



Candidate's Examination Handbook

UPDATED DEC 2023



Core Certification Healthcare Interpreter™ (CoreCHI)

CoreCHI-Performance™ (CoreCHI-P)

Certified Healthcare Interpreter™ (CHI-Arabic/Mandarin/Spanish)

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Overview

SCOPE OF THIS HANDBOOK

CCHI's *Candidate's Examination Handbook* is intended for individuals who are applying to CCHI's certification programs or have been determined eligible for CCHI's examinations. It provides important information on the eligibility requirements, application process, testing information, and CCHI policies. Material contained in this handbook supersedes information in previous handbooks and is subject to change without notice. **The most current information about CCHI's policies, eligibility requirements, exams, and 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 501(c)6 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 (in-person, 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 three national certifications:

- a knowledge-based certification: **Core Certification Healthcare Interpreter™ (CoreCHI™)** that is intended for interpreters of all languages, except those for which a bilingual performance certification is available,
- and two performance certifications:
 - a bilingual certification **Certified Healthcare Interpreter™ (CHI™)** that is available in Spanish, Arabic, and Mandarin, and
 - a monolingual certification **CoreCHI-Performance™ (CoreCHI-P™)** that is available to interpreters of all other languages.

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 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 <https://cchicertification.org/about-us/cchi-timeline/>.

USING THIS HANDBOOK

This handbook is intended for medical interpreters who are interested in being certified by CCHI. While CCHI's initial examinations have been designed to test the competency of entry-level healthcare interpreters, the examinations are available and appropriate to interpreters of all levels of experience who seek confirmation of their knowledge, skills and abilities through a formal competency assessment process.

For purposes of this handbook, the following definitions apply:

Applicant – an individual who is applying or has applied to participate in CCHI's certification program but who has not yet been determined eligible to take CCHI's examination.

Candidate – an individual who has been determined eligible to take CCHI's examinations.

Certificant - 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 **ONLY INTENDED AS A GUIDE** and only applicable to individuals participating in CCHI's certification programs. The provision of this handbook does not confer any rights upon an applicant. The information contained in this handbook supersedes information contained in all and any previous materials or communication. CCHI's information, procedures, and fees detailed in this publication may be amended, revised, or otherwise altered at any time and without notice. The most current information is available on CCHI's website (www.cchicertification.org). All correspondence and requests for information concerning the administration of CCHI examinations should be directed to info@CCHICertification.org.

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.

WHAT IS A CERTIFICATION CREDENTIAL?

The certification of specialized skill-sets affirms a knowledge and experience base for practitioners in a particular field, their employers, and the public at large. Certification represents a declaration of a particular individual's professional competence. In some professions, certification is a requirement for employment or practice. Doctors, mechanics, accountants, professional secretaries, surveyors and many others are all required to go through a certification process of some kind. In all instances, certification enhances the employability and career advancement of the individual practitioner or employee. For more information on certification, visit the Institute for Credentialing Excellence at: <https://www.credentialingexcellence.org/>.

Certification provides a specific type of credential – one that attests that a person has exhibited the minimum knowledge or skills needed to practice in a particular field. Based on CCHI's Job Task Analysis for healthcare interpreters, the body of knowledge, skills and abilities has been divided into two areas:

- Basic, core knowledge of healthcare interpreting; and
- Performance that assesses cognitive interpreting skills and abilities in two formats: a monolingual format (the ETOE™ exam) includes six cognitive activities in English, and a bilingual format (the CHI™ exams) includes a demonstration of bidirectional interpreting skills in the three modes of interpreting: consecutive, simultaneous, and sight translation, and in translation.

These distinct areas of professional knowledge and skills have become the foundations for the three certification examinations and their respective certification credentials.

CCHI is offering two different *tiers* of certification:

- 1. the knowledge tier** certification assessing the interpreter's professional knowledge (CoreCHI™ credential), **and**
- 2. the performance tier** certifications assessing the interpreting skills in a monolingual or bilingual format (CoreCHI-P™ and CHI™ credentials).

Certified individuals receive credential *designations* and are entitled to use the *marks* associated with the respective certification (see *Certification Marks* section of this *Handbook*).

BENEFITS OF EARNING A CCHI CERTIFICATION

The benefits of obtaining any CCHI certification are far-reaching – positively impacting not only the interpreters who maintain their certification, but also their employers and their communities.

Some of the benefits of earning a CCHI certification include:

- **Personal Pride** – Earning CCHI's certification documents that one has the knowledge and skills necessary to be a healthcare interpreter.
- **Lifelong Learning** – To maintain any CCHI's certification, CCHI certificants must complete required continuing education.
- **Professional Advantage** – Employers and agencies likely will look at healthcare interpreter certification as a measure of competence.

Having a CCHI's certification can make you a more desirable candidate when applying for a new job.

- **Recognition** – CCHI certificants have earned the right to use the corresponding certification credential mark after their names.



WHAT IS THE "CORE CERTIFICATION HEALTHCARE INTERPRETER™" CERTIFICATION?

The CCHI Core Certification Healthcare Interpreter™ (CoreCHI™) certification is a knowledge-tier certification, a foundational, basic credential for healthcare interpreters working in all languages for which a bilingual performance Certified Healthcare Interpreter™ (CHI™) certification is *not* available.

The purpose of the CoreCHI™ certification is to offer healthcare interpreters of any language a valid national professional standard that assesses the core professional knowledge needed to perform the duties of the healthcare interpreter. The main reason for operating this core certification is that healthcare interpreters of any language share the same core professional knowledge distinguishing them from a speaker of two languages who is not an interpreter and from interpreters in other fields such as business, court, diplomacy, education, law enforcement, military service, etc.

The CoreCHI™ certification is awarded to those individuals who meet all the eligibility requirements and pass the CoreCHI™ knowledge examination, regardless of the language of interpreting (as long as a bilingual CHI™ credential is not available to them).

A CoreCHI™ certificant has been tested on the critical knowledge related to professional responsibility and interpreter ethics, managing an interpreting encounter, healthcare terminology, U.S. health systems, and cultural responsiveness (see the description of the CoreCHI™ examination for more detail) required of a healthcare interpreter, as well as critical thinking and ethical decision-making skills and abilities. The CoreCHI™ exam is a computer-based, multiple-choice exam in English that covers the basic knowledge about healthcare interpreting.

Individuals who pass the CoreCHI™ exam earn the CoreCHI™ credential and are entitled to the corresponding mark (see *Certification Marks* section of this *Handbook*). The CoreCHI™ credential and mark are **not available for Spanish, Arabic and Mandarin interpreters** who must pursue a bilingual CHI™ certification (see below for more information).

The next step for a CoreCHI™ certificant is to seek a performance-tier **CoreCHI-Performance™ (CoreCHI-P™)** certification. Currently, progression to this performance-tier certification is not mandatory. However, CCHI intends to make this progression mandatory starting in 2025.

As CCHI develops new *bilingual* performance CHI™ exams, CoreCHI™ certificants in those languages will have one year to take and pass the corresponding bilingual exam in order to maintain their certification status.

CoreCHI™ EXAMINATION

Candidates for any credential must take and pass this exam first. It is a computer-based, multiple-choice *knowledge* exam in English. The CoreCHI™ exam focuses on five domains of the healthcare interpreter knowledge, skills and abilities that are determined by the national Job Task Analysis Studies conducted by CCHI every 6-7 years.

The CoreCHI™ Exam Blueprint (based on the 2022 JTA):

1. Professional Responsibility and Interpreter Ethics - 23%

Includes the following job tasks: apply established codes of ethics and standards of practice, and resolve ethical dilemmas as needed; uphold the boundaries; maintain impartiality; assess the need for advocacy; adhere to safety measures; manage the interpreter's emotional well-being; maintain interpreter certification credential(s) and pursue professional growth

2. Managing the Interpreting Encounter - 24%

Includes the tasks: self-monitor one's ability to interpret in a given encounter; manage unfamiliar terms and concepts; establish communication protocols, choose the appropriate interpreting modes according to the communication needs, and manage the flow of communication.

3. Healthcare Terminology - 25%

Keep current on healthcare terminology and language usage in the healthcare context in working languages.

4. U.S. Health Systems - 13%

Maintain familiarity with U.S. health systems, their cultures, organizational structures, and related legal and socioeconomic environments, in order to anticipate and respond appropriately to situations and navigate the systems.

5. Cultural Responsiveness - 15%

Includes the tasks: Avoid making assumptions; serve as a respectful cultural mediator by promoting inclusive and equitable encounters.

The full text of the 2023 *CoreCHI™ Exam Specifications* is available at <https://cchicertification.org/uploads/2023-CoreCHI-Examination-Outline.pdf>.

CCHI updates the exam content domains and weightings based on the job task analysis study which is conducted every 6-7 years. Candidates will be informed in advance of any changes to the exam content domains and/or weightings.

The CoreCHI™ exam consists of 100 multiple-choice questions, out of which 15 are unscored (CCHI collects data on these new questions before using them as scored items in future test forms). Most questions represent job-based scenarios that a certified interpreter would encounter on the job. Each question has four options, and only one option is the correct or best answer. The *best answer* is defined as the one which a representative panel of peers, practicing certified interpreters, would agree, based on the current practice and understanding of the code of ethics, to be the most appropriate one in the specific situation.

The CoreCHI™ exam is time-limited and is 120 minutes long. Before the exam is launched, candidates have 15 minutes for the proctor to explain the testing procedure, to read the directions and complete a brief demo in order to familiarize themselves with the exam interface and ascertain that the equipment and Internet connection are working properly. This time is not counted towards the examination time. Once the exam itself is completed, candidates are asked to fill out an optional survey to evaluate their testing experience.

Candidates are not allowed to take any breaks or leave the testing room until they submit the exam for scoring.

The preliminary pass/fail result for the CoreCHI™ examination is available immediately after the test is electronically submitted; the score report is emailed within 48 hours. CCHI emails the official score to the candidate within two weeks of the date of the exam.

The CoreCHI™ examination is administered year-around and delivered in two secure live-proctored modalities: at test centers across the U.S. and online at the candidate's location if their system meets our online platform requirements (see more info at <https://cchicertification.org/certifications/online-testing/>). If you prefer to test at a testing center, please locate a test center nearest to you before you apply. The list of the test centers can be found at <https://cchicertification.org/certifications/scheduling/>.

TRANSITIONING TO THE CORECHI-PERFORMANCE™ CREDENTIAL FROM CORECHI™

All current CoreCHI™ certificants are eligible to take the monolingual oral performance ETOE™ examination. Once they pass the ETOE™ exam, they earn the CoreCHI-Performance™ certification, and their CoreCHI™ certification is voided. In other words, an interpreter cannot hold the CoreCHI™ and CoreCHI-Performance™ credentials simultaneously. CCHI will notify CoreCHI™ certificants when this transition to the CoreCHI-Performance™ credential will become mandatory.

WHAT IS THE “CORE CERTIFICATION HEALTHCARE INTERPRETER – PERFORMANCE™” CERTIFICATION?

The **Core Certification Healthcare Interpreter – Performance™ (CoreCHI-Performance™, CoreCHI-P™)** credential is a **performance** certification in which the cognitive interpreting skills are assessed in a **monolingual** format in English.

The purpose of the CoreCHI-Performance™ (CoreCHI-P™) certification is to offer healthcare interpreters of any language, for which a bilingual performance certification does not exist, a valid national professional standard that assesses their core professional knowledge *and cognitive interpreting skills* needed to perform the duties of the healthcare interpreter. The main reason for operating this performance certification is that healthcare interpreters of any language share the same *cognitive interpreting skills* distinguishing them from a speaker of two languages who is not an interpreter and from interpreters in other fields such as business, court, diplomacy, education, law enforcement, military service, etc. These skills are responsible for accurate conversion of meaning from the source language into the target language.

This monolingual performance certification is available for interpreters of any language.* The CoreCHI-P™ credential requires certificants to meet CCHI’s Language Proficiency for Interpreters eligibility requirements that confirm their proficiency in the Language Other Than English (LOTE) which is not assessed via CCHI exams (see the section *Eligibility Requirements* for more details).

The CCHI CoreCHI-P™ certificant must pass two examinations that include the knowledge of healthcare interpreting (the CoreCHI™ exam) and a demonstration of interpreting skills in a monolingual format (the English-to-English (ETOE™) exam). The monolingual performance ETOE™ Exam has been developed based on the results of the [EtoE Interpreter Testing Study](#) and the [2022 Job Task Analysis Study](#).

* Interpreters of the languages for which a bilingual CHI™ certification exists must *first* obtain the corresponding bilingual CHI™ certification before seeking the CoreCHI-P™ credential. Since a bilingual performance exam assesses interpreting skills directly, there is no employability reason for CHI™ certificants to seek the CoreCHI-P certification which assesses the same skills in a different format. However, CHI™ certificants are not precluded from seeking the CoreCHI-P™ credential.



A CoreCHI-P™ candidate *first* will take CCHI's CoreCHI™ examination (an English, multiple-choice exam). Once the candidate passes the CoreCHI™ examination, the candidate is eligible to take the ETOE™ examination (an English-only oral performance exam that includes a number of items testing cognitive interpreting skills via six activities related to expressing meaning verbally).

Individuals who pass a monolingual ETOE™ examination earn the CoreCHI-Performance™ credential and are entitled to the corresponding marks (see *Certification Marks* section of this *Handbook*). Their CoreCHI™ certification is voided. In other words, **an interpreter cannot hold the CoreCHI™ and CoreCHI-Performance™ credentials simultaneously.**

CCHI will notify CoreCHI™ certificants when the transition to the CoreCHI-Performance™ credential will become mandatory.

Interpreters practicing in more than one Language Other Than English (LOTE) must meet CCHI's Language Proficiency for Interpreters requirement for each language if they wish to specify their LOTE *after* the CoreCHI-P™ credential.

As CCHI develops new bilingual performance CHI™ exams, CoreCHI-P™ certificants in those languages will have one year to take and pass the corresponding bilingual exam in order to maintain their certification status.

ENGLISH-TO-ENGLISH (ETOE™) INTERPRETING EXAMINATION

It is a computer-based monolingual oral *performance* exam that requires a demonstration of interpreting skills by completing several activities related to expressing meaning verbally. Candidates listen to the recorded audio prompts and record their responses via a headset. The examination is administered via a computer-based application in a proctored environment at a test center, and scored by independent human raters.

The ETOE™ Exam has been developed based on the results of the [EtoE Interpreter Testing Study](#) and the [2022 Job Task Analysis Study](#). As determined by the national Job Task Analysis Study, the ETOE™ examination consists of the **domain “Interpret in Healthcare Settings”** which includes several activities.

The Exam Blueprint (based on the 2022 JTA):

1. **Listening Comprehension (14%)**
2. **Shadowing (13%)**
3. **Memory Capacity (24%)**
4. **Restate the Meaning (21%)**
5. **Equivalence of Meaning (19%)**
6. **Reading Comprehension (9%)**
7. **Speaking Skills in Language Other Than English (LOTE)** (unscored item)

The full text of the current (2023) *ETOE™ Exam Specifications* is available at <https://cchicertification.org/uploads/2023-ETOE-Examination-Outline.pdf>.

CCHI updates the exam content domains and weightings based on the job task analysis study which is conducted every 6-7 years. Candidates will be informed in advance of any changes to the exam content domains and/or weightings.

The ETOE™ exam is time-limited and is 60 minutes long. The exam appointment is 90 minutes to allow for the appropriate registration and launch/submission of the exam. Before the examination itself starts, candidates have 20 minutes to test the headset and audio controls and read the directions in order to familiarize themselves with the exam interface and ascertain that the equipment is working properly. This introductory time is not counted towards the examination time. Once the exam itself is completed, candidates are asked to fill out an optional survey to evaluate their testing experience. Candidates are not allowed to take any breaks or leave the testing room until they submit the exam for scoring.

The exam consists of 22 English scored items and one (1) unscored item that needs to be responded in the candidate's Language Other Than English (LOTE). The items are presented in the following order:

1. **Listening Comprehension** – one (1) audio item where candidates listen to a speech in English (between 150-170 words long) and need to restate in their own words in English all the KEY points the speaker makes, providing the necessary context for these key points. In other words, the expectation is the response would represent a cohesive speech, not enumeration of bullet points only.
2. **Shadowing** – one (1) audio item, between 170-220 words long, where candidates need to REPEAT simultaneously in English what they hear.
3. **Memory Capacity** – eight (8) audio items, each containing a short utterance (between 12-35 words); candidates listen to an item once and then need to repeat everything EXACTLY as they hear it, without changing, omitting, or adding, any words.
4. **Restate the Meaning** – seven (7) audio items, each containing a short utterance (up to 35 words); candidates listen to an item up to 2 times and then need to re-state (paraphrase) the message in English using their own words and to keep the same meaning of the entire message.
5. **Equivalence of Meaning** – four (4) text items, each between 30-40 words long with five

(5) medical terms underlined; candidates read the passage and then need to rephrase (re-state) the entire passage in English using their own words. They MUST find alternatives for the underlined terms. Words that are not underlined may be changed or kept the same as necessary to maintain the meaning of the original text.

6. **Reading Comprehension** – one (1) text, between 170-220 words long, with three (3) questions based on it; candidates read the text and then record their responses to the three questions. They have 3 minutes to record all the responses.
7. **Speaking Skills in the Language Other Than English** – one (1) unscored item; candidates need to describe the image in their NON-English language (the language of the patients for whom they interpret). The goal is to show how well they speak their working language. Candidate responses to this item will be used in continuing education activities that would be required of the CoreCHI-P certificants. *Special note for ASL interpreters:* Because there exist ASL performance certification exams (by CASLI/RID, BEI), CCHI has verified your language proficiency in ASL through the eligibility requirement to be certified by RID/CASLI or BEI. Thus, for this item, you will be describing the picture in English. Your recordings will be utilized by CCHI in developing continuing education activities.

The candidate will listen to the audio prompts (of the first four activities) and will record their oral responses via a headset connected to the computer. The on-screen directions are provided before each item. More detailed instructions and description of the exam are provided on the web page, the link to which eligible candidates receive in their *Notice to Schedule*.

The exam is scored by human raters asynchronously, after the exam has been submitted. The score for the ETOE™ examination is emailed to the candidate within 6-8 weeks after the last date of the corresponding testing window.

The ETOE™ examination is administered only during certain testing “windows” each quarter, and delivered in a secure live-proctored test-center environment in the U.S. Online testing option is *not* available for this exam. The list of the test centers and the **current ETOE™ testing schedule** can be found at <https://cchicertification.org/certifications/scheduling/>.

WHAT IS A “CERTIFIED HEALTHCARE INTERPRETER™” CERTIFICATION?



The Certified Healthcare Interpreter™ (CHI™) credential is a bilingual performance certification which is currently available for interpreters of Spanish, Arabic and Mandarin (**CHI-Spanish, CHI-Arabic, CHI-Mandarin**).

The purpose of the CHI™ certification is to offer healthcare interpreters of most common in the U.S. languages a valid national professional standard that assesses their core professional knowledge *and* bilingual interpreting skills needed to perform the duties of the healthcare interpreter. This certification assesses not only the knowledge of the healthcare interpreting but also the language-specific (bilingual) skills in consecutive, simultaneous and sight translation

modes of interpreting and translation. CCHI is committed to developing new bilingual performance examinations in the future.

The CCHI Certified Healthcare Interpreter™ must pass two examinations that include the knowledge of healthcare interpreting (the CoreCHI™ exam) and a demonstration of interpreting skills in all modes of interpreting (a bilingual CHI™ exam).

A CHI™ candidate *first* will take CCHI’s CoreCHI™ examination (an English, multiple-choice exam). Once the candidate passes the CoreCHI™ examination, the candidate is eligible to take the CHI™ examination (a bilingual performance exam that includes a number of items testing skills in the three interpreting modes - consecutive, simultaneous and sight translation, and translation). The CHI™ exam must be passed within 12 months of passing the CoreCHI™ exam. Currently, CCHI offers the CHI™ certification credentials in Spanish, Mandarin and Arabic.

Individuals who pass a bilingual CHI™ examination earn a language-specific CHI credential and are entitled to the corresponding marks (see *Certification Marks* section of this *Handbook*). Interpreters practicing in more than one non-English language can pursue multiple bilingual CHI credentials, if a bilingual CHI™ examination exists for their languages.

CHI™ EXAMINATION

It is a computer-based bilingual *performance* exam that requires a demonstration of interpreting skills in all three modes of interpretation (consecutive, simultaneous, and sight translation) and translation. Candidates listen to the recorded audio prompts and record their responses via a headset. The examination is administered via a computer-based application in a proctored environment at a test center, and scored by independent human raters. As determined by the national Job Task Analysis Studies, the CHI™ examination consists of the **domain “Interpret in Healthcare Settings”** which includes several tasks.

The Exam Blueprint in effect as of October 1, 2023 for CHI™-Spanish candidates (based on the 2022 JTA):

1. **Interpret Consecutively - 70%**
2. **Interpret Simultaneously - 17%**
3. **Sight Translate a Written message - 11%**
4. **Translate a Written message - 2%**

The full text of the 2023 CHI™ Exam Specifications is available at <https://cchicertification.org/uploads/2023-CHI-Examination-Outline.pdf>.

The Exam Blueprint in effect for CHI™-Arabic candidates until February 29, 2024, and for CHI™-Mandarin candidates until May 31, 2024 (based on the 2016 JTA):

1. **Interpret Consecutively - 75%**
2. **Interpret Simultaneously - 14%**
3. **Sight Translate - 9%**
4. **Translate Healthcare Documents - 2%**
5. **Maintain fidelity to the message** by taking into consideration register, cultural context, and nonverbal content to convey the original intent. (Assessed in all aspects of CHI™ examination)

The full text of the current (2017) CHI™ Exam Specifications is available at https://cchicertification.org/uploads/2017_CHI_Exam_Specs.pdf.

CCHI updates the exam content domains and weightings based on the job task analysis study which is conducted every 6-7 years. Candidates will be informed in advance of any changes to the exam content domains and/or weightings.

The CHI™ exam is time-limited and is 60 minutes long. The exam appointment is 90 minutes to allow for the appropriate registration and launch/submission of the exam. Before the examination itself starts, candidates have 20 minutes to test the headset and audio controls and read the directions in order to familiarize themselves with the exam interface and ascertain that the equipment is working properly. This introductory time is not counted towards the examination time. Once the exam itself is completed, candidates are asked to fill out an optional survey to evaluate their testing experience. Candidates are not allowed to take any breaks or leave the testing room until they submit the exam for scoring.

The exam consists of four (4) consecutive interpreting items (bidirectional dialogs, English to/from the non-English language), two (2) simultaneous interpreting items (unidirectional monologues, one in a non-English language and one in English), three (3) brief sight translation passages from documents that healthcare interpreters might encounter in their work to sight translate into the non-English language, and one (1) multiple-choice question testing translation skills from English to the non-English language.

The candidate will listen to the audio prompts (of the consecutive and simultaneous vignettes) and will record their oral responses via a headset connected to the computer. The on-screen directions are provided before each item. More detailed instructions and description of the exam are provided on the web page, the link to which eligible candidates receive in their *Notice to Schedule*.

The exam is scored by human raters asynchronously, after the exam has been submitted. The score for the CHI™ examination is emailed to the candidate within 6-8 weeks after the last date of the corresponding testing window.

The CHI™ examination is administered only during certain testing “windows” each quarter, and delivered in a secure proctored test-center environment in the U.S. Online testing option is *not* available for this exam. The list of the test centers and the **current CHI™ testing schedule** can be found at <https://cchicertification.org/certifications/scheduling/>.

ELIGIBILITY REQUIREMENTS

CCHI has established specific eligibility requirements or “prerequisites” for applicants applying to participate in CCHI’s certification program. CCHI’s Commissioners have had and continue to have in-depth and thorough conversations about eligibility criteria while assuring a balance of needs and desires of all stakeholders involved in the delivery of healthcare interpreter services.

ELIGIBILITY

These are some of the factors that have been considered in establishing the current eligibility requirements:

- The current state of the healthcare interpreting field;
- The current state of the educational opportunities for healthcare interpreters of any language;
- The existing practices in related fields where certification exists, such as court interpreting, and healthcare disciplines (professions and specialties);
- The necessity to assure the safety of limited English proficient patients;
- The necessity to assure that the applicant’s goal of attaining the certification is feasible (i.e., the applicant’s experience and training provide to the individual a reasonable chance of passing the examination); and
- An equitable opportunity for all applicants regardless of their working languages.

For the rationale of the established requirements, see <https://cchicertification.org/eligibility-rationale/>.

Applicants for CCHI CoreCHI™, CoreCHI-Performance™, and CHI™ certifications must meet ALL of the following requirements:

1. Eighteen (18) years of age;
2. Graduation from a U.S. high school or its equivalent, including an equivalent from an educational program outside the United States;
3. Language proficiency in English and the Language Other Than English (LOTE) (i.e., language of service); and
4. Completion of a minimum of 40 hours of training (not experience) in healthcare interpreting.

CCHI requires applicants to upload documentation evidencing that they meet the above requirements in the online application in an electronic format (**only pdf and image files are accepted**). The upload file for a document issued in a non-English language must include a copy of the document in the non-English language and its translation into English.

1. PREREQUISITE: AGE

CCHI strongly believes that children should not interpret as their cognitive and critical-thinking skills are not fully developed. Applicants must provide their date of birth and attest that they are at least 18 years of age in the online application. Applicants do not need to upload any documentation confirming their age at the time of the application. However, as part of an audit, applicants may be asked to submit an official non-expired identification document that proves their age (e.g., a passport or driver's license).

2. PREREQUISITE: EDUCATION REQUIREMENT

Upload with your application any document evidencing that you achieved a high school level of education of any country. Examples of acceptable documents are:

- High school diploma;
- GED certificate;
- college enrollment document;
- college transcripts;
- college diploma (any level, B.A., M.A., Ph.D.);
- confirmation of a refugee (asylee) status in the U.S.

3. PREREQUISITE: LANGUAGE PROFICIENCY

CCHI requires that applicants have language proficiency in both English and the language(s) in which the applicant interprets. Adequate mastery of two languages is the baseline proficiency necessary to consider serving as a healthcare interpreter. CCHI requires that an applicant *uploads - as part of the online application - documentation* evidencing their language proficiency for the English and Language Other Than English (LOTE) (“primary language of interpreting”) as two files in pdf or jpg formats.

English Language Proficiency

Evidence of at least one of the following will meet the proficiency requirements:

- A high school diploma, or its equivalent, from an English speaking country (diploma or transcript as long as the country of origin can be established).
- Successful completion of extensive coursework at the post-secondary level, resulting in a degree, with the majority of classes conducted in English.
- Time spent studying and/or working in an English speaking country, where you were required on a daily basis to perform tasks at a professional level in English.
- Successfully passing any English language proficiency test from a reputable testing organization (see the *Note* below).
- Successful passage of an established interpreter/translator certification exam (that includes a language-specific performance test), such as:
 - The Federal Court Interpreter Certification Exam (FCICE)
 - Any National Center for State Court (NCSC) exam
 - Other national or state certification exams, e.g., ATA, BEI, NAJIT, NBCMI, RID, State of Washington Medical Interpreter Certification.

Proficiency in the Language Other Than English (LOTE) (documents must be translated into English)

For CHI™-Arabic, Mandarin, Spanish Certifications

Evidence of at least one of the following will meet the proficiency requirements:

- A high school diploma, or its equivalent, with classes taught in Arabic, Mandarin, or Spanish (diploma or transcript as long as the country of origin can be established and high-school-level

instruction in that country is conducted in the corresponding LOTE).

- A U.S. high school diploma from a school with the Seal of Biliteracy, with the instruction in the corresponding LOTE.
- A diploma in any major and at any level from a college where the instruction is conducted in the corresponding LOTE.
- A bachelor's or master's degree in the corresponding LOTE (e.g., the major is Spanish) from any country.
- A master's degree in Interpreting/ Translation in the corresponding LOTE from any country.
- Successfully passing a language proficiency or interpreting skills test in the corresponding LOTE from a testing organization approved by CCHI (see *Appendix E* or [Testing Vendors of the Language Proficiency \(LP\) Tests](#)). **The minimum accepted levels are Advanced-Mid on the ACTFL scale and 2+ on the ILR scale** (or an equivalent to these levels established for other tests).
- Successful passage of an established interpreter/translator certification exam (that includes a language-specific performance test), such as:
 - The Federal Court Interpreter Certification Exam (FCICE);
 - Any National Center for State Court (NCSC) language-specific exam;
 - Other national or state certification exams, e.g., ATA, NBCMI.
 - Language-specific performance-test certifications from other countries, e.g., NAATI

For CoreCHI™ and CoreCHI-Performance™ Certifications for Spoken Languages

CCHI recognizes a diversity of languages and the corresponding educational and professional experiences represented by our applicants. Therefore, **CCHI divides all languages into three (3) Tiers** (for more information about the tiers, see *Appendix E* or go to [Language Tiers for Establishing Language Proficiency](#)).

If your LOTE is a language from Tier 1

Evidence of at least **one of the following** will meet the proficiency requirements:

- A diploma in any major and at any level from a college where the instruction is conducted in your LOTE.
- A master's degree in LOTE (i.e., the major is LOTE) from a country where this LOTE is one of the primary languages spoken in that country (e.g., the major is Portuguese from Brazil or Swahili from Kenya). E.g., a MA in Korean from the US is NOT accepted.
- A master's degree in LOTE Interpreting/ Translation with English as a second language from any country. E.g., MA in Korean/English Translation from US (or France or Korea) is accepted.
- Successfully passing a language proficiency or interpreting skills test in LOTE from a testing organization approved by CCHI (see *Appendix E* or [Testing Vendors of the Language Proficiency \(LP\) Tests](#)). **The minimum accepted levels are Advanced-Mid on the ACTFL scale and 2+ on the ILR scale** (or an equivalent to these levels established for other tests).
- Successful passage of an established interpreter/translator certification exam (that includes a language-specific performance test), such as:

- Any National Center for State Court (NCSC) language-specific exam;
- Other national or state certification exams, e.g., BEI, RID, NBCMI (CMI only, not Hub-CMI).

If your LOTE is a language from Tier 2 or 3

Evidence of at least **two (2) of the following** will meet the proficiency requirements:

- An attestation from an employer that meets CCHI's parameters (for more information, see *Appendix E* or [Employer Categories from Which CCHI Accepts Attestations about Language Proficiency in a LOTE](#)).
- An attestation from a community organization that meets CCHI's parameters (for more information, see *Appendix E* or [Community Organization Categories from Which CCHI Accepts Attestations about Language Proficiency in a LOTE](#)).
- A college transcript confirming passing a course of Interpreting/Translation in your LOTE.
- Documentation confirming passing a language course in your LOTE where components of the course included a LOTE language immersion or living abroad in the country where the LOTE is spoken (e.g., language courses by Peace Corps, Foreign Service).
- Documentation confirming passing a non-concordant evaluation interview conducted by a trained evaluator.
- Refugee status documentation.

OR evidence of successfully passing a language proficiency or interpreting skills test in your LOTE from testing organization approved by CCHI (see *Appendix E* or [Testing Vendors of the Language Proficiency \(LP\) Tests](#)). In this instance, only one document is needed to meet the requirement. The minimum accepted levels are Advanced-Mid on the ACTFL scale and 2+ on the ILR scale (or an equivalent to these levels established for other tests).

For CoreCHI™ and CoreCHI-Performance™ Certifications for Sign Language Interpreters

For CoreCHI™ Certification – same as for spoken languages of Tier 1 and from Gallaudet University (American Sign Language Proficiency Interview (ASLPI), <https://www.gallaudet.edu/the-american-sign-language-proficiency-interview>).

For CoreCHI-Performance™ Certification – successful passing of an interpreting certification exam that includes a performance test in ASL, e.g., by BEI or RID.

4. PREREQUISITE: 40 HOURS OF HEALTHCARE INTERPRETER TRAINING

In the application, you will be asked to **upload documentation** (in electronic format as a pdf or jpg file - only these formats are accepted) that evidences your completion of each training activity you mention. For the requirement related to healthcare interpreter training, CCHI accepts documentation supporting any combination of the following:

- Completing academic courses in medical interpreting;
- Completing non-academic training courses in medical interpreting;
- Adding up hours from multiple courses or conference sessions related to healthcare interpreting;

- Completing continuing education courses;
- Developing or teaching interpreter training courses; or
- On-the-job training (including formal training classes and shadowing or being shadowed by experienced interpreters; it must be a *training*, not just performing your job as an interpreter).

CCHI does not require applicants to have interpreting experience. Documentation of having worked as a medical interpreter or translator does NOT meet the 40-hour training requirement.

For the **on-the-job training** to be accepted, the provided documentation should include:

- Healthcare interpreting topics that have been covered during the on-the-job training, for example, “Medical Terminology”, “Consecutive Interpreting”, “Healthcare Interpreters Code of Ethics”, etc.
- Number of hours for each of the topics and the dates this training took place. Any hours dedicated to shadowing should be spelled out, and shadowing cannot be all 40 hours. CCHI reserves the right to request for the employer’s official statement confirming the on-the-job training before approving the application.

As an alternative *and* for five hours only, CCHI also accepts the following training:

- Attending interpreter/translator conferences at which you participated in workshops that discussed issues related to the practice of interpreting (in any setting) or translation – maximum of five hours allowed.
- Completing interpreter training courses not focused on healthcare (e.g., court, community, conference) or completing training in the health professions (e.g., nursing, occupational therapy, social work) – maximum of five hours allowed.

CCHI recognizes that there is some overlap between healthcare interpreting and other interpreting and training for health professionals. However, there are also significant differences in the ethics, standards of practice and terminology utilized. Thus, CCHI allows applicants to count some non-healthcare interpreter related experiences toward CCHI’s 40- hour healthcare interpreter training requirement. More information about what is allowed is explained below.

Attending Healthcare Interpreter Conferences

CCHI allows applicants to count up to a maximum of five hours of attendance at healthcare interpreter conferences at which you participated in sessions that discussed issues related to the practice of interpreting (rather than issues related to policy development or general research on language access) – maximum of five hours toward CCHI’s 40-hour requirement.

NOTES: This requirement is limited to attending interpreter conferences that are focused on *interpreting* (healthcare or otherwise) and have occurred *within five years of applying* for a CCHI credential. The applicant must be able to verify attendance either with a certificate of attendance or with a signed letter confirming attendance either by a conference organizer, an employer, or a well-established colleague in the field.

A conference is defined as an officially held meeting that primarily focuses on education and further development in interpreting. The sponsor of the conference must issue a certificate that validates the attendance of the applicant.

Even if an applicant has attended additional hours of healthcare interpreter conferences, **the applicant is limited to counting five hours toward CCHI's 40-hour healthcare interpreter training requirement.**

EXAMPLE: An applicant attends two interpreter conferences and documents ten hours of attendance credits. The applicant may count five hours toward CCHI's 40-hour healthcare interpreter training prerequisite.

Attending Other Interpreter Training OR Training as a Health Professional

CCHI allows applicants to count participating in non-healthcare interpreter training (including court, community or conference) OR training as a health professional for a maximum of five hours toward CCHI's 40-hour healthcare interpreter training requirement.

NOTES: Court or conference interpreter training may be accepted as long as the applicant has taken the training within five years of applying for a CCHI credential. The applicant must verify attendance either with a certificate of completion or with a signed letter confirming participation either by the trainer, an employer, or a well-established colleague in the field.

General interpreter training, such as mental health or community health interpreter must be healthcare specific and have occurred within five years of applying for a CCHI credential. The applicant must verify attendance either with a certificate of completion or with a signed letter confirming participation either by the trainer, an employer, or a well-established colleague in the field.

Even if an applicant has attended additional hours of other types of interpreter or translator training or health professional training, **the applicant is limited to counting five hours** toward CCHI's 40-hour healthcare interpreter training requirement.

EXAMPLE: An applicant has participated in a 40-hour court interpreter training program. The applicant may count five hours toward CCHI's 40-hour healthcare interpreter training prerequisite.

EXAMPLE: An applicant has participated in a community interpreting training program and has been trained as a nurse. The applicant may count five hours from both of these trainings for a total of ten hours toward CCHI's 40-hour healthcare interpreter training prerequisite.

EXAMPLE: An applicant has participated in ten hours of healthcare interpreter conferences and 40 hours of court interpreter training. The applicant may count five hours from healthcare interpreter conferences and five hours from community interpreter training for a total of ten hours toward CCHI's 40-hour healthcare interpreter training requirement.

NOTE: An applicant may be eligible for both of these allowances: (1) attendance at healthcare interpreter conferences; and (2) attendance at other interpreter or translator training OR health

professional training programs. But the maximum number of hours that a applicant can count is limited to ten hours toward CCHI's 40-hour healthcare interpreter training requirement.

Developing or Teaching Healthcare Interpreter Training Programs

An applicant may count time spent in developing or teaching healthcare interpreter training curriculum to meet CCHI's 40-hour healthcare interpreter training prerequisite. Applicants who have created a curriculum for healthcare interpreter training or have taught healthcare interpreter training course(s) may apply the total course contact hours toward CCHI's 40-hour healthcare training prerequisite. If the number of hours of the curriculum is less than 40, only the amount that has been taught will be applied toward the 40-hour requirement. Likewise, if the applicant created a healthcare interpreter training program less than 40 hours they will only be awarded the exact amount of the training program.

EXAMPLE: An applicant assisted in developing a ten-hour healthcare interpreter training program. The applicant may count ten hours toward CCHI's 40-hour healthcare interpreter training prerequisite.

EXAMPLE: An applicant spent 200 hours developing a healthcare interpreter training course that is offered over 30 classroom hours. The applicant may count 30 hours toward CCHI's 40-hour healthcare interpreter training prerequisite.

EXAMPLE: An applicant has taught three ten-hour healthcare interpreter training programs over the past three years. The applicant can count 30 hours toward CCHI's 40-hour healthcare interpreter training prerequisite.

Eligibility and Timeframe for the Performance Exam: CoreCHI-P™ and CHI™ candidates must first take and pass the CoreCHI™ multiple-choice examination before they are eligible to schedule the ETOE™ or a CHI™ oral performance examination. CoreCHI-P™ and CHI™ candidates have ONE (1) year in which they need to pay for, take and pass the ETOE™ or CHI™ oral performance examination. If such candidates do not pass the ETOE™ or CHI™ oral performance examination within one year, they must pay the CoreCHI™ examination fee again and retake the CoreCHI™ examination before taking the ETOE™ or CHI™ oral performance examination.

How to Apply

APPLICATION GUIDELINES

GENERAL INFORMATION

All applicants must submit and pay for their applications online at the CCHI platform at:

<https://cchi.learningbuilder.com>

All applicants must upload supporting documentation with the application as pdf or image (jpg, png) files. English translation must be provided for any documents issued in a non-English language.

All questions pertaining to CCHI application for certification should be directed to:

apply@CCHIcertification.org.

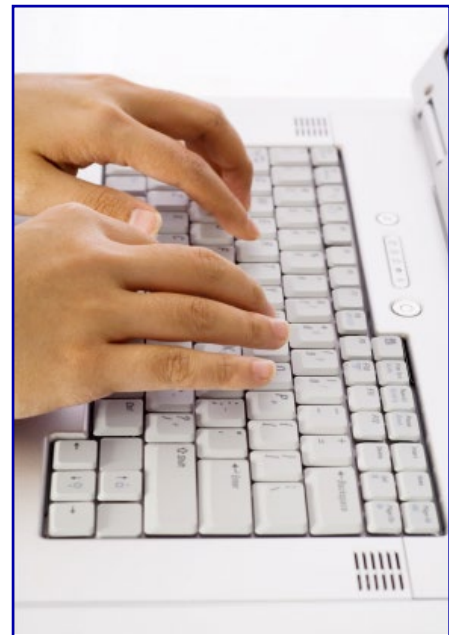
RESPONSIBILITY OF THE CANDIDATE

It is the applicant's responsibility to submit a complete and accurate application. Applications are only accepted via CCHI's online system at

<https://cchi.learningbuilder.com>. When submitting an application, the applicant must pay an application fee which is included in the initial fee. The application fee is non-refundable. The initial fee also includes the fee for the CoreCHI™ exam. This examination fee is refundable in full *only* if the candidate's application does not meet CCHI's eligibility requirements and is denied. If the application is accepted, the CoreCHI™ exam fee is valid for one administration of the CoreCHI™ exam and will expire after one year if the exam has not been taken.

Incomplete applications (e.g. missing the required descriptions, documentation or fee payment) will be automatically rejected.

All applications are processed within **2 weeks** of receipt of the initial application **or** any additionally requested supporting documents. Once an applicant is determined eligible to take the CCHI examinations, they will receive a Notice to schedule the CoreCHI™ exam. **Approved applications are valid for six (6) months.** If an applicant does not schedule the CoreCHI™ examination within 6 months of their application approval, the application expires. **If a candidate chooses to seek certification after the approved application has expired, they will have to submit a new application and pay the initial fee again.**



VERIFICATION AND AUDIT

CCHI reserves the right to independently verify all information submitted by applicants on their applications or as supplementary materials. CCHI conducts random audits of a sample of applicants and 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 an applicant on the application or as supplementary material be found false, the applicant will be notified and declared ineligible to continue in the application and credentialing process. If the applicant has been granted a credential, the credential may be revoked (see *Disciplinary Policy* below).

NOTIFICATION OF APPLICATION APPROVAL OR REJECTION

Applicants will be notified on the status of their application (i.e., accepted or not accepted) via electronic mail within two weeks from the date of submission of a complete application. **Incomplete applications will not be reviewed.**

If an applicant is determined ineligible for the examination, the applicant will receive an explanation as to the reasons for the non-admission. The applicant may submit an appeal within 60 days, in writing, regarding the denial of eligibility. The appeal must provide a detailed clarification of the candidate's/certificant's earlier submission and explanation how the candidate/ certificant meets CCHI's eligibility requirements. General requests to review an application are not considered. For an *Application Timeline and Checklist*, see *Appendix D*.

ELIGIBILITY APPEAL POLICY

The candidate has the right to appeal the decision denying their eligibility for CCHI's certification. All appeals must be submitted in writing, within 60 (sixty) days of receiving the denial notification. 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 candidate's earlier submission and explanation how the candidate meets CCHI's eligibility requirements. **General requests to review an application will not be considered.** After the appeal is reviewed, 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 candidate's/certificant's earlier submission and explanation how the candidate/ certificant meets CCHI's eligibility requirements. General requests to review an 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 within 30 days of the final decision.

NAME AND/OR ADDRESS CHANGES

All applicants are responsible for immediately notifying CCHI of any address or legal name change. Notification for admission to the examination, mailing of test results, maintenance of certified status and renewal of certification depends on CCHI having current information.

An applicant or certified individual who legally changes their name should immediately notify CCHI by e-mail to apply@CCHIncertainment.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.

ADMISSION TO TESTING

Information on admission to testing will be provided in your *Notice of Admission* received via email from CCHI's testing vendor. You must comply with all information required by CCHI and its designated test delivery vendors. As an example, see **Testing Procedures** on page 29.

WITHDRAWAL FROM OR NON-COMPLETION OF PROCESS

Applicants determined eligible for CCHI's examination may withdraw from the examination process. However, **the application fee is nonrefundable for all candidates, and examination fees are subject to CCHI's Refund Policy.** If eligible candidates decide to re-apply and continue the certification process after their application eligibility expired (i.e. after six (6) months), or - for CoreCHI-P™ and CHI™ candidates - after their CoreCHI™ examination results validity expired (i.e. 12 months after the date of passing the CoreCHI™ exam), they must start the application process again and pay all the applicable fees and meet all requirements current at the time of the new application.

FEES AND PAYMENT METHODS

The fees are structured as follows:

1. Initial Fee (\$231) - due at the time of submitting the application - consists of:

- **Application Fee (\$40)** – this fee covers the cost of processing your application and determining your eligibility to take CCHI's examinations. **This fee is non-refundable, even if an applicant is determined ineligible to take CCHI's examinations.** Approved applications are valid for six (6) months. If an applicant does not schedule the CoreCHI™ examination within 6 months of their application approval, the application expires. If a candidate chooses to seek certification after the approved application has expired, they will have to submit a new application and pay the application fee again.

- **CoreCHI™ Examination Fee (\$191)** – this fee covers the cost of taking, scoring, and maintaining the CoreCHI™ multiple-choice examination. If the applicant is determined ineligible (i.e. the application is denied), CCHI will reimburse this fee within 10 business days of the application denial. **If the application is accepted, the CoreCHI™ exam fee is valid for one administration of the CoreCHI™ exam and expires after one year.** If a candidate fails the CoreCHI™ exam, they must pay the CoreCHI™ exam fee again to retake the exam.

2. CHI™ Examination Fee (\$302) – this fee covers the cost of taking, scoring, and maintaining the CHI™ oral performance examination. **The CHI™ exam fee is valid for one administration of the CHI™ exam and expires after one year.** CHI™ candidates must pay for, schedule, and pass the CHI™ exam within one year of passing their CoreCHI™ exam. If such candidates fail to do so, they will have to pay the CoreCHI™ fee and take the CoreCHI™ exam again before they may proceed to take the CHI™ exam.

3. ETOE™ Examination Fee (\$302) – this fee covers the cost of taking, scoring, and maintaining the ETOE™ oral performance examination. **The ETOE™ exam fee is valid for one administration of the ETOE™ exam and expires after one year.** In 2023-2024, all current CoreCHI™ certificants are eligible to take the ETOE™ exam regardless of when they passed the CoreCHI™ exam, but their ETOE™ exam fee will expire in 12 months if they do not take the exam within that period. Thereafter, CoreCHI-P™ candidates must pay for and schedule the ETOE™ exam within one year of passing their CoreCHI™ exam. If such candidates fail to do so, they will have to pay the CoreCHI™ fee and take the CoreCHI™ exam again before they may proceed to take the ETOE™ exam.

4. Exam Rescheduling and Cancellation Fees. You can reschedule or cancel your exam without any fee penalty, **as long as you do so more than 30 (thirty) full calendar days before your scheduled exam date.** If you are cancelling or re-scheduling your exam in less than 30 days, you will have to pay a fee to CCHI's testing vendor Prometric:

- If you want to reschedule/cancel your exam within **6-30 days before the exam date**, you must pay Prometric the **\$35** reschedule/cancellation fee. The fee is paid online via Prometric's scheduling webpage (<https://www.prometric.com/CCHI>).
- If you want to cancel/reschedule your already scheduled exam **less than 5 calendar days before the exam date** (i.e., 1-5 days before the exam date), **you, FIRST, must contact CCHI and pay the \$150 reschedule/cancellation fee.**
- **If you don't show up for the scheduled exam, OR if you are more than 10 minutes late, your exam fee is forfeited, and you'll have to contact CCHI and pay again the full exam fee (\$191 or \$302 depending on which exam you missed).**

5. Certification Renewal Fee. CCHI's certification credential is valid for four (4) years. **All renewal application fees listed below are non-refundable.**

- **Certification Renewal fee for the first credential** – \$300 (\$20 late fee added if you submit your application after the expiration date)
- **Certification Renewal fee for the second and any additional credential** – \$30
- **Fee for adding Language Proficiency Verification in additional languages (for CoreCHI-P certificants only)** – \$30 per language

6. OTHER FEES

Credential Certificate re-issue fee (name change, etc.) – \$10 (non-refundable)

Photo ID Badge fee – for the current fee go to <https://cchicertification.org/photo-id-badge/> (non-refundable)

Fee Payments

All fees are set by CCHI and are subject to change at the sole discretion of CCHI and without any notice. Payments are made in U.S. dollars via PayPal secure checkout. The online application process uses a secure server.

Forfeiture of Fees

Both examination fees are for one administration of the exam. Candidates who fail an exam must pay the exam fee again, before they can schedule a retake. Candidates who fail to arrive for the Testing Appointment on the date and time they are scheduled for examination will forfeit their examination fees and have to pay an additional examination fee to reschedule their examination.

REFUND POLICY

All applicants and candidates seeking CCHI's certification and CCHI certificants must comply with this *Refund Policy*. Submitting an application online constitutes understanding of and agreement to follow this Policy.

1. Examination Fees

You may receive an exam fee refund **ONLY IF your eligibility to take the corresponding exam has not expired, AND:**

- you *have not scheduled* your exam appointment yet, OR
- if you *have cancelled your exam appointment with Prometric*, CCHI's testing vendor. (Please be aware a \$35 cancellation/rescheduling fee paid to Prometric will not be refunded.)

After you have taken the examination, OR if you missed your exam appointment, NO refunds will be granted.

Requests for a refund must be received prior to the end of your exam eligibility period:

- For the CoreCHI™ exam – 6 (six) months from the date of the application approval;
- For the ETOE™ or a CHI™ exam – 12 (twelve) months from the date of passing the CoreCHI exam.

CCHI does not grant refunds after that date (i.e., after the end of your eligibility).

CCHI charges a processing fee of \$12 on all refunds. This amount is subject to change without notice. To request a refund, you must contact CCHI via email at info@cchicertification.org.

To apply for a future exam after cancelling and receiving a refund, you must pay full costs.

2. Application Fees

Application fees are non-refundable. CCHI does NOT refund the following processing fees for:
Initial application – \$40.

Renewal application – \$300.

Reversing transaction charges in connection with payment of these fees without requesting a refund constitutes non-compliance with this policy and may incur disciplinary actions.

Examination Processes

SCHEDULING THE EXAMINATION

Once an applicant is determined eligible to take CCHI's examinations, the applicant will receive information about how to schedule the examination via email with the subject line "**CCHI Notice to Schedule Your Exam.**" Read it carefully before scheduling the exam, print it out, and bring to the test center on the day of the exam. This *Notice* is your Admission Ticket to the exam.

It is the candidate's responsibility to choose a test center where they will take a CCHI exam, and ascertain, during scheduling, the exact location of the test center, including directions, parking situation, and building access. The list of test centers with which CCHI contracts is available online at the link provided in the *Notice to Schedule*. The number and location of test centers varies in different states and cities, and changes without notice. It is the candidate's responsibility to know where their closest test center is located (which may be out-of-state) before scheduling their exam. While CCHI continuously evaluates and expands its test center network, **it does not guarantee a test center availability in proximity to the candidate's residence.** It is the candidate's responsibility to make necessary travel or transportation arrangements to a test center.

If the candidate chooses the **remote-proctored online modality, available only for the CoreCHI™ exam, they must comply with all technical (software and hardware), room, and procedural requirements** explained in the application and on CCHI's website.

All scheduling is done online as described in the *Notice to Schedule*. Scheduling is done only at the available test centers and on a first-come-first serve basis. Most test centers and the scheduling personnel are closed on national holidays. The hours of operation are determined by individual test centers, and testing is scheduled within these hours of operation. Test center closures are listed at <https://www.prometric.com/closures>.

After an examination is scheduled, if the candidate needs to reschedule or cancel the examination date, they may do so up to 30 (thirty) days before the scheduled date and time without penalty. Candidates must make and confirm all cancellations/changes through the same method (online or via phone) they used to schedule their exam with Prometric (CCHI's testing vendor). See our instructions in the *Notice to Schedule* email. Leaving a voice mail for Prometric or test site or CCHI is NOT sufficient to confirm cancellation/change. Your cancellation/change is only complete when you receive a confirmation via email from Prometric or CCHI's staff. For more information, see our **Rescheduling/Cancellation Policy** above or at <https://cchicertification.org/certifications/scheduling/>.

Eligibility and Timeframe for the Performance Exam: CoreCHI-P™ and CHI™ candidates must first take and pass the CoreCHI™ multiple-choice examination before they are eligible to schedule the ETOE™ or a CHI™ performance examination. CoreCHI-P™ and CHI™ candidates have ONE (1) year in which they need to pay for, take and pass the ETOE™ or CHI™ performance examination. If such candidates do not pass the ETOE™ or CHI™ performance examination within one year, they must pay the CoreCHI™ examination fee again and retake the CoreCHI™ examination before taking the ETOE™ or CHI™ oral performance examination.

REQUESTS FOR SPECIAL ACCOMMODATION IN ACCORDANCE WITH THE ADA

Whenever possible, CCHI is committed to providing reasonable accommodation in its examination processes to individuals with disabilities, in accordance with the Americans with Disabilities Act (ADA).

Appropriate accommodations will be provided to qualified individuals with disabilities to the extent that such accommodation does not fundamentally alter the examination, or cause an undue burden to CCHI or the agency administering the examination.

It is the responsibility of individuals with disabilities to notify CCHI in writing of the applicant's need for an accommodation and provide supporting documentation in electronic format at the time of application **and/or no later than 45 days before scheduling an exam.**

There are two ways to notify CCHI of the ADA accommodation request:

- If a special need or disability is present at the time of submitting the application or paying for a CCHI examination and **before** receiving a *Notice to Schedule*, the applicant should choose the "Request ADA Accommodation" option before they select the orange "Pay fees" button in the online application system. At this time the applicant will be directed to explain the nature of their request and to upload necessary documentation in an electronic format.
- If a special need or disability occurs **after** the applicant has already received their *Notice to Schedule*, they must complete and submit via email to apply@cchicertification.org the CCHI's ***ADA Accommodation Request Form*** (this form is available in *Appendix C* of this handbook) along with all necessary documentation.

Regardless of how the ADA accommodation request is submitted – via the online application system or via email – an applicant must state the type of accommodation(s) needed, in addition to providing current and appropriate documentation of the disability. The applicant's request will not be considered complete and reviewed without the *ADA Accommodation Request Form* or without the appropriate documentation of disability. This form and supporting documentation may be submitted to: apply@cchicertification.org.

The documentation provided in CCHI's *ADA Accommodation Request Form* (online or via email) must not be more than three years old from the date of the application or payment of an examination fee. It should include correspondence from a healthcare provider who has first-hand knowledge of the disability, describing the nature of the disability and specific recommendations regarding the type of accommodation needed to address the disability. The letter should be on the letterhead stationery of the healthcare provider in question, and include his or her title, address, phone number, and original signature. See a sample letter that you can take to your provider to explain CCHI's requirements [here](#).

The applicant grants CCHI permission to contact the professionals who submitted documentation in support of a request for accommodation in order to obtain further clarification concerning a request.

Examples of requests for special testing accommodations that may be granted include:

modification of seating or other physical arrangements in the examination facility; providing for the examination to be taken in an accessible location; providing a human reader for individuals who are blind or with low vision (available only for test-center delivery); allowing medicine of food; or providing for a reasonable extension of testing time.

Examples of requests for special testing accommodations that may be DENIED include:

modification of the content of an objective multiple-choice examination; providing for unlimited testing time; allowing electronic devices or reference materials in the examination room; allowing the candidate to leave the examination room for a break; permitting a reader to paraphrase test material or translate the material into another language.

The following testing accommodations, if granted by CCHI, are available only at test centers (i.e., they are *not* available for online-proctored delivery of the CoreCHI™ exam): human reader, notetaker, actuator, bathroom break.

All accommodation determinations will be made by CCHI at its discretion. Failure to notify CCHI of needed accommodation(s) and submitting supporting documentation in one's application and/or at least 45 days prior to scheduling an exam may result in the accommodations not being available at the time of the examination. CCHI reviews the accommodations and notifies candidates of its decision within 31 days of receiving all necessary documentation.

Candidates shall not hold CCHI accountable for any lack of appropriate accommodation deriving from the candidate's own failure to notify CCHI of their needs on a timely basis. Once special accommodations have been granted, they may not be altered during the examination.

CCHI has the following specific ADA accommodation policies:

- **ADA Policy for Candidates who are Blind - the CoreCHI™ Examination:**
https://cchicertification.org/uploads/CCHI_ADA_Accommodation-CoreCHI-exam-blind.pdf
- **ADA Policy for Candidates who are Blind - the CHI™ Examinations:**
https://cchicertification.org/uploads/CCHI_ADA_Accommodation-CHI-exam-blind_candidate.pdf
- **ADA Policy for Candidates who are Blind - the ETOE™ Examination:**
https://cchicertification.org/uploads/CCHI_ADA_Accommodation-ETOE-exam-blind_candidate.pdf
- **ADA Policy for Candidates who have Low Vision - the CHI™ and ETOE™ Examinations:**
https://cchicertification.org/uploads/CCHI_ADA_Accommodation-CHI-or-ETOE-exam-low_vision.pdf
- **ADA Policy for Actuator-Assisted Examinations:**
https://cchicertification.org/uploads/CCHI-ADA-Actuator-Assisted_Testing-policy.pdf

All ADA policies and forms are available on CCHI's "Policies" webpage at <https://cchicertification.org/about-us/policies/>, click the blue bar "ADA Accommodation Procedures."

PREPARING FOR THE EXAM

Taking an examination can be intimidating, but you can reduce this anxiety by being prepared.



ORGANIZE

Begin by making a calendar outlining a daily schedule of topics for review. Every time you complete a topic, give yourself a mini review. As a guide, you may want to review the corresponding exam specifications for an overview of the topics that will be included on the examination, or read the information about the exams provided in the previous sections of this Handbook.

Review other materials provided by CCHI on the “**Preparing**” webpage at <https://cchicertification.org/certifications/preparing/>.

CCHI has **Practice exams** available at its portal at <https://cchiinterpreters.org/>. These exams are intended as examples of a computer-based testing experience. Practice exams do not offer any diagnostic information on performance to indicate readiness for an actual exam. It is not required to take any practice exam before taking the actual exam.

Outline topics for review, what you need to study, and how much time you need to spend studying. Create flashcards and use mnemonics to remember things that are enumerated.

REVIEW AND UNDERSTAND THE HEALTHCARE INTERPRETER'S SCOPE OF PRACTICE AND CODE OF ETHICS

Be sure you have reviewed and understand the healthcare interpreter's scope of practice and code of ethics (see the references below or go to download from <https://cchicertification.org/additional-resources/>):

- National Code of Ethics for Interpreters in Health Care, National Standards of Practice for Interpreters in Health Care:
<https://www.rwjf.org/content/dam/farm/toolkits/toolkits/2004/rwjf26946>
- California Healthcare Interpreter Association's California Standards for Healthcare Interpreters:
<http://www.chiaonline.org/CHIA-Standards>
- International Medical Interpreter Association's Medical Interpreting Standards of Practice:
<http://imiaweb.org/uploads/pages/102.pdf>

REVIEW HEALTHCARE TERMINOLOGY

It will be important to review healthcare terminology, including dental and mental health terminology. There are many interactive healthcare terminology programs on-line and on CD and it would be highly recommended to review terminology by computer to acclimate to a computer-based examination. CCHI provides some medical terminology glossaries at no cost at <https://cchicertification.org/additional-resources/>.

FAMILIARIZE YOURSELF WITH THE EXAM INTERFACE

Since you will take the examination on a computer, you should familiarize yourself with general computer principles, such as filling out applications and knowing the keyboard.

Review CCHI's materials about the **exams interface**:

- for the CoreCHI™ exam - at <https://cchicertification.org/uploads/2021-CoreCHI-exam-logistics.pdf>
- for the ETOE™ exam - at https://cchicertification.org/uploads/CCHI_ETOE_Exam_Structure_Interface.pdf
- for the CHI™ exam - at https://cchicertification.org/uploads/CHI_Exam_Structure-Interface-2020.pdf

Watch videos about the exams at CCHI's [YouTube channel](#).

REVIEW THE CORECHI EXAM SAMPLE QUESTIONS INCLUDED IN THIS GUIDE

Reviewing sample questions will help you understand the types of questions on the CoreCHI™ examination and may help you prepare for the test. It may also help reduce your test anxiety. You can find these questions in *Appendix B*.



FIND A STUDY GROUP

Remember how well study groups worked in high school and college? They work just as well when studying for a certification or credentialing exam.

Find a group of fellow interpreters who might be preparing for the same examination and study together.

KNOW WHERE THE EXAMINATION IS BEING CONDUCTED

Go to the testing site and familiarize yourself with the layout of the area and the building so that on the day of the examination you will be prepared to go directly to the examination room. **Keep the contact info about the test center or scheduling handy in case of any emergencies so you or your designated representative can contact scheduling call line or cancel online.**

If you choose to take the CoreCHI™ exam online, make sure to comply with all the technical and other requirements. See the details at <https://cchicertification.org/certifications/online-testing/>.

GET PLENTY OF SLEEP THE NIGHT BEFORE THE TEST

It is important to get a good night's sleep the night before the examination. Make sure you have plenty of sleep and rest well the night before the test.

See additional resources and tips on our website at: <https://cchicertification.org/education/>.

LOGISTICS: EXAM ADMINISTRATION

CCHI examinations are administered at test centers or online (CoreCHI™ exam only) contracted by CCHI and supervised by trained proctors. The proctor's responsibilities are to provide a secure standardized environment for administering CCHI exams in compliance with CCHI's and test center's/online platform policies and procedures. The proctor does not have knowledge of nor may comment on the content of CCHI's exams. If the candidate has any questions, concerns or suggestions related to the content or structure of CCHI's exams, they must communicate them in writing directly to CCHI at info@cchicertification.org.

On the day you are scheduled to take your examination, please arrive at the test center (or login to the online platform) at least thirty minutes before your scheduled examination time to prepare for any eventualities.

IF YOU ARRIVE/LOGIN MORE THAN 10 MINUTES AFTER THE SCHEDULED TESTING TIME YOU WILL NOT BE ADMITTED AND WILL FORFEIT YOUR EXAMINATION FEES (please see *Forfeiture* under *Fees and Payment Methods* on page 24-25).

IDENTIFICATION

At the test center, you must present the identification required by CCHI's testing vendor and outlined in your examination *Notice to Schedule*. It must be a current, valid government-issued photo identification with signature and your name spelled in Latin alphabet (Driver's license, immigration card, passport, State ID card, or military ID card). **You name on the *Notice to Schedule* must match your valid photo ID document. You must notify CCHI staff at info@cchicertification.org about any name discrepancies or changes at least 5 business days before the exam date.**

TESTING PROCEDURES

Report to your designated test center location or login to the online platform on the day of the examination at the time you were instructed when your appointment was scheduled. If you are more than 10 minutes late you will not be admitted, will forfeit your examination fee, and must reregister for the examination by contacting CCHI.

Candidates are expressly prohibited from bringing certain items to the testing site. Please review the information provided in your scheduling notice about what items are and are not permitted.

For the CoreCHI™ exam, you are not allowed to take any notes, so no paper/pen are provided. For the ETOE™ and CHI™ exams, the test center will provide paper and pen/pencil for note taking. You may not bring your own paper and pen/pencil. You must leave your notes at the test center at the conclusion of the examination or your examination will be voided. At a minimum, you will NOT be permitted to bring the following items into the testing site:

- Cameras, cell phones, optical readers, or other electronic devices that include the ability to photograph, photocopy, or otherwise copy test materials;

- Notes, books, dictionaries, or language dictionaries;
- iPods, mp3 players, headphones, or pagers;
- Computers, PDAs, or other electronic devices with one or more memories;
- Personal writing utensils (i.e., pencils, pens, and highlighters);
- Watches and other wearable electronic devices;
- Food and beverage (unless allowed as granted ADA accommodation);
- Medications (unless allowed as granted ADA accommodation).

If the test center staff or examination proctor determines that you have brought any such items to the test site, they may be demanded and held by testing staff. Candidates provide permission for testing staff to review the memory of any electronic device to determine whether any test materials have been photographed or otherwise copied.

If the review determines that any test materials are in the memory of any such device, testing staff reserves the right to delete such materials and/or retain them for subsequent disciplinary action. Upon completion of the review and any applicable deletions, testing staff will return your device to you, but will not be responsible for the deletion of any materials that may result from their review, whether or not such materials are test materials.

By bringing any such device into the test site in contravention of our policies, you expressly waive any confidentiality or other similar rights with respect to your device, our review of the memory of your device and/or the deletion of any materials. CCHI's test delivery vendor, the examination site, and the test administration staff are not liable for lost or damaged items brought to the examination site.

ENVIRONMENTAL DISTRACTIONS

Examination room temperatures can be unpredictable; therefore, we suggest that you bring appropriate clothing with you (e.g., sweatshirt) to help you adapt to a cooler or warmer climate in the examination room.

GENERAL TEST CENTER INSTRUCTIONS

- Smoking is NOT permitted in the examination site.
- Food and beverages are NOT allowed in the examination area.
- All personal items including books, notebooks, other papers, all electronic equipment (i.e., cell phones, cameras, etc.), bookbags, coats, etc., will NOT be allowed in the exam room and must be left outside of the exam room AT YOUR OWN RISK.
- Friends and relatives, including children, will NOT be allowed in the examination building.
- **You will NOT be allowed to take any breaks** (a bathroom break *may* be allowed *only if* granted as ADA accommodation for exams administered at test centers), stand up or move around the testing room during the exam. You will not be allowed to leave the testing room until you finish and submit your exam. Non-compliance with this requirement will result in

immediate exam termination and possible disciplinary action.

- Computer-based testing facilities offer exam services to multiple agencies. There may be other individuals in the testing room with you who are sitting for exams from different organizations. The rules for their exam may be slightly different than the rules for your exam in terms of exam time, and what is and is not allowed at their station.
- You will be monitored by a proctor during the duration of your exam. CCHI does not condone cheating. Proctor will stop your exam if you are suspected of cheating and file an incident report. See *CCHI's Disciplinary Policy* below for incident review process and possible sanctions.
- Computer-based tests are delivered via secure network connections. While it is not the norm, the connections can, on occasion, be lost momentarily, requiring the proctor to log you back into your examination. If this occurs, inform the proctor that your connection has been lost and they will assist you in logging back in to your exam. Your exam time remaining will be exactly the same as it was when the Internet connection was lost.

After the candidate's identity is confirmed by the proctor, the proctor will show the candidate to the computer station and log them in. The proctor will help ascertain that the equipment is working properly, instruct the candidate to read the Directions, and answer any procedural questions. This time does not count towards the actual examination time. The proctor will monitor the testing room during the exam, in addition to the video monitoring system.

ONLINE-PROCTORED TESTING INSTRUCTIONS

Online, "at-home" exams are administered using Prometric's ProProctor™ application. The candidate will need to download it after they receive the confirmation of the scheduled appointment. All exams are continuously monitored by remote proctors in a live format, and video and audio recording of the whole process is performed as well. Proctors may terminate the exam at any time for violations of the testing requirements and protocols. It is the candidate's responsibility to comply with all the requirements.

Follow the detailed instructions at our webpage - <https://cchicertification.org/certifications/online-testing/>.

AFTER THE EXAM COMPLETION

After the exam is submitted by the candidate or the allocated time elapses, the proctor will log the candidate out. For the CoreCHI™ written exam, the candidate will see the pass/fail result as soon as the exam is submitted, and the candidate's score report is emailed to them within 48 hours. The score report for the ETOE™ and CHI™ oral performance exams will be emailed to the candidate within 6-8 weeks after the *end* of the corresponding testing window.

If the candidate experiences any issues (including technical issues) during testing that were not resolved by the proctor, they must indicate them in the post-test survey, AND the candidate must notify the proctor about these issues before they leave the appointment.

The candidate must ALSO contact CCHI separately at info@CCHICertification.org within 2 (two) business days of taking their exam to report the issue(s).

All communication with CCHI about testing experience must be in writing.

EXAMINATION SCORES

Candidates will receive preliminary results from the **CoreCHI™** written examination immediately after finishing the test. The Score Report is emailed to the candidate within 48 hours of submission. **CCHI emails the official score to the candidate within two weeks of the date of the exam.**

Candidates who take the **ETOE™** or **CHI™** oral performance exams will not receive preliminary results upon completion of the ETOE™ or CHI™ exams since these exams requires human scoring. **Candidates who take the ETOE™ or CHI™ oral performance exams will receive official results within approximately six to eight weeks from the last date of the corresponding testing window via email.**

HOW IS THE CORECHI™ EXAMINATION SCORED?

The CoreCHI™ exam uses four-option, multiple-choice questions scored electronically. Out of the total 100 questions, 85 are used to calculate the score used to determine the pass/fail status.(CCHI uses statistical data on 15 pre-test items to determine the use on the future test forms.)

The passing score (passing standard) is determined by teams of Subject Matter Experts (SMEs) and the CCHI Commissioners under the guidance of a qualified psychometrician through a systemic and legally-defensible standard setting process (see its explanation below). The raw test score (number of questions answered correctly) is scaled (via a mathematical formula) to the distribution of 300 to 600, with the passing score set at 450. Since different forms of the test may differ slightly in difficulty, a statistical procedure called *equating* is used to ensure that the passing score of 450 is comparable from form to form (see explanation of the equating procedure below).

In the **Score Report**, CCHI provides the overall scaled score and subscores by domain (e.g., professional responsibility and interpreter ethics, managing an interpreting encounter; healthcare terminology; U.S. healthcare system; and cultural responsiveness) to help identify strengths and weaknesses for future study.

You need to look at your *Score Report* from the perspective that it states two separate things: the overall test score, and how well you did in specific parts of the test. There is no relationship between the percentages reported for the parts of the test (domains) and the overall test score.

Domain scores are reported as percentages of the correct answers within each test domain. The percentage correct for a domain (e.g., healthcare terminology) is computed as the portion of the points that you earned relative to the number of points it is possible to earn in that domain. For example, if the maximum number of points that it is possible to earn in a domain is 22 and you earned 15 points, the percentage on your score report would be 68% out of 100% possible in that domain.

Your total score is *not* the average of your scores in domains. Because each domain has a different

number of questions, you cannot add up the domain percentages to obtain your overall score.

The total score is based on the full examination. There is no pass or fail status associated with an individual content domain. The percentages reported for domains are intended only as a guide and should be interpreted cautiously due to the small number of items included in each content domain. In order to improve your score, if you failed an exam, you need to review and study for *all* content domains of the exam. For more information on the domains, see p. 8 of this Handbook.

Explanation of Standard Setting

To establish the passing score for the CoreCHI exam, CCHI uses the Modified Angoff method that has an established history of determining credible passing standards for credentialing examinations. The method involves two basic elements: conceptualization of a minimally competent candidate and the probability, as assigned by SMEs, that a minimally competent candidate will answer an item correctly. A minimally competent candidate is described as an individual who would be able to demonstrate just enough knowledge to pass the examination. In general, such a candidate has enough knowledge to practice safely and competently, but does not demonstrate the knowledge level to be considered an expert.

SMEs provide ratings for each test item on whether a minimally competent candidate would get the item correct. Then they compare their ratings with empirical data collected during the pilot phase for each item and discuss their ratings as a group, with the goal to reach as close a consensus as possible. The SMEs' ratings are then averaged, and this "provisional cut score" is further reviewed and validated to establish an operational cut score.

For more information about the scoring method, see <https://cchicertification.org/certifications/preparing/corechi-score/>.

HOW IS THE CHI™ EXAMINATION SCORED?

The CHI™ oral performance examination consists of:

- seven items (or "vignettes") of candidate's audio recorded responses that are scored by human raters, and
- one four-option, multiple-choice question assessing candidate's the written translation abilities that is scored electronically as a single correct response.

Raters score the examination by applying the Behaviorally Anchored Rating Scales which was developed and validated by CCHI's Subject Matter Experts under the guidance of a nationally-recognized psychometrician.

Each candidate's audio response is scored on the following three rating scales, which have equal weight and are applied independently:

1. **Lexical content:** Raters evaluate how accurately the candidate preserves 'units of information' of the source speech/text. A unit of information can be an individual word, a group of words or a phrase that communicates a single concept. On this scale, errors include omissions, additions, inconsistent register that does not match the speaker's register, and the inaccurate translation of a unit of information.
2. **Grammar:** Grammar includes a set of rules

that govern how sentences, phrases and words are put together in a given language. Raters evaluate the candidate's command of grammar in both languages. On this scale, errors include changes in verb tense or agreement, use of incorrect pronouns, inaccurate word order (syntax) in the target language, etc.

- 3. Quality of speech:** Quality of speech focuses on the physical characteristics of the speech produced by the candidate. On this scale, common errors include false starts, hesitations, numerous self-repairs, poor pronunciation or pace that hinders understanding.

All raters have undergone extensive training and are monitored by a psychometrician to assure valid and reliable performance. Raters do not know candidate identities when scoring examinations.

Each oral response (i.e. recording of interpreting one exam item/vignette) is scored by two raters independently. Raters do not score the entire exam of one candidate; they score individual responses. This process allows up to 14 raters to score a candidate's exam. Additionally, if two raters disagree by one point on a particular score for a particular response, that response is then scored by a third rater. Raters do not know if a candidate passes or fails the exam because they do not score a whole exam and have no access to other rater's scores or the final score.

Total scores for each of the exam's subdomains are weighted according to CCHI's proprietary formula based on exam specifications (see p. 15 of this *Handbook*) and scaled to the distribution of 300 to 600 with the passing score set at 450. Since different forms of the test may differ slightly in difficulty, a statistical procedure called equating is used to ensure that the passing score of 450 is comparable from form to form.

The score report indicates how candidates scored on the exam subdomains (Interpret Consecutively, Interpret Simultaneously, and Sight Translate/Translate a written message) to help candidates identify weaker areas for future study. Keep in mind that the score report states two separate things: the overall scaled score, and how well you did in specific parts of the test. There is no relationship between the percentages reported for the parts of the test (subdomains) and the overall scaled score. We report the percentage correct for 3 subdomains: consecutive interpreting, simultaneous interpreting, and sight translation/translation. The percentage correct for a part of the test (subdomain, e.g. consecutive interpreting) is computed as the portion of the points that you earned relative to the number of points it is possible to earn in that part. For example, if the maximum number of points that it is possible to earn in a part of the test is 72 and you earned 51 points, the percentage on your score report would be 71%.

Your total score is *not* the average of your performance in subdomains. Please recognize that since the examination is scored on a totality, the percentages reported for subdomains are intended only as a guide. In order to improve your score, if you failed an exam, you need to practice and improve all modes of interpreting.

Explanation of Standard Setting

To establish the passing score for the CoreCHI exam, CCHI uses the Extended Modified Angoff method that has an established history of determining credible passing standards for credentialing examinations, and, additionally, the Beuk Relative-Absolute Compromise method. The Extended

Modified Angoff method involves two basic elements: conceptualization of a minimally competent candidate and the estimation, as assigned by SMEs, of the average score a minimally competent candidate would receive on each item. A minimally competent candidate is described as an individual who would be able to demonstrate just enough knowledge and skills to pass the examination. In general, such a candidate has enough interpreting skills to practice safely and competently, but does not demonstrate the skill level to be considered an expert.

SMEs provide ratings for each test item estimating a score a minimally competent candidate would get on the item. Then they compare their ratings with empirical data collected during the pilot phase for each item and discuss their ratings as a group, with the goal to reach as close a consensus as possible. The SMEs' ratings are then averaged, and this "provisional cut score" is further reviewed and validated. To establish an operational cut score, SMEs are also asked to make a specific prediction about the test as a whole. This prediction is then used to adjust the panel-recommended rating and is known as the Beuk Relative-Absolute Compromise method.

For more information about the scoring method, see <https://cchicertification.org/certifications/preparing/chi-score/>.

HOW IS THE ETOE™ EXAMINATION SCORED?

The ETOE™ oral performance examination consists of 22 English scored items and one (1) unscored item that needs to be responded in the candidate's LOTE (see the details on pages 12-13 above).

Raters score the examination by applying the Behaviorally Anchored Rating Scales which was developed and validated by CCHI's Subject Matter Experts under the guidance of a nationally-recognized psychometrician.

Scoring of each of the item types ("activities") on the ETOE™ examination requires a specific rubric, each of which is comprised of three to five of the following scales:

1. Quality of Speech
2. Task Completion
3. Accuracy and Cohesion/Coherence
4. Lexical Content
5. Grammar

For example, item types *Memory Capacity*, *Restate the Meaning*, *Equivalence of Meaning*, and *Reading Comprehension* are evaluated using all five scales. While "Listening Comprehension" is evaluated using these four scales: *Quality of Speech*, *Accuracy and Cohesion/Coherence*, *Lexical Content*, and *Grammar*. And "Shadowing" is evaluated using these three scales: *Quality of Speech*, *Task Completion*, and *Accuracy and Cohesion/Coherence*.

All scales have equal weight and are applied independently. **The main criteria across all scales is how accurately candidates maintain the meaning of the original speech/text (aka "prompt").** The brief description below is provided as a general guidance. Raters receive extensive continuous training regarding how to apply these scales, and their performance is rigorously monitored to assure its validity and reliability.

- 1. Quality of Speech:** Quality of speech focuses on the physical characteristics of the speech produced by the candidate. On this scale, common errors include false starts, hesitations, numerous self-repairs, poor pronunciation, intonation, or pace that hinder understanding.
- 2. Task Completion:** Raters evaluate if the candidate completed the specified task in a relevant manner, from the point of view of following the instructions. For example, for Memory Capacity items, raters expect candidates to repeat every word in a message they have heard; thus, errors here would be omitting words or paraphrasing them. In Equivalence of Meaning, the expectation is to paraphrase the five underlined terms without losing the meaning and in a coherent manner. Thus, errors in this case would be repeating these five words verbatim or just giving their definitions instead of producing a coherent message.
- 3. Accuracy and Cohesion/Coherence:** This scale focuses on relevance (logical response) and completeness of the information presented in the prompt. Most common errors include omissions (especially, omission of key points of the prompt), additions that affect the meaning, providing irrelevant information, or producing incoherent statements.
- 4. Lexical content:** Raters evaluate how accurately the candidate preserves 'units of information' of the source speech/text. A unit of information can be an individual word, a group of words or a phrase that communicates a single concept. On this scale, errors include providing inaccurate factual information (e.g., in Reading Comprehension, providing incorrect medical information when answering questions about the text), inaccurate use of vocabulary (choice of words), especially if this usage changes the meaning of the original prompt, changing the register when there is no need to do so. Register is a variety of language used for a particular purpose or in a particular social setting, the level of formality chosen by the speaker. For example, the text of the Reading Comprehension activity is of somewhat high register. When answering the questions about the text, candidates are expected to speak at the same register or at neutral register, so using a low register in the response may lower the grade on this scale (note, we use the verb "may" here and not "will"). At the same time, in Restate the Meaning activity, there are some items where restating is only possible when you change the register, and in this case, the grade will not be lowered. All raters are trained on when the change of register constitutes an error.
- 5. Grammar:** Grammar includes a set of rules that govern how sentences, phrases and words are put together in a given language. Raters evaluate the candidate's command of the English grammar. On this scale, errors include changes in verb tense or agreement, use of incorrect pronouns, inaccurate word order (syntax), use of incomplete sentences, etc., that hinder the listener's understanding of the message.

Raters do not know candidate identities when scoring examinations. Each oral response is scored by two raters independently. Raters do not score the entire exam of one candidate; they score individual responses. Additionally, if two raters disagree by one point on a particular score for a particular response, that response is then scored by a third rater. Raters do not know if a candidate passes or fails the exam because they do not score a whole exam and have no access to other rater's scores or the final score.

Total scores for each of the exam's subdomains ("activities") are weighted according to CCHI's proprietary formula based on the ETOE™ exam specifications. The passing score (passing standard) is determined by the teams of Subject Matter Experts (SMEs) and the CCHI Commissioners through a standard setting process (see its detailed explanation below). The raw score is then scaled (via a

mathematical formula) to the distribution of 300 to 600 with **the passing score set at 450**. Since different forms of the test may differ slightly in difficulty, a statistical procedure called *equating* is used to ensure that the passing score of 450 is comparable from form to form (see explanation of the equating procedure below).

The **Score Report**, in addition to the overall test score, indicates how candidates scored on the exam subdomains (*Listening Comprehension, Shadowing, Memory Capacity, Restate the Meaning, Equivalence of Meaning, and Reading Comprehension*) to help identify strengths and weaknesses for future study. Keep in mind that the *Score Report* states *two separate things*: the overall test score, and how well you did in specific parts of the test. There is no relationship between the percentages reported for the parts of the test (subdomains) and the overall scaled score.

We report the percentage correct for 6 subdomains: *Listening Comprehension, Shadowing, Memory Capacity, Restate the Meaning, Equivalence of Meaning, and Reading Comprehension*. The percentage correct for a part of the test (subdomain, e.g., *Memory Capacity*) is computed as the portion of the points that you earned relative to the number of points it is possible to earn in that part. For example, if the maximum number of points that it is possible to earn in a part of the test is 72 and you earned 51 points, the percentage on your score report would be 71% out of 100% possible in that subdomain.

Your total score is *not* the average of your performance in subdomains. The total score is based on the full examination. There is no pass or fail status associated with an individual content area (subdomain). The percentages reported for subdomains are intended only as a guide and should be interpreted cautiously due to the small number of items included in each content area. In order to improve your score, if you failed an exam, you need to practice and improve all types of activities.

Explanation of Standard Setting

To establish the passing score for the ETOE exam, CCHI uses the Extended Modified Angoff method that has an established history of determining credible passing standards for credentialing examinations, and, additionally, the Beuk Relative-Absolute Compromise method. The Extended Modified Angoff method involves two basic elements: conceptualization of a minimally competent candidate and the estimation, as assigned by SMEs, of the average score a minimally competent candidate would receive on each item. A minimally competent candidate is described as an individual who would be able to demonstrate just enough knowledge and skills to pass the examination. In general, such a candidate has enough interpreting skills to practice safely and competently, but does not demonstrate the skill level to be considered an expert.

SMEs provide ratings for each test item estimating a score a minimally competent candidate would get on the item. Then they compare their ratings with empirical data collected during the pilot phase for each item and discuss their ratings as a group, with the goal to reach as close a consensus as possible. The SMEs' ratings are then averaged, and this "provisional cut score" is further reviewed and validated. To establish an operational cut score, SMEs are also asked to make a specific prediction about the test as a whole. This prediction is then used to adjust the panel-recommended rating and is known as the Beuk Relative-Absolute Compromise method. For more information about the scoring method, see <https://cchicertification.org/certifications/preparing/etoe-score/>

CCHI Policies for Applicants & Candidates

APPEAL PROCESS

ELIGIBILITY

If you believe that your initial application or your application for certification renewal was denied due to a misunderstanding, you may submit an appeal in writing, within 60 (sixty) days of receiving the denial notification. This 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 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. 25 for details.

SCORES

Any appeal regarding examination scores should be submitted **in writing, within 21 (twenty-one) days of the score issue**, via e-mail to appeal@CCHlcertification.org or certified mail. The appeal must provide information or documentation that assists in evaluating the appeal and must include the appellant's name, CCHI ID number, name and date of the examination which score is being appealed, and a detailed, specific reason for the appeal, i.e., why the appellant considers the score to be incorrect. **General requests to review the score will not be considered.**

CCHI will review the appeal within 60 days of receipt. Appeals will be reviewed either by the entire Commission or be delegated by the Commission to a 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 Committee. The Commission or Committee may affirm or modify the score, or authorize a re-take of the examination at no cost to the appellant. 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 within 30 days of the final decision.

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@CCHCertification.org. The appeal must provide information or documentation that assists in evaluating the appeal. CCHI will consider appeals relating to its policies and procedures.

CONCERNS ABOUT EXAMINATION CONTENT AND TEST CENTER PROTOCOLS

If you feel that any of the questions on your examination were faulty in any way, you should send **an e-mail, within five days of taking your test**, to: info@CCHCertification.org. Indicate your name, the test center where you took the test, the date of the test, your registration number, and specific details about the problem with the question. You may express your concern in the post-test survey. You may also inform your test center supervisor and ask him/her to submit an irregularity report, although you must also submit a report directly to CCHI.

What kinds of problems might you report?

- Typos in a question or in the directions.
- Questions that you believe have no correct answer or multiple answers.
- Other problems related to the test items.
- Problems with the test center or audio equipment.
- Problems with exam proctor or adherence to proctoring procedures.
- Other technical or environmental problems.

If you request an explanation of your failed score (in addition to the score report you received), CCHI will provide an explanation within 6 weeks from the date of request.

CERTIFICATES AND NATIONAL CERTIFIED INTERPRETER REGISTRY

You will receive an **official CoreCHI™, CoreCHI-P™ or CHI™ certificate** (as a black-and-white pdf file attachment) documenting your achievements **via email within two weeks of receiving your official test results**. If you do not receive the certificate, send an email to apply@CCHCertification.org.

NOTE: 1) The CoreCHI™ certificate does not list the individual's language(s) of practice because the CoreCHI™ certification is not language-specific.
2) Interpreters for whom a bilingual performance CHI™ examination is available will not receive a CoreCHI™ certificate after passing the CoreCHI™ examination. These interpreters must pass both the written and oral performance exams before being awarded the CHI™ certification and receiving a CHI™ certificate.

CCHI operates an online [National Certified Interpreter Registry](#) 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 apply@cchicertification.org for help.)

CCHI'S CERTIFICATION MARKS

Individuals who have met CCHI's rigorous certification standards for a specific credential are authorized to the exclusive use of the following certification marks* and designations issued by CCHI and associated with the professional certification of healthcare interpreters:

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

(*Please note that the use of the trademark symbol ™ after the mark is optional.)

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 <https://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.

To report a misuse of a CCHI mark, please contact info@cchicertification.org.

Certification Renewal Process & Requirements

CERTIFICATION RENEWAL PROCESS - OVERVIEW

The Core Certification Healthcare Interpreter™, Core Certification Healthcare Interpreter - Performance™, and the Certified Healthcare Interpreter™ certifications are valid for four (4) years from the date when CCHI granted/issued the credential. This date is on the certificate you receive from CCHI.

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:

- CCHI Advisory Panels' input
 - Speed of the profession's change
- The profession established its first national code of ethics in 2004, and its first standards of practice in 2005 (see <https://www.ncihc.org/ethics-and-standards-of-practice>).
- In 2016, the National Council on Interpreting in Health Care (NCIHC), after a number of focus group discussions, decided not to undertake the review of either documents since both were found relevant to the current situation. As part of the review process, NCIHC published a more detailed guidance to its Advocacy standard in 2021.
- Review of the current requirements among the related interpreting specialties
 - Interpreters for the deaf (the certification credentials by RID are valid for 4 years; 80 CE hours are required)
 - Court interpreters (state certification requirements regarding credential validity vary from 1-3 years; 9-30 CE hours are required; various work/interpreting requirements)
 - 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.

For example, Language Access regulations have been addressed by the government primarily in Executive Order 13166 (2000), the CLAS Standards (2000, 2013), and Section 1557 of the Patient Protection and Affordable Care Act (2010, 2016, 2020).

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.

All certified interpreters will need to submit an online application for renewal of their credential, in which they need to upload proof of continuing education, and pay the renewal fee **at least 30 days before the renewal of the credential is due.** If a Core CHI™, Core CHI-P™ 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 reapply and retest. The implication is that the interpreter will have no credentials until he or she goes through the entire process of applying and retesting.

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.

Certificants can access their renewal application by logging into their CCHI Profile at: <https://cchi.learningbuilder.com>.

For more detailed information about the certification maintenance, refer to CCHI's *Certification Renewal Guide* available at <https://cchicertification.org/renew-certification/renewal-process/>.

MAINTENANCE OF CERTIFICATION – EDUCATIONAL REQUIREMENTS

All CoreCHI™, Core CHI-P™ or CHI™ certificants must complete continuing education (CE) to maintain their certification. **CCHI defines continuing education for healthcare interpreters as *instructor-led courses or instruction that are beyond a beginner-level difficulty and align with any or all of the knowledge and skill domains that define the job of the healthcare interpreter.***

The continuing education requirement is 32 actual hours (classroom or contact) during the four-year period for which the individual's certification is valid. 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 (PB) training** which is defined as training aimed to improve the healthcare interpreter's skills in the three interpreting modes - consecutive, simultaneous and sight translation or in translation.
Special requirement for the CoreCHI-P certificants: A minimum of 1 PB CE hour (out of 4 PB CE hours required) *must be in the LOTE* of their verified proficiency(s) and must be completed within the first year of the initial CoreCHI-P credential award.
3. 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." More information is at <https://cchicertification.org/non-instructional-ce-activities/>.
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. 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:

- Credential holder's name,

- 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 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 https://cchicertification.org/uploads/CCHI_CE_template.pdf).

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.)

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., *be beyond beginner-level complexity; basic/introductory courses or courses preparing for certification are not accepted*);
- The training must follow the same subject guidelines as for the training attendees/recipients (See the Renewal Process webpage for details).

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).

MAINTENANCE OF CERTIFICATION – WORK EXPERIENCE REQUIREMENTS

CCHI requires that individuals who receive CCHI's CoreCHI™, Core CHI-P™ 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™, Core CHI-P™ 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 <https://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 submit 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 letter from a former employer or agency, a proof of military service letter, FEMA or Red Cross documentation certifying forced relocation.

Waiver Period:

Four years. This is a one-time waiver.

DEVELOPMENT OF NEW CHI™ EXAMINATIONS

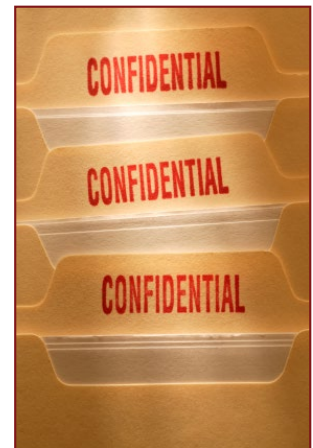
If an interpreter currently holds an Core Certification Healthcare Interpreter™ certification and CCHI develops a bilingual CHI™ oral performance examination in the spoken non-English language served by this interpreter (e.g. French, Portuguese, Russian etc.), this interpreter will have one year from 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. 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.

CONFIDENTIALITY POLICY

CCHI respects the privacy of all applicants and candidates. All materials submitted or received in connection with applications and all test scores are held in confidence, except upon permission for disclosure from the applicant or candidate 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 ensure the integrity of its examination procedures and to protect applicant and candidate privacy:

- With the candidate's permission, CCHI may release exam results to the educational program(s) which the candidate graduated from to assist the educational program or aid in reimbursement of fees. Individual candidate results may be counted, without authorization, in aggregate data gathered for program evaluation and reporting purposes.
- Performance feedback reports providing data on exam performance will be released only to the candidate.
- All exam content and materials are strictly confidential and will not be released to anyone except those involved in the development and administration of the exam. Candidates must keep all exam content confidential and cannot disclose or discuss it with any person. Candidate's inquiries about any exam content must be addressed to CCHI's staff in writing (via email or mail).
- Official exam results are sent via e-mail to candidates 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. Candidates and certificants must select an appropriate setting in their account themselves if they wish to have their email address displayed in this Registry.
- During test administration in computer-based Test Centers, CCHI's testing vendor may deploy Digital Video Recording (DVR or CCTV) throughout its network of test delivery locations. Where allowed by applicable law this includes audio-recordings within the reception/locker, proctor/security check-in, and test lab areas. This is necessary in order to protect the security of high-stakes proprietary test content, the integrity of the test delivery experience, to deter fraud and cheating, to protect against theft and pilferage, and for the security of staff and company property. Access to the recorded material is strictly limited to authorized personnel of CCHI and its testing vendor and retained for a period as allowed by local applicable law.
- During test administration in the remote-proctoring online platform, CCHI's testing vendor collects video-recordings that include audio recordings from the start of the check-in process and throughout the duration of the test. At times, this will include your desk and workspace. You and your workspace, your desk, and the sounds within your workspace will be monitored in real-time, captured and recorded during the testing session in order to protect the security of high-stakes proprietary test content, the integrity of the test delivery experience, to deter fraud and cheating, to protect against theft and pilferage. Access to the remote-proctored recordings is strictly limited to authorized personnel of CCHI and its testing vendor and retained for a period of thirty (30) days, or as otherwise allowed by applicable law (i.e. legal evidence).
- CCHI will maintain a system of safeguarding confidential information provided by applicants/candidates and those granted certification.



No outside agency or persons shall have access to any individual's files/records unless permission is granted in writing by the applicant/candidate or 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.

Individuals may elect to have their name withheld from publication in the online directory of certificants. The certificants are listed in CCHI's Credential Verification, and the Interpreter Registry, available at <https://cchi.learningbuilder.com/Public/MemberSearch/Search>.

CCHI reserves the right to independently verify all information submitted by applicants on their applications or as supplementary materials. 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 an applicant on the application or as supplementary material be found false, the applicant will be notified and declared ineligible to continue in the application and credentialing process. If the applicant has been granted a credential, the credential may be revoked.

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

EXAMINATION SECURITY POLICY

Candidates must agree to abide by CCHI's policies protecting the integrity of CCHI's certification examination at the time of submitting their application.

Candidates must abide by the testing administration security procedures that are stated in:

- CCHI's Candidate's Examination Handbook (p. 34-36)
- Notice to Schedule/Admission Ticket to the exam
- Online Testing instructions (for the CoreCHI™ exam) at <http://cchicertification.org/certifications/online-testing/>.

The certification examinations and all items on the examinations are the exclusive property of the Certification Commission for Healthcare Interpreters. Candidates who apply for CCHI certification acknowledge that they understand and agree to the following:

- Disclosure, discussion, or receipt of any CCHI certification examination questions and/or the examination, in whole or in part, on social media networking, in study groups, or by other methods is strictly prohibited.
- Retention, possession, copying, distribution, disclosure, discussion, or receipt of any CCHI examination question/item, in whole or in part, by any form of communication, including but not limited to emailing, copying or printing of electronic files, and reconstruction through memorization and/or dictation, before, during or after the certification examination is strictly prohibited.
- Candidate participation in any irregularity occurring before, during or after the examination, such as giving or obtaining unauthorized information or aid, as evidenced by observation or subsequent statistical analysis, may be sufficient cause to terminate participation, invalidate results of the examination, or necessitate other appropriate actions in accordance with **CCHI Disciplinary Policy**.

DISCIPLINARY POLICY FOR CANDIDATES AND CERTIFICATION HOLDERS

The Disciplinary Policy is an essential component of CCHI's certification program and exemplifies the commitment of CCHI, Core Certification Healthcare Interpreter™, CoreCHI-Performance™, 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 credentials maintain the integrity, 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™, CoreCHI-Performance™, 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™, CoreCHI-Performance™, 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 (including, on CCHI's website), suspension, and/or revocation of the CoreCHI™, CoreCHI-Performance™, or CHI™ certification or eligibility for certification, or other disciplinary action as determined in CCHI's discretion (see *Sanctions* below). CCHI maintains the **Disciplinary Sanctions** webpage to inform the public of applicants, candidates or certificants who have been subject to publicly reportable sanctions at <https://cchicertification.org/sanctions/>.

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, in either online or test-center delivery modalities, including but not limited to, disclosing, reproducing, or distributing examination content, reading written questions aloud, taking an unauthorized break and leaving the testing room, non-complying with proctor's instructions, or otherwise compromising the security of a CCHI examination.

- Possessing or using unauthorized material or electronic device(s) 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.
- Engaging in violent, threatening, harassing, personally insulting, or abusive communications with CCHI or CCHI's agents.
- 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™, CoreCHI-Performance™, 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 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™, CoreCHI-Performance™, 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™, CoreCHI-Performance™, 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™, CoreCHI-Performance™, or CHI™ certification, or to renew it unless and until eligibility is reinstated.

FILING A COMPLAINT

Any CoreCHI™, CoreCHI-Performance™, or CHI™ certificant or applicant for such certification must report to CCHI any known violation of the Disciplinary Policy by a CoreCHI™, CoreCHI-Performance™, 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 (at <https://cchicertification.org/sanctions/>). 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 within 30 days of the final decision.

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.

RECORD MAINTENANCE

It is the responsibility of the applicant/candidate to keep copies of any correspondence between you and CCHI and/or CCHI's testing vendor 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 completed your application, you certified 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 stated that you understood that CCHI will rely upon the information provided in evaluating your application and that providing false information will disqualify you from receiving or maintaining any credential offered by CCHI. See the "Statement of Understanding" provided in this *Handbook* on page 26. In compliance with national standards, CCHI will audit select applications to ensure that applicants have provided accurate and complete information and this may include requesting documentation of your healthcare interpreter training, formal education, or other related issues.

Further, keep copies of all of your continuing education documents for your records as you will need these for the certification renewal application. Examples of continuing education are in-services, academic credits, independent studies, workshops, on-line educational opportunities, brown bags, interpreter forums, study, etc. If the course titles do not clearly reflect the course's relevance to healthcare interpreting, include a brief description of how the course relates to healthcare interpreting (please see the section *Maintaining Your Certification* below).

EXAMINATION RETAKE POLICY

Candidates who do not pass the CoreCHI™, ETOE™ or CHI™ examination may re-take either examination. If the eligibility requirements (prerequisites) are changed after the last administration of the examination, CCHI will determine if an applicant has to meet the new prerequisites.

CoreCHI™ exam

Candidates can retake the CoreCHI™ exam after a 90-day waiting period. Candidates can take it up to three times within a one-year (12-month) period. Candidates who fail this exam for the third time must wait 12 months before they can pay for and take the exam again. Starting with this fourth attempt, candidates may take this exam only once a year (i.e., once every 12 months).

CHI™ and ETOE™ exams

Candidates can retake the CHI™ or ETOE™ oral performance exam after either a 90-day waiting period or during the next testing window, whichever occurs first. Candidates can take it up to three times within a one-year (12-month) period. Candidates who fail this exam for the third time must wait 12

months and re-take the CoreCHI™ exam before they can attempt the CHI™ or ETOE™ exam again for the fourth time. Starting with this fourth attempt, candidates may take this exam only once a year (i.e., once every 12 months), which means that they will have to re-take the CoreCHI™ exam each time, because the passing scores of the CoreCHI™ exam are valid only for 12 months.

The waiting time between “takes” is mandatory in order to preserve the integrity of the tests and allow the candidate to improve their knowledge and performance. The waiting period allows candidates an opportunity to either take additional training or self-study in order to better prepare for the exam. At the same time, candidates who take an exam for a second or third time should not have any advantage over candidates taking it for the first time, and waiting period provides such precaution.

APPLICANT'S STATEMENT OF UNDERSTANDING

Statement of Understanding is a legal agreement between the applicant and CCHI. It is part of the online application, and its full text is included here. All individuals applying for CCHI's CoreCHI™, CoreCHI-P™ and CHI™ credentials must agree to the following when submitting an application:

"I hereby apply for certification 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 receiving or maintaining any credential offered by CCHI.

CCHI reserves the right to reject an application based on incomplete or inaccurate information, and further reserves the right to withdraw the certification credential if the applicant has already been awarded the credential prior to the discovery of the incomplete or inaccurate information.

If I am informed that my application to take a certification examination 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 I may choose the CoreCHI™ exam delivery modality, either at a test center within the U.S. or via a remote-proctored online platform. If I choose the remote-proctored online modality, I agree to comply with all technical (software and hardware), room, and procedural requirements explained in this application and on CCHI's website.

I understand that, if a CHI™ oral performance examination is NOT offered in the non-English language in which I interpret, passing the CoreCHI™ written multiple-choice examination will result in the certification of a Core Certification Healthcare Interpreter™. **I understand the Core Certification Healthcare Interpreter™ certification is not language-specific and does not assess my language proficiency in English or the language in which I interpret. I agree to only display and represent my certification 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 CoreCHI™ certification.

I understand that, if a bilingual CHI™ oral performance examination IS offered in the non-English language in which I interpret, I am not eligible to receive the Core Certification Healthcare Interpreter™ (CoreCHI™). I understand that I am required to take and pass both the CoreCHI™ written multiple-choice and a language-specific CHI™ oral performance examination in order to be awarded the certification of a Certified Healthcare Interpreter™. I agree to only display and represent my certification 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 CHI™ certification.

If a bilingual CHI™ oral performance examination is offered in the non-English language in which I interpret, and if I pass the CoreCHI™ written multiple-choice examination, **I understand that I will have ONE (1) year in which to pay for, take, and pass the CHI™ oral performance examination. I understand that the CHI™ oral performance examination is administered only at test centers in the U.S.** I understand that if I do not pass the CHI™ oral performance examination within one year, I must pay the CoreCHI™ examination fee again and retake the CoreCHI™ written multiple-choice examination before taking the CHI™ oral performance examination.

I understand that the application fee is non-refundable, and the examination fees are subject to CCHI Refund Policy. I agree not to reverse any online payments made to CCHI. I agree to inform CCHI in writing of any fee-related questions I may have. I understand that any examination fee is for one exam administration only.

I understand that if I fail either the written CoreCHI™ or ETOE™ and CHI™ oral performance examinations, I must wait for the CCHI-determined period before I can re-take an examination and pay a full examination fee again. **I may take these examination up to three times within one year.**

If I fail an examination for the third time, I must wait 12 months before I can pay for and take the examination again. Starting with this fourth attempt, I may take that examination only once every 12 months. Additionally, after failing the ETOE™ or CHI™ exam for the third time, I will have to re-take the CoreCHI™ exam before *each* subsequent ETOE™ or CHI™ exam retake.

I understand that I must pay the CoreCHI™ examination fee at the time of my application. If my application is denied, CCHI will refund the CoreCHI™ examination fee within 10 business days. If my application is accepted, I will receive a *Notice to Schedule* and must schedule the CoreCHI™ examination within 6 months. If I fail to schedule the CoreCHI™ examination fee within these 6 months, my application becomes inactive, and I will have to re-apply and pay a new combined application and examination fee.

I understand that if I need any ADA accommodation for taking an examination, **I must comply with CCHI's ADA Accommodation Policy and submit to CCHI all required documentation electronically and no later than 45 days prior to scheduling my examination.**

I acknowledge, agree, and **consent to the audio and video recording of my testing experience**, and for remotely proctored exams this includes my desk and personal workspace. I acknowledge and agree to be monitored during the testing session in real time and recorded during the testing session. I acknowledge and agree that there is no right to privacy during the test check-in process or test session and explicitly waive any and all claims asserting a right to or violation of my privacy with regards thereto.

I understand that all examination content is confidential. I agree not to discuss it with anyone except for CCHI authorized representatives if needed to exercise my right to provide feedback, describe exam irregularity or appeal. I understand that disclosure of the examination content is a violation of CCHI's *Disciplinary Policy*, and CCHI will apply sanctions deemed appropriate pursuant to the said policy and may seek legal action against me.

I understand that the facts of my submitting the application, passing the CoreCHI™ exam, being awarded or 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 abide by all CCHI's policies, including but not limited to CCHI's Confidentiality and Disciplinary Policies as well as all instructions regarding taking any of CCHI's examinations.

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 offering, taking, grading, and/or reporting of these tests. By submitting this application, I understand and agree to all of the aforementioned."

Appendix A:

FREQUENTLY ASKED QUESTIONS RELATED TO THE APPLICATION PROCESS

1. Can I submit the application without all my information?

No. We need to ensure that applications are complete when submitted. This is for two reasons. One, CCHI needs to ensure that all information is available during our review process to determine eligibility. In addition, allowing you to submit the information at a later date would require additional staff and support to track who submitted an application and then confirm the additional information.

2. Can I submit the application without payment of the application fee and send payment later?

No, unless your employer is sending a check to pay your fee. Because of the resources needed to process your application and determine your eligibility, we need to ensure that applications are complete and application fees are paid when submitted. This streamlined application process helps us keep costs low for you. Allowing you to submit payment at a later date would require additional staff and support to track who submitted an application and then confirm receipt of an application fee. To keep costs low, we are focusing on a streamlined application.

3. If I start the application but can't finish, can I save it and continue it later?

Yes. Keep your username and password and you can log in and out as often as you would like. CCHI will not review your application until it is complete and submitted with payment of the application fee.

4. What if I don't have at least 40 hours of healthcare interpreter training?

For the examination, CCHI is requiring that all applicants have completed at least 40 hours of healthcare interpreter training. This is to ensure that there is comparability across testers and to ensure that all applicants are well prepared to pass our examination.

For the requirement related to healthcare interpreter training, CCHI accepts any combination of the following:

- Completing academic or non-academic training;
- Adding up hours from multiple courses related to healthcare interpreting;
- Completing continuing education courses;
- Developing or teaching interpreter training courses; or
- On-the-job training (including formal training classes and shadowing or being shadowed by experienced interpreters).

As an alternative, CCHI also accepts the following training:

- Attending interpreter conferences at which you participated in workshops that discussed issues related to the practice of interpreting – maximum of five hours allowed.
- Completing interpreter training courses not focused on healthcare (e.g., court, community, conference) or completing training in the health professions (e.g., nursing, occupational therapy, social work) – maximum of five hours allowed.

You must upload documentation of this training with your application in an electronic format (as a pdf or jpg file). The application requires you to agree that you are prepared to provide further documentation to verify your eligibility upon request.

The majority of the training requirement must be related to healthcare interpreter training. CCHI will accept five hours of attendance at interpreter conferences and an additional five hours of either other interpreter training (e.g., court, community, conference) or training as a health professional (e.g., nursing, occupational therapist, social workers, etc.).

5. If I've taught interpreter training programs, will this satisfy the 40 hour requirement of healthcare interpreter training?

Yes, if you have taught 40 hours of courses related to healthcare interpreter training and can document this if audited by CCHI. If you have developed a healthcare interpreter training program that has been administered, you may also count the number of hours the course runs (you may not count number of hours you spent developing the course). The

application requires you to agree that you are prepared to provide documentation to verify your eligibility upon request.

If the number of hours of the curriculum is less than 40, only the amount that has been taught will be applied toward the 40-hour requirement. Likewise if the applicant created a healthcare interpreter training program less than 40 hours he/she will only be awarded the exact amount of the training program.

EXAMPLE: An applicant assisted in developing a ten hour healthcare interpreter training program. The applicant may count ten hours toward CCHI's 40-hour healthcare interpreter training prerequisite.

EXAMPLE: An applicant spent 200 hours developing a healthcare interpreter training course that is offered over 30 classroom hours. The applicant may count 30 hours toward CCHI's 40-hour healthcare interpreter training prerequisite.

EXAMPLE: An applicant has taught three ten-hour healthcare interpreter training programs over the past three years. The applicant can count 30 hours toward CCHI's 40-hour healthcare interpreter training prerequisite.

6. I've been an interpreter for a long period of time but can't document 40 hours of healthcare interpreter training. Can I apply to take CCHI's examinations?

The answer is no. Healthcare interpreting requires knowledge of specific content that is primarily learned through courses and/or on the job training. In order to be sure that healthcare interpreters have this knowledge, we believe that all healthcare interpreters should have introductory training before entering the field. This training can take multiple forms (see answer to Question 4 above).

7. I've been a translator for a long period of time but not a healthcare interpreter. Can I apply to take CCHI's examinations?

Yes, but only if you meet the prerequisites related to healthcare interpreting since the knowledge, skills and abilities required of a healthcare translator are different than a healthcare interpreter. For example, being certified by ATA or having completed training as a translator will not satisfy CCHI's prerequisites for healthcare interpreter training.

8. I've been a court/community/conference interpreter for more than a year but not a healthcare interpreter. Can I apply for CCHI's examinations?

Yes, but only if you meet the prerequisites related to healthcare interpreting since the knowledge, skills and abilities required of a court, community or conference interpreter are different than a healthcare interpreter. You may count five hours of training as a non-healthcare interpreter toward CCHI's training prerequisite and you may count an additional

five hours of attendance at interpreting conferences.

CCHI's Job Task Analysis focused on tasks of healthcare interpreters, and the examination is designed for the healthcare interpreter. The prerequisites for the examination are 40 hours of training specifically in healthcare interpreting.

9. I'm a sign language interpreter. Can I apply to take CCHI's examinations?

Yes, you can, as long as you meet CCHI's eligibility requirements. You are eligible for the CoreCHI™ certification credentials. Only ASL interpreters who hold a performance-based certification credential from RID or BEI are eligible for the CoreCHI-Performance™ certification credential.

10. I'm relatively new to healthcare interpreting. Can I apply to take CCHI's examinations if I haven't been interpreting in healthcare for a year?

Yes. CCHI does not require work experience at the time of the application. Instead, CCHI has adopted a requirement that individuals who receive CCHI's CoreCHI™, CoreCHI-Performance™ or CHI™ certification must document 40 hours of healthcare interpreting experience as a condition of certification renewal. For more information on this requirement, see <https://cchicertification.org/renew-certification/renewal-process/>.

11. I'm certified as an interpreter/translator by another organization. Does that satisfy CCHI's prerequisites to apply for CCHI's examinations?

While CCHI commends you for obtaining certification from another organization, we are not accepting that as proof of meeting **all** CCHI's prerequisites for the examination. It is **not** considered to evidence that you completed 40 hours of healthcare interpreting training. However, an interpreter/translator certification *may be used* as evidence of your meeting our language proficiency requirement. The primary goal of the CCHI's examinations is to validate CCHI's application process and examination for healthcare interpreters. While CCHI would like to accept all individuals who want to take the examination, our focus must remain on creating a valid and credible examination. CCHI has not investigated the validity of certifications from other organizations as evidence for having the requisite knowledge, skills and abilities needed by healthcare interpreters.

12. When will I find out if I've been accepted to take the exam?

Upon submitting your application, you should receive an e-mail confirming CCHI's receipt of your application. If you do not receive this notice within one business day, please immediately send an e-mail to: apply@CCHICertification.org.

Within two weeks of submission, you will be notified if you have met CCHI's eligibility requirements and can take the examination. If you are accepted, you will be provided

information about how to schedule your examination. If you are determined ineligible and your application is denied, you will be informed why. The application fee is non-refundable, but the fee for the CoreCH™ exam will be refunded to you within 10 business days.

13. Where and when will the examinations be offered?

After you apply and are determined eligible, CCHI will help you schedule when and where to take exams relevant to your situation. Interpreters in all languages need to qualify for and take the CoreCHI™ exam which is a multiple-choice, computer-based examination administered in sites that are both secure (to prevent cheating or compromising the exam) and convenient (located in a facility in a city near you). Further, CCHI offers the CoreCHI™ examination year around.

If you are a CoreCHI-Performance™ or CHI™ candidate, once you have passed the CoreCHI™ exam you will schedule the ETOE™ or CHI™ oral performance examination. Because the performance exam requires a special set up for undisturbed interpretation, spoken aloud, CCHI makes special arrangements for certain testing “windows” each quarter for that exam. CCHI posts information about these testing windows on the *Scheduling* webpage at <https://cchicertification.org/certifications/scheduling/>.

Interpreters for whom a bilingual performance CHI™ examination is available must pass both the written and oral performance exams before being awarded the CHI™ Certification by CCHI.

14. How long will the examination take?

The CoreCHI™ examination is in English and consists of 100 multiple-choice questions. The examination is time limited and you will have two hours (120 min.) to complete the examination.

The CHI™ and ETOE™ exams are oral performance examinations. They are time limited, and you have one hour (60 min.) to complete (you are given extra time for reading instructions and completing a short demo exam which are not counted toward the time limits).

15. Will you provide study materials?

To prepare for the examination, we recommend you review this Candidate’s Examination Handbook which includes study tips and sample multiple-choice questions. We also recommend you review CCHI’s *Exam Specifications*, available at <https://cchicertification.org/certifications/preparing/>.

We also suggest that you are familiar with healthcare interpreting codes of ethics and standards of practice available along with other suggestions at the *Preparing* page on our website: <https://cchicertification.org/certifications/preparing/> and at the *Education* web page at <https://cchicertification.org/education/>.

16. Do you offer any Practice Exams?

Yes. We provide a library of practice exams to help you prepare for your certification exams. These exams are not mandatory, they are intended as examples of what you may expect at the actual exams. The CoreCHI™ Practice exam costs \$30; the oral performance CHI™ and ETOE™ Practice exams are offered free-of-charge. These materials are available on our **special online training portal at <https://cchiinterpreters.org>**. When you visit the portal for the first time, you need to create a free account. Keep in mind that this account is NOT linked to your CCHI Profile (that houses all your applications and is located at <https://cchi.learningbuilder.com>), so save the username and password for this portal. To access any practice exam (or a CE training module), click on its title. Keep in mind that your performance on a practice exam is not predictive of your performance on the actual exam, and taking a practice exam does not indicate your preparedness.

17. Once I take CCHI's examination, when will I receive my results?

Candidates who take the CoreCHI™ multiple-choice examination will receive preliminary results upon completion of the CoreCHI™ examination at the test center and official results via email from CCHI within approximately 2 weeks of completing the CoreCHI™ examination.

Candidates who take the CHI™ and ETOE™ performance exams will not receive preliminary results upon completion of the CHI™ or ETOE™ examination since these exams require human scoring. Candidates who take the CHI™ or ETOE™ performance exams will receive official results within approximately 6-8 weeks of the last day of the corresponding testing window.

18. What if I have other thoughts or questions?

CCHI has developed its certification program for you and we want to be responsive to you! If you have ideas or comments on the application process or things we should consider as we develop the policies, procedures and pre-requisites for our examination, please send us an e-mail at: info@CCHICertification.org.

APPENDIX B:

SAMPLE EXAMINATION QUESTIONS

NOTE: These are intended to offer a broad example of the types of questions that may be included on CCHI's CoreCHI™ multiple-choice examination that will be taken by all credential candidates. These are not actual questions and the content and format of questions may be different on the examination.

- 1. During a healthcare encounter at a pediatrician's office, what mode of interpreting will an interpreter MOST likely use?**
 - A. Consecutive
 - B. Sight translation
 - C. Summarization
 - D. Simultaneous

- 2. During a healthcare encounter in the emergency room, the triage nurse instructs the interpreter and the patient to sit in the waiting room. Hours later, the patient is still waiting. The patient insists on seeing the doctor right away because she arrived before other patients. Which of the following is the MOST appropriate action for the interpreter to take?**
 - A. Tell the patient that this is a public hospital, and the waiting time is always longer here than at a private one.
 - B. Explain to the patient the importance of triage and why she has to wait to be seen.
 - C. Go with the patient to the appropriate staff to inquire about the situation and interpret for the patient.
 - D. Go to the nurse's station and inform the nurse that the patient has been waiting for several hours and ask that she be seen right away.

- 3. At a healthcare encounter in the psychiatry unit, the interpreter introduces herself to the patient and the provider. Immediately after, the patient begins to speak at a very fast pace. What should the interpreter do?**
- A. Refuse to interpret for this patient.
 - B. Ask the patient to speak in short sentences.
 - C. Tell the provider that the patient is not making sense.
 - D. Begin interpreting simultaneously.
- 4. Which healthcare specialty involves diagnosis and treatments of tumors and cancers?**
- A. Rheumatology
 - B. Cardiology
 - C. Oncology
 - D. Ophthalmology
- 5. A nurse asks the interpreter to read a consent form to the patient and make sure that the patient signs it while the nurse checks on another patient. What should the interpreter do?**
- A. Read the consent form but have the patient wait for the nurse to come back in order to sign the document in her presence.
 - B. Politely explain that sight translation of a consent form is not considered informed consent and ask the provider to go over the form with the patient.
 - C. Summarize the contents of the form mentioning what is relevant for this particular procedure.
 - D. Read the entire document to the patient and ask him to sign it while the nurse is checking on other patients.
- 6. A patient recently suffered a stroke and has been receiving daily occupational therapy and speech therapy. After receiving occupational therapy, the patient will be taken to a different department to receive speech therapy. The patient has difficulty walking and the interpreter notices that no wheelchair is available. How should the interpreter proceed?**
- A. Advise the patient's relative to request a wheelchair.
 - B. Notify a provider about the patient's need for a wheelchair.
 - C. Leave the patient in the waiting area and try to find a wheelchair in the building.
 - D. Call the Patients Rights Office to complain about the situation.

Scenario (to be used to answer the following three questions):

A patient complains of abdominal pain, flatulence, and bloating. The gastroenterologist recommends a colonoscopy. To prepare for the test, the patient has to follow a soft diet for a few days and drink a prescribed mixture and clear liquids for 24 hours before the procedure. The prep nurse gives the patient a hotline number in case of any discomfort or if questions arise. The interpreter has learned from previous encounters that the patient is diabetic, but the patient fails to convey that information to the providers.

7. What is a colonoscopy?

- A. Lower intestinal exploration
- B. Upper intestinal exploration
- C. Lower intestinal surgery
- D. Upper intestinal surgery

8. What did the nurse mean by hotline?

- A. A number with information on spicy food restrictions.
- B. The weather hazard phone number for the hospital area.
- C. A phone number for quick access to a source of information or help.
- D. The gastroenterologist's cell phone number.

9. Knowing that the patient has diabetes, what should the interpreter do in this situation?

- A. Tell the provider that the patient has diabetes.
- B. Not mention anything about diabetes since the provider should have the patient's records.
- C. Not mention anything about diabetes since there is a hotline available.
- D. Advise the patient to mention diabetes to the provider.

CORRECT ANSWERS:

- | | | |
|------|------|------|
| 1. A | 4. C | 7. A |
| 2. C | 5. B | 8. C |
| 3. D | 6. B | 9. D |

APPENDIX C:

ADA ACCOMMODATION REQUEST FORM

CCHI EXAMINATION ADA Accommodation Request Form



DIRECTIONS: This form must be submitted, along with any required accompanying documentation, electronically to apply@CCHICertification.org. Mailed or faxed forms and documentation will not be accepted. If you are requesting an accommodation(s), your application will not be considered complete until this form and any required accompanying documentation is submitted. Any delay in submitting this form may affect the timeline for determining your eligibility.

APPLICANT INFORMATION			
Last Name	First	M.I.	Date
Street Address		Apartment/Unit #	
City	State	ZIP	
Phone	E-mail Address		
SPECIAL ACCOMMODATIONS			
Describe your disability:			
<p>Will this disability require special accommodations in order for you to take the examination? YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>If Yes, describe the special accommodations needed and include separately any written documentation supporting the accommodation that you are requesting.</p>			

Statement of Acknowledgement

By signing below, I hereby affirm that I have read, understood and agreed to all the information regarding ADA Special Accommodations provided in the Candidate's Examination Handbook and on this Form. If the information provided in support of this request for special accommodation is not sufficient, I authorize CCHI to obtain additional information from the professionals whose names I have submitted in my application. I acknowledge that CCHI reserves the right to make a final determination as to whether any requested accommodation is warranted and appropriate. I also acknowledge that CCHI may nullify the results of my exam scores if it is subsequently determined, based on CCHI's judgment, that any information presented on my application or in the supporting documentation is false or misleading.

Signature

Date

DISABILITY DOCUMENTATION GUIDELINES

The following guidelines serve to describe what is required in order to validate a request for special accommodations due to disability.

- A prior history of accommodations, without demonstration of a current need, will not necessarily warrant approval of special accommodations.
- Qualified individuals with disabilities are required to request accommodations every time they apply to take CCHI examinations.
- Request for accommodations and appropriate, supporting documentations, must be complete and must provide evidence of a substantial limitation to physical or academic functioning. Documentation clearly defines the extent and impact of the impairment(s) upon current levels of academic and physical functioning.
- Clinical evaluations must be performed by a licensed/certified or otherwise qualified professional with credentials appropriate to diagnose a candidate's disability consistent with the provisions of the ADA.
- Details about the professional's area of specialization and professional credentials, including certification and licensure, must be provided.
- Documentation must be submitted on official letterhead from a licensed or qualified health care provider who has examined the candidate and diagnosed a physical or mental impairment.
- Documentation must be not be more than three years from the date of this application.
- Documentation for all disabilities should describe the extent of the disability, the criteria for the diagnosis, the diagnosis, the type and length of treatment and the recommended accommodation. Terms such as "problems," "deficiencies," "weaknesses," "differences," and "learning disability" are not the equivalent of a diagnosed specific disability. The disability must be specific.

To avoid unnecessary delays, the applicant must ensure the submission of all required information and documentation in accordance with the above directions and guidelines.

Special accommodations will be made to the extent possible to provide the applicants with the same opportunity as other candidates to succeed at the exam. However, due to the requirement to maintain the psychometric nature and security of the examination, no special accommodations or modifications may be allowed if they threaten to fundamentally alter the nature or security of the exam.

ALL ACCOMMODATION(S) MUST BE APPROVED BY CCHI OR ITS APPOINTED REPRESENTATIVE(S). ONCE AN ACCOMMODATION(S) HAS BEEN GRANTED, IT MAY NOT BE ALTERED DURING THE EXAMINATION.

APPENDIX D:

APPLICATION TIMELINE AND CHECKLIST

1. Review the CCHI Candidate's Examination Handbook for information about applying for CCHI's credentialing examinations.
2. Determine whether you are now eligible or will soon be eligible to take the exam. (To review the prerequisites, go to: <https://cchicertification.org/certifications/eligibility/>.)
3. Complete the CCHI Exam Application online at <https://cchi.learningbuilder.com> (make sure you have all documentation ready for uploading in electronic format) and pay your initial fee (application + multiple choice exam). All applications must be submitted electronically. Mailed or faxed applications will not be accepted.
4. Within one business day of submitting your application, you will receive an automated email notification of receipt of your application. If you do not receive this confirmation, send an email to apply@CCHCertification.org. Read the frequently asked questions (see *Appendix A*).
5. Within two weeks after you submitted your application you will receive an email notification of your eligibility and instructions on how to schedule your examination and pay the relevant examination fees. Please read all instructions and notifications from CCHI carefully and follow the directions. CCHI sends Notices to Schedule on a weekly basis, so you should receive yours within a week from the date of approval. If you do not, please send an email to apply@CCHCertification.org.

Examinations are offered in testing centers in the United States. The CoreCHI™ exam is also delivered via a secure remote-proctored online platform. All applicants must take the CoreCHI™ exam. CHI™ and CoreCHI-P™ candidates who pass the CoreCHI™ exam will then receive information on how to schedule the CHI™ or ETOE™ performance exam which will be offered only during certain testing “windows” each quarter.

6. Gather the necessary documentation to verify that you meet all the eligibility requirements in the event that CCHI audits your application. Have it available in pdf or jpg formats.

7. Download and review the *Exam Specifications* and other resources available at <https://cchicertification.org/certifications/preparing/> and at <https://cchicertification.org/education/>. Develop and follow your personal study plan. This could include self study, finding a study buddy or group, reviewing current textbooks or articles.
8. Take the CCHI Examination(s).
9. Receive your test results. Those who pass the exam will be awarded a CCHI credential. You will receive your official CoreCHI™ exam results approximately two weeks after taking the exam. You will receive your official CHI™ or ETOE™ exam results approximately four-eight weeks after the last day of the corresponding testing window.
10. You will receive an official CoreCHI™, CoreCHI-Performance™ or CHI™ certificate (as a black-and-white pdf file attachment) documenting your achievements via email within two weeks of receiving your official test results. If you do not receive this, send an email to apply@CCHICertification.org.

NOTE: Interpreters for whom a bilingual oral performance CHI™ examination is available will not receive a CoreCHI™ certificate after passing the CoreCHI™ examination. These interpreters must pass both the written and bilingual performance exams before being awarded the CHI™ certification and receiving a CHI™ certificate.

APPENDIX E: LANGUAGE TIERS FOR ESTABLISHING LANGUAGE PROFICIENCY

CCHI recognized classifies Languages Other Than English (LOTE) into three (3) tiers based on the following availability criteria:

1. A Language Proficiency (LP) test that is reasonably accessible in the U.S.
2. Education at the high school level or above with instruction in that language (these are usually official/national languages).
3. Medical or healthcare information available in that language (authentic, created in that language, not a translation from another language, and considering that in some countries the language of teaching medicine is English).

The attribution of languages to a specific tier is subject to change based on the following factors:

- A language may gain the status of an official language due to political changes in a country.
- A language may gain the status of the language of instruction in education due to political changes in a country.
- A valid LP test may be developed for an official language that currently does not have an LP test.
- A valid LP test may be removed from public use by a testing vendor for a language that currently has such an LP test.

The specific language lists are provided for Tiers 1 and 2 based on the availability of LP tests from CCHI-approved LP testing vendors (see below and at [Testing Vendors of the Language Proficiency \(LP\) Tests](#)).

CCHI welcomes comments and suggestions regarding the inclusion of a specific language in a tier as long as an authoritative, easily verifiable reference is provided.

Tier 1 Languages

CCHI defines these as languages for which all three of the availability criteria are met, specifically:

1. An LP test that is reasonably accessible in the U.S.
2. Education at the high school level or above with instruction in that language (these are usually official/national languages).
3. Medical or healthcare information available in that language (authentic, created in that language, not a translation from another language, and considering that in some countries the language of teaching medicine is English).

List of Tier 1 Languages

1. Afrikaans
2. Albanian
3. Amharic
4. Arabic
5. Armenian
6. Azerbaijani
7. Belorussian
8. Bengali
9. Bosnian
10. Bulgarian
11. Burmese
12. Cambodian
13. Cantonese
14. Catalan
15. Chechen
16. Mandarin
17. Croatian
18. Czech
19. Danish
20. Dari
21. Dutch
22. Estonian
23. Farsi (Persian)
24. Finnish
25. French
26. Georgian
27. German
28. Greek
29. Gujarati
30. Haitian Creole
31. Hebrew
32. Hindi
33. Hungarian
34. Icelandic
35. Indonesian
36. Italian
37. Japanese
38. Kannada
39. Kashmiri
40. Kazakh
41. Kirghiz
42. Kirundi
43. Korean
44. Lao
45. Latvian
46. Lingala
47. Lithuanian
48. Macedonian
49. Malay
50. Marathi
51. Marshallese
52. Mongolian
53. Nepali
54. Norwegian
55. Oromo
56. Pashto/Pashtu
57. Polish
58. Portuguese
59. Punjabi
60. Romanian
61. Russian
62. Samoan
63. Serbian
64. Slovak
65. Slovenian
66. Somali
67. Spanish
68. Swahili
69. Swedish
70. Tagalog
71. Tajik
72. Tamil
73. Telugu
74. Thai
75. Tigrinya
76. Turkish
77. Turkmen
78. Ukrainian
79. Urdu
80. Uzbek
81. Vietnamese
82. Wolof
83. Zulu

List of Tier 2 Languages

1. Akan-Twi
2. Apache
3. Assyrian
4. Baluchi
5. Cape Verdean
6. Cebuano (Visayan)
7. Chavacano
8. Chuukese
9. Dhivehi
10. Djerma/Zarma
11. Ewe
12. Fante (Akan)
13. Fon
14. Fula/Peul (Puula)
15. Fula/Toucouleur
16. Ga
17. Haryanvi
18. Hausa
19. Hiligaynon
20. Hmong
21. Igbo
22. Ilocano
23. Jamaican creole English (Patois)
24. Javanese
25. Karenni
26. Kinyarwanda
27. Kikongo
28. Krio
29. Kurdish-Kurmanji
30. Kurdish-Sorani
31. Luganda
32. Malayalam
33. Mandingo Malinke
34. Mandingo-Bambara
35. Mossi
36. Navajo
37. Quechua
38. Sindhi
39. Sinhalese
40. Taiwanese
41. Tausug
42. Tibetan
43. Uighur
44. Yoruba

Tier 2 Languages

CCHI defines these as languages for which only the first availability criterion (a) is met, i.e., an LP test is available, but they are **not** the languages of instruction in high schools or colleges in any country. Additionally, the availability of authentic medical and healthcare information in those languages is somewhat limited. See the current list above.

Tier 3 Languages

CCHI defines these as languages for which none of the availability criteria are met, i.e., no LP test exists; they are not the languages of instruction at educational institutions, and practically no authentic medical information is available in those languages, other than translations from English.

Languages that are *not* listed in *Tiers 1 or 2* belong to this tier.

Testing Vendors of the Language Proficiency Tests

CCHI accepts language proficiency tests for Languages Other Than English (LOTEs) from the testing vendors listed below.

For any CCHI credential:

1. Language Testing International (LTI) – <https://www.languagetesting.com/certifications-tests>
2. ALTA – <https://altalang.com/languages-offered/>

Note: ALTA tests are available through employers of interpreters or as part of ALTA's training programs. These tests are not currently available to individuals.

For the bilingual CHI™ credentials (i.e., ONLY for Arabic, Mandarin, Spanish)* in addition to the above, CCHI accepts LP test results from:

1. Cross-Cultural Communication Systems, Inc.
2. Certified Languages International (CLI)
3. InterpreterEd.com
4. LanguageLine Solutions
5. MARTTI by UpHealth
6. MasterWord Services
7. Translation & Interpretation Network

* At this time, CCHI does not accept LP tests from these vendors for any other languages.

CCHI is in the process of convening an Advisory Panel that will develop an evaluation process for LP tests and help create a national Registry of Accredited Language Proficiency Tests. Until this Registry is established, CCHI Commissioners approve LP testing vendors at their discretion, applying CCHI's evaluation criteria.

Employer Categories from Which CCHI Accepts Attestations about Language Proficiency in a LOTE

The information provided below applies **ONLY** to Tier 2-3 Languages.

CCHI accepts employer attestations about an applicant's language proficiency in a Language Other Than English (LOTE) only from the types of employers described below.

The following categories of organizations that employ or contract with interpreters have been selected based on the results of the national survey "Language Proficiency for Interpreters" conducted by CCHI in December 2022:

1. Hospital or Public Health Department where the candidate performs one of the following:
 - interprets at least 20 hrs a week
 - is a qualified bilingual healthcare provider or staff member
2. Large language company providing services in multiple states or nationally (e.g., AMN, CLI, Cyracom, LanguageLine Solutions, MARTTI by UpHealth, etc.)
3. State-level language company
4. University or college (community or commercial) where the candidate teaches LOTE
5. Military service as military linguist

Documentation from other types of employers is not accepted.

Attestations from an employer must meet **all** of the following requirements:

1. Applicant must interpret at least 20 hours a week for that employer.
2. Applicant must have interpreted for that employer for at least 1 full year.
3. If applicant is a bilingual employee, the employer should explain in reasonable detail how their LP was assessed.

A *Sample Employer Attestation Letter* is available at <https://cchicertification.org/uploads/Employer-Attestation-of-Language-Proficiency-Sample.docx>.

Community Organization Categories from Which CCHI Accepts Attestations about Language Proficiency in a LOTE

The information provided below applies ONLY to Tier 2-3 Languages.

CCHI accepts community organization attestations about an applicant's language proficiency in a Language Other Than English (LOTE) only from the types of organizations described below.

The following categories of organizations that work with interpreters have been selected based on the results of the national survey "Language Proficiency for Interpreters" conducted by CCHI in December 2022:

1. Doctors Without Borders (DWB) mission
2. Refugee resettlement agency
3. Cultural heritage organization
4. Ethnic community organization
5. International faith mission

Documentation from other types of organizations is not accepted.

Attestations from a community organization must meet **all** of the following requirements:

1. The community should be formally organized with a verifiable legal address and explicit contact information (email, phone).
2. The attestation should describe for how long the candidate has been speaking LOTE.
3. The attestation should describe how the candidate acquired LOTE.
4. The attestation should describe in what types of situations the community members who are speakers of LOTE observed the candidate use of LOTE.
5. In your organization, do you have a speaker of the same LOTE who interacted with the candidate? Please provide details.
6. The person signing the attestation must state their role in the organization and disclose their relation to the applicant.

A *Sample Community Organization Attestation Letter* is available at <https://cchicertification.org/uploads/Community-Organization-Attestation-of-Language-Proficiency-Sample.docx>.

CONTACT US

We have four main customer service divisions; please state your question(s) clearly and contact us via the respective email. Our staff will schedule a call with you if needed.

General questions – info@cchicertification.org

Initial application and CCHI account – apply@cchicertification.org

Scheduling and testing – info@cchicertification.org

Certification renewal – renewal@cchicertification.org

Certification Commission for Healthcare Interpreters
1725 I Street NW, Suite 300
Washington, DC 20006