



AND



Present:

“THE COMMUNITY INTERPRETER” (TCI)

Professional Training for Bilingual Staff and Community Interpreters

“A program of the Cross Cultural Communications Group from Maryland”

A New Approach to Interpreter Training

Today, a 40-hour training grounded in national ethics and standards is the minimum needed to develop the professional skills and knowledge of interpreters in health and human services.

However, most interpreter trainings in the U.S. focus on medical interpreting for freelance or staff interpreters. There is an urgent need for community interpreter training that targets *bilingual staff and freelance interpreters* who work in a broad sector of community services. *THE COMMUNITY INTERPRETER* meets these needs.

How "THE COMMUNITY INTERPRETER" Unfolds

THE COMMUNITY INTERPRETER is a dynamic, skills-based 40-hour program presented in five units. These units may be taught in the order presented or adapted to the needs of the audience. The program can be extended to 60 hours.

Each of the five units in the 370-page training manual includes sections on core content, skills, exercises and review. The curriculum's role plays, case studies, exercises and activities are taken from a broad sector of community services.

UNIT ONE: Ethics and Conduct:

Overview of the Profession, Language Proficiency Testing and Interpreter Certification, Language Access Laws, Codes of Ethics; Codes of Conduct, A Code of Ethics for Community Interpreters (annotated NCIHC national code), Applying Codes of Ethics and Conduct in the Field

UNIT TWO: The Interpreted Session:

Overview of the Session: modes, roles, skills and components of the session; Assignments, Preparation, Introductions; The Session: managing the flow, terminology, challenges; Mediation; Post Session: reporting, processing, self-monitoring/assessment, professional development; Core skills: positioning, first and third person, register and role shifts, vulgarity, memory; development, ethical decision-making, note taking, etc.; Use of dictionaries and aides and Translation and Sight Translation

UNIT THREE: Culture and Mediation

Culture and the Interpreter: Culture and cultural competence; Cultural constructs; meaning and mediation; stereotyping and bias; Interpreting vs. Mediation; Definitions; "incremental intervention" (C. Roat, *Bridging the Gap*); appropriate interpreter roles and boundaries; Assessing need; steps for mediation; CHIA decision-making guidelines; Intervention techniques and mediation skills; problem words; Agents for Change: educating the organization and community about culture and interpreting; Beyond Culture: advocacy, accompaniment, case management and other challenges

UNIT FOUR: Community Services

Interpreting in Health Care ▪ Interpreting in Educational Settings ▪ Interpreting for Human Services: *This unit will be presented according to the needs of the audience. If participants come primarily from one sector, that sector will be the main focus of the unit*

UNIT FIVE: Standards of Practice

Challenges and Solutions

- Ethics, Conduct and Standards: How Are They Connected?
- Standards of Practice for Community Interpreters: Annotated NCIHC standards; applying NCIHC to community interpreting; best practices in the field
- Applying standards of practice: practical strategies; solutions that work;
- Professionalism; Professional Boundaries (learn to say, "No")
- Educating Providers and Colleagues (culture, language, working with interpreters)
- Interpreter Safety and Well Being
- Professional Associations; Professional Development

RESOURCES

- Codes of ethics, language access laws and CLAS standards
- Workplace resources (e.g., videos, books, cultural profiles, refugee health)
- Terminology: dictionaries, glossaries and Internet resources
- Documents to show supervisors (translation, on-site vs. telephonic interpreting, etc)
- Interpreter training manuals, self-study resources and more

Participants of the COMMUNITY INTERPRETER receive the following materials:

- 1) One copy of the participant manual: (4th ed., 2009)
- 2) An exercise workbook. (2009).

TCI- The Community Interpreter – ARCH Fall Class Schedule

Dates: TBD (To be determined)

Location: TBD (to be determined, Saint Paul, MN)

Early registration is encouraged!

For more information, call 651-789-7897 ext. 117 or send an email to ifajardo@archlanguage.com



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PRESENT

THE COMMUNITY INTERPRETER

Professional Training for Bilingual Staff and Community Interpreters

The Community Interpreter is a ground-breaking 40-hour certificate training program that targets the special needs of bilingual staff who interpret and other community interpreters who work in health care, schools and/or human and social services. The course includes information and training on:

- ❑ *National ethics and standards of practice for interpreters.*
- ❑ *Basic skills: pre-session preparation, introductions, positioning, register, tone, halting the session, note-taking, memory skills, closing the session.*
- ❑ *Types and modes of interpreting.*
- ❑ *Legal obligations of interpreters (Title VI, impartiality, reporting abuse, disclosing conflicts of interest, etc.).*
- ❑ *Interpreter roles: interpreting and mediation (in and outside the session).*
- ❑ *Setting boundaries: interpreter neutrality and ethical decision-making.*
- ❑ *Culture and cultural mediation: cultural competence; cultural practices; bias and discrimination; educating clients and colleagues about culture and interpreting.*
- ❑ *Interpreter certification, proficiency testing and professional development.*
- ❑ *Information on community systems (K-12 schools and U.S education; human and social services; U.S. health care), and how medical interpreting has paved a professional path for all community interpreters.*
- ❑ *Expert guidance on how to adapt interpreter ethics and standards to a bilingual employee's workplace: handling clients who cling and colleagues who ask for too much interpreting; addressing conflicts with supervisors; when "extra services" to clients are acceptable; how workplace and interpreter ethics may collide; advocacy; promoting equal access to services; what interpreters should never translate (and why); insurance and liability; the interpreter as an agent for change.*

This dynamic, interactive training incorporates role plays, activities, videos, exercises and group discussion. The manual, over 350 pages, offers detailed resources (books, dictionaries, training manuals, videos, online glossaries etc.). After graduation, interpreters receive a certificate.



AND



Present

THE COMMUNITY INTERPRETER (TCI)

The Community Interpreter is the only national 40-hour licensed certificate program for community interpreting. It is also the most comprehensive, in-depth program anywhere in the U.S. for community interpreters who work across a broad spectrum of services. It is designed for interpreters in health care, education and community services (government and nonprofit human and social services).

The Community Interpreter supports national ethics and standards of practice. The course covers ethics, interpreter roles, basic skills (from pre-session to post-session), positioning and terminology, modes of interpreting, steps for sight translation, cultural mediation, and other vital skills. In addition, the program offers an overview of the profession and discusses interpreter certification.

This dynamic, interactive program emphasizes skills building, role plays, small group work, video vignettes, discussion and case studies which provide hands-on experience for skills development. Video segments offer demonstrations, and a 370-page training manual is included.

Audience: TCI is targeted to bilingual staff and contract interpreters in health care, education, social services and community services (e.g., hospitals and health departments, K-12 schools, family planning, domestic violence, housing, senior centers, law enforcement, sexual assault services, refugee resettlement, community colleges, Head Start, etc.).

Requirements: All interpreters interested in the participating will need to be tested for language proficiency prior to training. For details about testing email us at info@archlanguage.com. Cross-Cultural Communications offers guidance on language testing and reserves the right to conduct phone interviews to assess eligibility.

The program includes a two-hour written assessment on the last day of training and offers three levels of certificates for successful candidates:

Level 1: Qualified Interpreter

Level 2: Professionally Trained Interpreter

Level 3: Hospitality Interpreter

Cost: \$575 and a separate \$75 fee for language proficiency testing (some candidates may require two \$75 tests; for others, the fee may be higher (about \$155) if they speak less common languages). Please email us at info@archlanguage.com for details.

Tuition covers one copy of the participant manual (4th Edition 2009, 370 pp), an exercise workbook as well as breakfast and snacks, and the TCI certificate.

About Cross-Cultural Communications:

Cross-Cultural Communications delivered its first community interpreter training in February 2000 for the Johns Hopkins School of Medicine in Baltimore. Since then, CCC has become a national leader in training curricula for community interpreters working in education, health care and community services.

Testimonials about the Community Interpreter

- **The program** is unique because it is designed for either interpreters in health care, schools or community services OR interpreters who work in all three areas.
- **The Community Interpreter** guides participants through the often chaotic environment of community services with frankness and illuminating exercises. While staunchly promoting the highest professional standards in the field

It's a new Approach to Interpreter Training

Some experts comment that today, a 40-hour training grounded in national ethics and standards is the minimum needed to develop the professional skills and knowledge of interpreters in health and human services.

Most interpreter trainings in the U.S. focus on medical interpreting for freelance or staff interpreters. There is an urgent need for community interpreter training that targets *bilingual staff* and *freelance interpreters* who work in a broad sector of community services. *THE COMMUNITY INTERPRETER* meets these needs.

How "THE COMMUNITY INTERPRETER" program unfolds

The TCI program is presented in five units. These units may be taught in the order presented or adapted to the needs of the audience. Each of the five units is in the 370-page training manual includes sections on core content, skills, exercises and review. The curriculum's role plays, case studies, exercises and activities are taken from a broad sector of community services.

UNIT ONE: Ethics and Conduct

UNIT TWO: The Interpreted Session

UNIT THREE: Culture and Mediation

UNIT FOUR: Community Services

UNIT FIVE: Standards of Practice

THE COMMUNITY INTERPRETER REGISTRATION FORM

Please read CAREFULLY the registration policies and procedures below. After reading, fax, mail, or e-mail the registration form. Payment must arrive no later than the scheduled payment date (see calendar for details). Please make out checks to ARCH Language Network. . Send forms and checks to:

ARCH LANGUAGE NETWORK
1885 University Avenue West Suite 75
Saint Paul, MN 55104

Phone: 651-789-7897 Fax: 651-789-7898 Email: info@archlanguage.com or ifajardo@archlanguage.com

Name: _____

Title: _____

Organization Name: _____

Address: _____

City/State/Zip: _____

Phone: _____ Fax: _____ Email: _____

Program title/Date(s): Fee: _____ Languages spoken besides English: _____

Other training(s) attended (if applicable): _____

PLEASE PRINT CLEARLY! THANK YOU.

Registration Policies and Procedures

1. Upon receipt of the registration form, an email confirmation of registration will be sent to all applicants who provide a valid/current email addresses.
2. Payment in full can be made by check or credit card. Late payment fees are \$75.
3. If cancellations are received by three business days prior to the initial training date, a credit voucher for the full amount will be issued upon written request. It can be used as payment toward other trainings offered by ARCH.
4. **All applicants should attach a resume with their registration form.** They may receive a screening interview by phone.

Payment by credit card (*payment may also be made over the phone at 651-789-7897 ext. 117 and/or 118*)

Name on card (if different from above): _____

Address for card (if different from above): _____

Please charge: \$ _____ to my VISA MASTERCARD (please circle)

Card Number: _____ Exp Date: _____

3-digit security # (on back of card): _____

Purchase Order # (if applicable): _____

Signature authorizing charge: _____