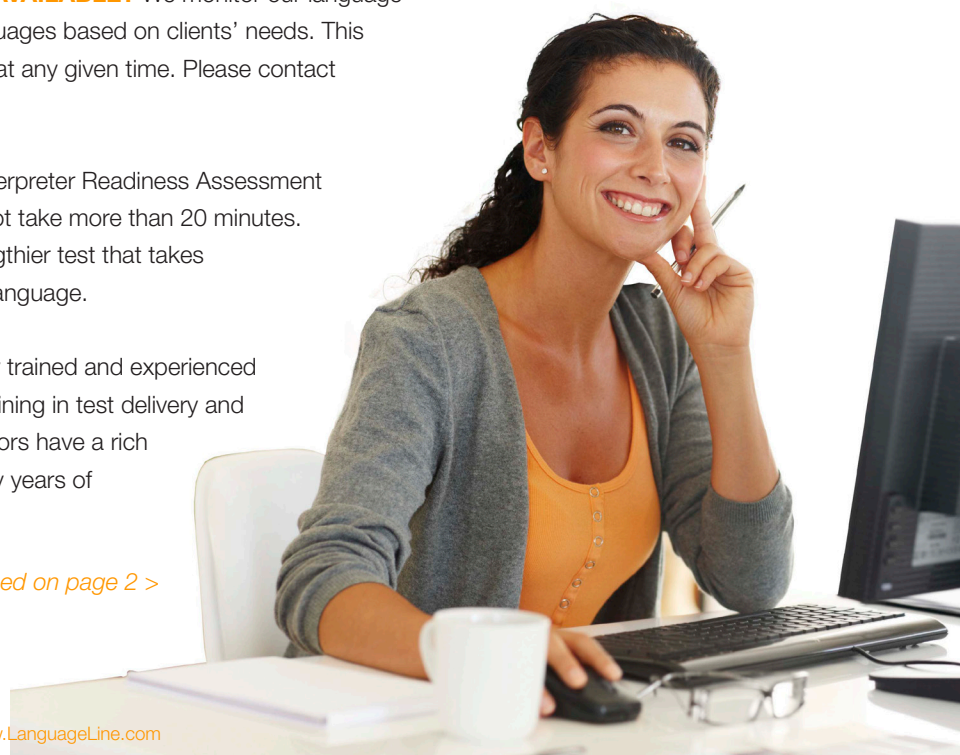
- **EDUCATIONAL IST**
- **MEDICAL IST**
- **CUSTOMER SERVICE IST**
- **LAW ENFORCEMENT IST**

IN WHICH LANGUAGES ARE THE TESTS AVAILABLE? We monitor our language requests continuously, adding or deleting languages based on clients' needs. This results in a broad array of languages available at any given time. Please contact us with specific language requests.

HOW LONG DO THE TESTS TAKE? The Interpreter Readiness Assessment (IRA) is a brief assessment that usually does not take more than 20 minutes. The Interpreter Skills Assessment (IST) is a lengthier test that takes approximately 35 minutes, depending on the language.

WHO ADMINISTERS THE TESTS? Specially trained and experienced interpreters, who have undergone intensive training in test delivery and rating, administer all the tests. Test administrators have a rich variety of professional qualifications, backed by years of experience in the interpreting field.

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WHAT TOPICS ARE COVERED? Depending on which test is selected, it may cover:

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| ■ Vocabulary | ■ Intonation | ■ Presentation and delivery |
| ■ Accuracy | ■ Attentive listening | ■ Customer-service skills |
| ■ Grammatical correctness | ■ Information retention | ■ Professional demeanor |
| ■ Pronunciation | ■ Ability to follow instructions | ■ Knowledge of terminology (IST) |
| ■ Enunciation | ■ Roles of the interpreter | |

CAN ANYONE TAKE THE TESTS? Yes; however, success on the tests may require some real-life experience and/or formal education in the field of interpreting. Courses designed to reinforce this knowledge are also available.

HOW DO I TAKE THE TESTS? All individuals take the tests over the phone by means of a handheld phone or a headset connected to another handheld phone. Tests may not be taken over a speaker phone or cell phone.

DO YOU RECORD THE TESTS? Yes, all tests are recorded. For confidentiality purposes, individual test candidates should not record the test. Recordings are not shared externally.

WHAT GUARANTEE OF CONFIDENTIALITY DO I HAVE? Our personnel are bound by a strict Code of Ethics, as well as confidentiality and non-disclosure agreements. These documents ensure that all information pertaining to the work we do for you and your organization remains strictly confidential.

MUST THE TESTS BE TAKEN AT A SPECIFIC LOCATION? No, all tests are taken directly over the phone. Subject to employer approval, where applicable, test candidates may test from any location, as long as they are using a landline phone.

CAN I SCHEDULE MY OWN TIME? Yes, an online scheduling portal enables candidates to register for tests Monday through Friday from 7:30 A.M. to 5 P.M. Pacific Time. We require at least five business days advance notice for all scheduling requests.

CAN I RESCHEDULE MY REGISTERED TEST TIME? Tests may be canceled without penalty at least 72 business hours before the original test time and rescheduled for another available date and time.

WHEN WILL I RECEIVE THE TEST RESULTS? The test administrator will issue a “Test Results Report” for each candidate. All Test Results Reports are emailed within a week of the test date. All registering organizations and test candidates who pass the Interpreter Skills Test will also receive a certificate of competency in interpreting.

WHAT WILL THE TEST RESULTS LOOK LIKE? A written report is provided, depending on the test taken, as follows:

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| ■ INTERPRETER READINESS ASSESSMENT | ■ INTERPRETER SKILLS TEST |
| — Bilingual fluency and conversion skills score | — Numerical and percentage scores for the test results |
| — Narrative summary of candidate’s readiness for interpreting | — Summary of the test candidate’s performance |
| — Recommendations for further development | — Recommendations for further development |

IF I’M NOT HAPPY WITH MY RESULTS, CAN I RE-TAKE THE TEST? Yes, however, a test fee will be charged for each attempt.

FOR MORE INFORMATION OR TO REGISTER

Contact your Account Executive or LanguageLine directly at
LLA@LanguageLine.com | 1-844-LLA-TEST in U.S. | 1-831-242-8414 outside of the U.S.