

LANGUAGE ASSISTIVE SERVICES QUALITY ASSURANCE PRACTICES

Initial Screening: Please describe how potential interpreters/translators are screened. Please place an "X" next to the skills evaluated in the initial screening.

Basic Language Skills Interpretation Skills

Industry-specific Terminology Cultural Awareness

Ethics Sight Translation

Written Translation Skills

If other, explain: _____

Training

Are interpreters/translators required to have basic training after hiring? Yes No

If yes, please describe who offers the training (e.g., in-house or external, number of hours, topics covered, etc.) and what the training program consists of. If the trainer is external, please list the name and full address of the training organization.

Is continuing education (CE) required? Yes No

If yes, how many hours per year? _____ Hours

Certification ("Certification" refers to a scientifically validated and reliable process to guarantee skills and abilities.)

What percentage of your translators and interpreters are certified by: _____

Internal Process (Translators Interpreters)

State Process (Translators Interpreters)

Name(s) of State(s): _____

Federal Court (Translators Interpreters)

Private External Organization (i.e., American Translators Association)

U.S. Department of Justice, Civil Rights Division, Guidance on Choosing a Language Access Provider

Please list private external organizations separately:

Quality control/monitoring process

Please describe all internal quality control/monitoring processes: _____

Interpretation: (For example, is a practicum required? [A practicum is defined as a time when a novice interpreter observes and is observed on the job by an experienced interpreter]; Are calls monitored? etc.)

Translation: (For example, are cognitive tests completed? Is there an independent review process by native speakers?; etc.)

How do you monitor the quality of interpreting and translation services over time?

Interpretation: _____

Translation: _____

What system is in place to resolve complaints?