Candidate’s Examination Handbook

UPDATED JULY 2014

Core Certification Healthcare Interpreter™ (CoreCHI™)
Certified Healthcare Interpreter™ (CHI™)
## Table of Contents

**OVERVIEW**

- Scope of this Handbook .......................................................... 3
- Introduction .............................................................................. 3
- History ...................................................................................... 3
- Using This Handbook .............................................................. 4
- What is a Certification Credential? ........................................... 5
- What is a CCHI “Core Certification Healthcare Interpreter™”? ....... 6
- What is a CCHI “Certified Healthcare Interpreter™”? ................ 8
- The Examination ....................................................................... 9

**APPLYING FOR CCHI’s CREDENTIALS** .................................... 11

- Application Guidelines ............................................................ 11
- Eligibility Guidelines ................................................................. 14

**PREPARING FOR THE EXAM** ..................................................... 26

- Study Tips .................................................................................. 26
- Logistics ..................................................................................... 29

**AFTER THE EXAM: WHAT YOU SHOULD KNOW** .................... 32

- Appeal Processes ..................................................................... 32
- Record Maintenance ................................................................. 33
- Examination Results ............................................................... 34

**MAINTAINING YOUR CERTIFICATION** ........................................ 36

- Disciplinary Policy for Candidates and Certification Holders ....... 41

**APPENDIX A: Frequently Asked Questions Related to the Application Process** .............................................................................. 47

**APPENDIX B: Frequently Asked Questions Related to Continuing Education** ............................................................................... 53

**APPENDIX C: Template for Documentation of Continuing Education** ......................................................................................... 60

**APPENDIX D: Sample Examination Questions** .............................. 61

**APPENDIX E: ADA Accommodation Request Form** ...................... 64

**APPENDIX F: Work History Verification Letter and Affidavit** .......... 67

**APPENDIX G: Application Timeline and Checklist** ....................... 70

Copyright 2014 Certification Commission for Healthcare Interpreters. All rights reserved.
SCOPE OF THIS HANDBOOK

CCHI’s Candidate Examination Handbook has been prepared for the use of individuals who are applying to CCHI to participate in its certification program or have been determined eligible for CCHI’s examinations.

INTRODUCTION

Congratulations on taking the first step toward becoming a certified healthcare interpreter. The Certification Commission for Healthcare Interpreters (CCHI) welcomes you to our healthcare interpreter certification program.

Our primary goal is to provide a process that will enhance the profession of healthcare interpreting and in turn benefit the communities that are in need of healthcare interpreters. CCHI has brought together the necessary stakeholders through a non-profit 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. For more information on CCHI, please see www.cchicertification.org.

HISTORY

Healthcare interpreting has been vibrant over the last twenty-five years. There have been many who have been instrumental in developing the profession and working toward certification. CCHI has the distinct honor of having the 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 Commissioners and Advisors 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 http://www.cchicertification.org/history/history.

**USING THIS HANDBOOK**

This handbook is intended for use by individuals 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.

This handbook provides information on preparing for CCHI’s examinations including: eligibility requirements; application procedures; and examination administration.

This document is **ONLY INTENDED AS A GUIDE** and only applicable to individuals participating in CCHI’s certification programs. CCHI’s information, procedures, and fees detailed in this publication may be amended, revised, or otherwise altered at any time and the most current information is available on CCHI’s web site (www.cchicertification.org).

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.

All correspondence and requests for information concerning the administration of CCHI examinations should be directed to info@CCHIcertification.org.
WHAT IS A CERTIFICATION CREDENTIAL?

A certification credential is something that shows a person has attained a specific goal or objective. CCHI is offering two different types of certification credentials: a core certification assessing the interpreter’s professional knowledge and a language-specific performance certification.

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 knowledge of healthcare interpreting; and
- Oral performance which includes a demonstration of interpreting skills in both consecutive and simultaneous interpreting, sight translation and translation.

These distinct areas of professional knowledge and skills have become the foundations for the two certification examinations and two respective certification credentials. **CCHI currently offers two certifications:**

**Core Certification Healthcare Interpreter™ (CoreCHI™)** – A CoreCHI™ certificant has been tested on a critical part of the knowledge, skills and abilities that are required of a healthcare interpreter. The CoreCHI™ examination assesses the core professional knowledge as well as critical thinking, ethical decision-making, and cultural responsiveness skills and abilities needed to perform the duties of the healthcare interpreter regardless of the language they interpret. The CoreCHI™ certification is available for interpreters of all languages except those for which an oral performance examination exists.

CoreCHI™ is the one and only certification which every healthcare interpreter of every language needs to have and can achieve today.

**Certified Healthcare Interpreter™ (CHI™)** – A CHI™ has been tested on both areas of professional knowledge. A CHI™ must first complete the CoreCHI™ written examination and an oral performance examination testing the individual’s language-specific interpreting skills and abilities in consecutive and simultaneous interpreting, sight translation and translation. **The CHI™ credential is currently available for Spanish, Arabic and Mandarin interpreters.**
WHAT IS A CCHI “CORE CERTIFICATION HEALTHCARE INTERPRETER™”? 

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: http://www.credentialingexcellence.org/.

The CoreCHI™ certification is awarded to those individuals who meet all the educational and examination requirements for core certification as a healthcare interpreter regardless of the language of interpreting.

A CoreCHI™ has been tested on the most critical knowledge related to managing an interpreting encounter; healthcare terminology; interacting with other healthcare professionals; preparing for an interpreting encounter; and cultural responsiveness (see a 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.

CoreCHI™ is a core professional certification. The next step for a professional is to seek language-specific certification. When CCHI develops new oral examinations, interpreters in those languages will have one year to take the examination (see page 7 for more information).

BENEFITS OF EARNING A CCHI CoreCHI™ CERTIFICATION

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

Some of the benefits of earning a CCHI CoreCHI™ certification include:

- **Personal Pride** – Earning CCHI’s CoreCHI™ certification documents that one has the knowledge necessary to be a healthcare interpreter.

- **Lifelong Learning** – To maintain CCHI’s CoreCHI™ certification, CCHI CoreCHI™ designees must complete required continuing education (see page 36).
**Professional Advantage** – Employers and agencies likely will look at healthcare interpreter certification as a measure of competence. Having CCHI’s CoreCHI™ certification can make you a more desirable candidate when applying for a new job.

**Recognition** – CCHI CoreCHI™ certificants have earned the right to use the CoreCHI™ certified credential mark after their names.

---

**CORE CERTIFICATION HEALTHCARE INTERPRETER™ CERTIFICATION**

The CCHI Core Certification Healthcare Interpreter™ certification is the first certification, the foundation credential for all healthcare interpreters. The CCHI Core Certification Healthcare Interpreter™ examination is a computer-based, multiple-choice exam in English that covers the basics of healthcare interpreting.

The CoreCHI™ certification identifies individuals who possess the core professional knowledge required of a healthcare interpreter regardless of the language(s) in which they interpret. The CoreCHI™ written examination also measures their critical thinking and ethical decision-making abilities and skills as well as cultural responsiveness.

Once an interpreter is awarded this core certification credential, they are ready to pursue a language-specific certification which is currently available in Spanish, Arabic, and Mandarin (see page 8 for more information). As CCHI develops its oral performance examination in other languages, CoreCHI™ interpreters who work in those languages will have to take and pass the oral performance examination within one year – the individual’s CoreCHI™ credential will lapse and the individual, if they pass the oral performance exam, will be granted the CHI™ credential in the relevant language.
WHAT IS A CCHI “CERTIFIED HEALTHCARE INTERPRETER™”?

The CHI™ credential is the language-specific performance certification which is currently available for interpreters of Spanish, Arabic and Mandarin. This certification examination assesses not only the knowledge of the healthcare interpreter, but also the language-specific skills in consecutive, simultaneous and sight translation modes of interpreting and translation. CCHI is committed to developing new oral performance examinations in the future.

BENEFITS OF EARNING A CCHI CHI™ CERTIFICATION

The benefits of CCHI's CHI™ certification are far-reaching – positively impacting not only the interpreters who maintain CHI™ certification, but also their employers and their communities. Some of the benefits of earning a CCHI CHI™ certification include:

- **Personal Pride** – Earning CCHI’s CHI™ certification is the mark of healthcare interpreter excellence.
- **Lifelong Learning** – To maintain CCHI’s CHI™ certification, CCHI CHI™ certificants must complete required continuing education (see page 36).
- **Professional Advantage** – Employers and agencies will likely regard healthcare interpreter certification as a measure of competence. Having CCHI's CHI™ certification can make you a more desirable candidate when applying for a new job.
- **Recognition** – CCHI CHI™ certificants have earned the right to use the CHI™ certified credential mark after their names.

CERTIFIED HEALTHCARE INTERPRETER™ (CHI™)

The CCHI Certified Healthcare Interpreter™ must pass a two-part examination that covers the basics of healthcare interpreting and a demonstration of interpreting skills in both consecutive and simultaneous interpreting. A healthcare interpreter will take CCHI’s CoreCHI™ examination (an English, multiple-choice examination) first. Once the candidate passes the CoreCHI™ examination, the candidate is eligible to take the CHI™ examination (an oral performance exam that includes a number of vignettes testing consecutive and simultaneous interpreting, plus sight translation via headsets with oral answers and translation). Currently, CCHI offers the CHI™ certification in Spanish, Mandarin and Arabic, with additional languages to follow.

When CCHI has an oral performance examination available in your language, you must take and pass both the CoreCHI™ and CHI™ examinations to obtain the CCHI Certified Healthcare Interpreter™ certification.
THE EXAMINATION

CoreCHI™ EXAMINATION

A computer-based, 100-question, four-option multiple-choice exam in English. This examination will cover core knowledge of healthcare interpreting and is the same examination as that taken by those seeking the CCHI Certified Healthcare Interpreter™ certification. The CCHI Core Certification Healthcare Interpreter™ examination focuses on the following five categories of knowledge, skills and abilities:

- **Managing an Interpreting Encounter**
  Theories and best practices identified in healthcare interpreting for all modes of interpretation.

- **Understanding Healthcare Terminology**
  Medical terminology found in healthcare interpreting, including dental and mental health terminology.

- **Interacting with Other Healthcare Professionals**
  Best practices when working with the healthcare team, including advocacy and how it is properly employed based on healthcare interpreting scope of practice.

- **Preparing for an Interpreting Encounter**
  Demonstration of knowledge based on medical terminology, scope of practice, code of ethics, and expectations of the health team and clients.

- **Cultural Responsiveness**
  Knowledge of the culture of the client, healthcare environment, and healthcare professionals.

The CoreCHI™ exam is 120 minutes long. Before the examination is launched, candidates have 20-30 minutes for the proctor to explain the testing procedure, and to read the instructions; this time is not counted towards the examination time. The preliminary score for the CoreCHI™ examination is available immediately after the test is electronically submitted.

The CoreCHI™ examination is administered year-around and delivered online in a secure proctored test center environment in all 50 states of the U.S. and in Canada. Please locate a test center nearest to you before you apply. The list of the test centers can be found at [http://www.cchicertification.org/testing-centers-a-schedule/testing-centers-a-schedule](http://www.cchicertification.org/testing-centers-a-schedule/testing-centers-a-schedule).
CHI™ EXAMINATION

A computer-based oral performance exam that requires a demonstration of interpreting skills in all three modes of interpretation (consecutive, simultaneous, and sight translation) and translation. The examination is conducted online, is scored by independent raters, and focuses on the following two categories of knowledge, skills and abilities:

- **Interpreting in a Healthcare Environment**
  Interpret spoken communication accurately and completely within a cultural and environmental context.

- **Sight Translate and Translate Healthcare Documents**
  Sight translating and translating written communication accurately and completely within a cultural and environmental context.

The CHI™ exam is 60 minutes long. Before the examination is launched, candidates have approximately 30 minutes to read the instructions, and take a Sample test to test the headsets. This time is not counted towards the examination time. The score for the CHI™ examination is available 6-8 weeks after the examination date.

The CHI™ examination is administered only during certain testing “windows” each quarter, and delivered online in a secure proctored test center environment in the U.S. and in Canada. The list of the test centers and the current CHI™ testing schedule can be found at [http://www.cchicertification.org/testing-centers-a-schedule/testing-centers-a-schedule](http://www.cchicertification.org/testing-centers-a-schedule/testing-centers-a-schedule).
Applying for CCHI’s Credentials

APPLICATION GUIDELINES

GENERAL INFORMATION

All applicants must submit their applications online at the CCHI web site at: http://www.cchicertification.org/get-certified-basic-steps/guided-certification-steps

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 also pay an application fee. The application fee is non-refundable.

Incomplete applications (i.e., missing the required documentation or application fee) will be automatically rejected.

All applications are processed within 30 days of receipt. Once an applicant is determined eligible to take the CCHI examinations, the applicant must pay the relevant examination fee prior to scheduling an examination date. Approved applications are valid for six (6) months. If an applicant does not pay the CoreCHI™ examination fee 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.
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.

AMERICANS WITH DISABILITIES ACT

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 at the time of application and no later than 4 weeks before scheduling an exam of the applicant’s need for an accommodation.

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

- If a special need or disability is present at the time of paying for a CCHI examination and before receiving a Notice to Schedule, the applicant should choose the “Request Accommodations” option after they select the orange “Submit for scheduling” 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 ADARequest@CCHIcertification.org CCHI’s ADA Accommodation Request Form (this form is in Appendix E of this handbook).

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 application will not be considered complete and reviewed without the ADA Accommodation Request Form. This form and accompanying documentation may be submitted to: ADARequest@CCHIcertification.org.
The documentation provided in CCHI’s ADA Accommodation Request Form (online or via email) must not be more than three years 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 required 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. 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; 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.

All accommodation determinations will be made by CCHI at its discretion.

Failure to notify CCHI of needed accommodation(s) in one’s application or at least 4 weeks prior to scheduling an exam may result in the accommodations not being available at the time of the examination.

Applicants shall not hold CCHI accountable for any lack of appropriate accommodation deriving from the applicant’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.
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 very 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. These are some of the factors that have been considered:

- The current state of the healthcare interpreting field;
- 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 a reasonable chance to the individual of passing the examination); and
- An equitable opportunity for all applicants regardless of their working languages.

Applicants for CCHI CoreCHI™ and CHI™ certifications must meet all of the following requirements:

- Eighteen (18) years of age;
- Graduation from a U.S. high school or its equivalent, including an equivalent from an educational program outside the United States;
- Language proficiency in English and target language; and
- Completion of a minimum of 40 hours of training (not experience) in healthcare interpreting.

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. Currently, CCHI does not require that an applicant provide evidence of their language proficiency to register. However,
it is important that an applicant is able to produce documentation of language proficiency as CCHI will be auditing a sample of individuals who successfully pass the CoreCHI™ examination as a condition of receiving or maintaining their CCHI Core Certification Healthcare Interpreter™ certification.

For those applicants applying for the CHI™ certification and for whom an oral performance examination is available, the applicant’s language proficiency in English and the other language will be assessed as part of the oral performance examination.

For those applicants who are applying for the CoreCHI™ certification, CCHI does not test or assess an individual’s language proficiency.

Proof of at least one the following in each category will meet the proficiency requirements:

**English Proficiency**

- A high school diploma, or its equivalent, from an English speaking country.

- 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 an oral proficiency interview for an agency or employer that required you to perform your duties in English.

**Other Language Proficiency**

- A high school diploma, or its equivalent, with classes taught in the other language.

- Growing up speaking the other language at home and in the community, along with some formal study of the language at the post-secondary level.

- Successful completion of extensive coursework at the post-secondary level, with the majority of classes conducted in the other language.

- Time spent studying and/or working in a country where the applicant was required on a daily basis to perform tasks at a professional level in the other language.

- Successfully passing an oral proficiency interview for an agency or employer that required the applicant to perform duties in the other language.
Applicants for the Core Certification Healthcare Interpreter™ (CoreCHI™) certification should also be aware that some employers or agencies may require additional evidence of language proficiency in addition to the CoreCHI™ certification. Employers or agencies may require or recognize verification of language proficiency in a number of ways including:

- Successful passage of an established interpreter certification exam (that includes an oral performance test), such as:
  - The Federal Court Interpreter Certification Exam (FCICE)
  - Any National Center for State Court (NCSC) exam
  - Other well recognized and established certification exams

- Successful passage of any interpreting skills proficiency test from a reputable testing organization.¹

- Successful passage of any language proficiency test from a reputable testing organization.²

**PREREQUISITE: 40 HOURS OF HEALTHCARE INTERPRETER TRAINING**

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).

---

¹ Some employers or agencies may consider reputable testing organizations to include only those who can provide evidence of reliability and validity in both test development and administration stages.

² Some employers or agencies may consider reputable testing organizations to include only those who can provide evidence of reliability and validity in both test development and administration stages and who measure language proficiency against a well-established scale such as the American Council of Teachers of Foreign Language (ACTFL); the Inter-Agency Language Roundtable (ILR) scale; or the Common European Framework of Reference for Languages (CEFR) scale.
For the on-the-job training to be accepted, the provided information 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, 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.

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 workshops 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 interpreter 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 a total of five hours from both of these trainings 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 community 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 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.

**VERIFICATION**
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 (see Disciplinary Policy on page 41).

**NOTIFICATION OF ADMISSION OR NON-ADMISSION TO EXAMINATION**

Applicants will be notified on the status of their application (i.e., accepted or not accepted) via electronic mail within 30 days 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, in writing, regarding the denial of eligibility. For an Application Timeline and Checklist, see Appendix G.

**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/credentialed individual who legally changes their name should immediately notify CCHI by mail or e-mail to apply@CCHIcertification.org and enclose a copy of a 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 SITE**

Information on admission to the testing site will be provided in your Notice of Admission received 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 up to the withdrawal deadline set up by CCHI. Because of the requirements for scheduling the examination, individuals who do not take the examination will not have their fees refunded.
RE-APPLYING FOR THE EXAMINATION

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

Candidates may take the CoreCHI™ examination once every 90 days, and the CHI™ examination once every 90 days, or in the next testing window, whichever occurs first. Candidates are allowed up to three re-takes within one year. The waiting time between retakes is mandatory in order to preserve the integrity of the tests and allow the candidate to improve their knowledge and performance.

FEES AND PAYMENT METHODS

The fees will be structured as follows:

- **Application Fee ($35)** – 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 pay the CoreCHI™ examination fee 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 ($175)** – this fee covers the cost of taking, scoring, and maintaining the CoreCHI™ multiple-choice examination.

- **CHI™ Examination Fee ($275)** – this fee covers the cost of taking, scoring, and maintaining the CHI™ oral performance examination. CHI™ candidates must pay for and schedule 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.

**Fee Payments**

Both examination fees are for one administration of the exam and are non-refundable. Candidates who fail an exam must pay the exam fee again, before they can schedule a re-take. All fees are set by CCHI and are subject to change at the sole discretion of CCHI. Payments are made in U.S. dollars via Pay Pal. The online application process uses a secure server.
Forfeiture of Fees
Candidates who fail to arrive at the Testing Center 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.

Candidates who wish to reschedule their examinations must comply with CCHI’s test delivery vendors’ policy. If the candidate does not comply, the candidate will forfeit the examination fee. In addition, candidates arriving more than 15 minutes late for an examination will only be admitted for testing at the discretion of the Testing Center; if a candidate is not admitted because of late arrival, the candidate will forfeit the examination fee.

STATEMENT OF UNDERSTANDING

All individuals applying for CCHI’s CoreCHI™ and CHI™ credentials 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 if the applicant has already been awarded the credential prior to the discovery of the incomplete or inaccurate information.

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 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 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 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 and take the CHI™ oral performance examination. I understand that if I do not take 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 any examination fee is non-refundable and is for one exam administration only. I understand that if I fail either the CoreCHI™ written multiple-choice or CHI™ oral performance examinations, I may retake either examination up to three times within one year.

If I am informed that my application to take the 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 have SIX (6) months from the date my application is approved to pay the CoreCHI™ examination fee and schedule the examination. If I fail to pay the CoreCHI™ examination fee within these 6 months, my application becomes inactive, and I will have to re-apply and pay a new application fee.

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.”
CONFIDENTIALITY

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 protect applicant and candidate privacy:

■ With candidate 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.

■ Official exam results are sent via e-mail to candidates only.

■ CCHI may provide verification of certification without authorization.

CCHI will maintain a system of safeguarding confidential information provided by applicants/candidates and those granted certification/credentials.

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.
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.

It’s 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.

NOTE: CHI™ candidates must first take and pass the CoreCHI™ multiple-choice examination before they are eligible to schedule the CHI™ oral performance examination. CHI™ candidates have ONE (1) year in which to pay for and take the CHI™ oral performance examination. If such candidates do not take the CHI™ oral performance examination within one year, they must pay the CoreCHI™ examination fee again and retake the CoreCHI™ multiple-choice examination before taking the CHI™ oral performance examination.
STUDY TIPS

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 CCHI’s Test Content Outline (see page 27) for an overview of the topics that will be included on the examination. Review other materials provided by CCHI on the website at http://www.cchicertification.org/certification-resources/certification-resources.

IDEAS FOR PREPARING

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 http://www.cchicertification.org/certification-resources/certification-resources):


- California Healthcare Interpreter Association’s California Standards for Healthcare Interpreters: http://chiaonline.org/standards/

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 http://www.cchicertification.org/certification-resources/mini-glossary-signup.

FAMILARIZE YOURSELF WITH THE COMPUTER

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. If you cannot find healthcare interpreting practice exams on-line, don’t worry. You will be given instructions at the test site on how to take the computer-based test.

REVIEW THE SAMPLE QUESTIONS INCLUDED IN THIS GUIDE

Reviewing practice 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 D.

REVIEW CCHI’s TEST CONTENT OUTLINE

To prepare for the examination, we recommend you review CCHI’s Test Content Outline, available at: http://www.cchicertification.org/images/pdfs/testoutline.pdf.

While more detailed information is available in CCHI’s report analyzing its national Job Task Analysis, the overview of the examination is as follows:

**CoreCHI™ Examination – Managing Healthcare Interpreter Functions**

- Manage an Interpreting Encounter: 30% - 35%
- Healthcare Terminology: 22% - 25%
- Interact with Other Healthcare Professionals: 20% - 24%
- Prepare for an Interpreting Encounter: 16% - 20%
- Demonstrate Cultural Responsiveness: 3% - 6%
The CoreCHI™ examination is a computer-based, 100-question, four-option multiple-choice examination administered in English. Applicants are limited to two hours to complete the CoreCHI™ examination.

**CHI™ Oral Performance Examination – Interpreting in a Healthcare Environment**

- Interpret Consecutively 75% - 80%
- Interpret Simultaneously 10% - 15%
- Sight Translate/Translate Healthcare Documents 10% - 15%

The CHI™ exam is a computer-based oral performance examination. The exam is time-limited. Including time to review instructions and sample problems, it should take approximately one and one-half hours to complete. The length of the examination itself is 60 minutes.

It consists of four consecutive interpreting vignettes (bi-directional, English to/from the non-English language), two simultaneous interpreting vignettes (unidirectional, one non-English language and one English), three brief sight translation passages from documents that healthcare interpreters might encounter in their work to sight translate into the non-English language, and testing of translation skills from English to the non-English language.

**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 so that the day of the examination you will be prepared to go directly to the examination site.

**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 on our website at: [http://www.cchicertification.org/certification-resources/certification-resources](http://www.cchicertification.org/certification-resources/certification-resources).
LOGISTICS

On the day you are scheduled to take your examination, please arrive at the test center at least thirty minutes before your scheduled examination time.

IF YOU ARRIVE MORE THAN 15 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 22).

IDENTIFICATION

At the test center, you must present the identification required by CCHI’s testing vendor and outlined in your examination scheduling notice.

TESTING PROCEDURES

Report to your designated test center location on the day of the examination at the time you were instructed when your appointment was scheduled. If you arrive more than 15 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 CHI™ exam, the test center will provide paper and pen/pencil for note taking. You may not bring your own paper and pen/pencil. 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; or
- Food and beverage.
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. Bring ear plugs if you are sensitive to noise. If you choose to bring earplugs, they will be subject to examination by the testing center staff.

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.
For the written examination, bring earplugs if you are sensitive to ambient noise. If you choose to bring earplugs, they will be subject to examination by the testing center staff. Headphones are not permitted.

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.

Computer-based tests are delivered via secure Internet connections. Internet connections are subject to the local Internet providers in the area.

While it is not the norm, Internet 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 Exam: What You Should Know

APPEAL PROCESSES

ELIGIBILITY

If you believe that your examination application was denied due to a misunderstanding regarding the amount or nature of your training, you may submit an appeal, in writing. This must be submitted either via the online application system at https://cchi.learningbuilder.com or, in some cases, via e-mail to appeal@CCHIcertification.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, a letter will be sent electronically either confirming or reversing the earlier decision. No additional application fee is required.

GENERAL POLICIES AND PROCEDURES

Any appeal regarding basic policies and procedures should be submitted via e-mail to appeal@CCHIcertification.org. The appeal must provide information or documentation that assists in evaluating the appeal. CCHI will consider appeals relating to its policies and procedures.

QUESTIONS ABOUT EXAMINATION QUESTIONS

If you feel that any of the questions on your examination had no correct answer or were faulty in any way, you should send an e-mail, within five days of taking your test, to: info@CCHIcertification.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 also inform your test center supervisor and ask him/her to submit an irregularity report, although you should 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.
- Problems with pictures or graphics.
- Problems with the test center or audio equipment.
- Other problems.

Your feedback will be used to review the item statistics and validate the final scoring of the examination.

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” reprinted earlier in this handbook. 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 when applying for recertification/recredentialing. 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 page 36, Maintaining Your Certification).
EXAMINATION RESULTS

HOW IS YOUR CoreCHI™ EXAMINATION SCORED?

Candidates will receive preliminary results from the written examination at the test center, immediately after finishing the test. **Official results will be emailed within approximately four to six weeks of completing the CoreCHI™ examination.**

The CoreCHI™ exam uses four-option, multiple-choice questions scored electronically. The total number of correct responses on each version (or “form”) of the test are 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. In addition to a scaled score, candidates are provided with a breakdown of scores by domain (e.g., managing an interpreting encounter; understanding healthcare terminology; interacting with other healthcare professionals; preparing for an interpreting encounter; and cultural responsiveness). Domain scores are reported as percentages of the correct answers within each test domain to help candidates identify weaker areas for future study in case a candidate doesn’t pass the examination. Because each domain has a different number of questions, you cannot add up the domain percentages to obtain your score. For more information on the domains, see CCHI’s Test Content Outline on page 27.

The method of scoring is described in more detail on Page 16 of the *Technical Report on the Development and Pilot Testing of the CCHI Examination*. Prior to June 2014, the CoreCHI™ exam was called the Associate Healthcare Interpreter™ (AHI™) exam and is referenced as such in official publications prior to 2014.

HOW IS YOUR CHI™ EXAMINATION SCORED?

Candidates who take the CHI™ oral performance examination will not receive preliminary results upon completion of the CHI™ examination since this examination requires human scoring. **Candidates who take the CHI™ oral performance examination will receive official results within approximately ten to twelve weeks of completing the examination via email.**

The oral performance CHI™ examination consists of seven questions (or “vignettes”) scored by human raters and one four-option, multiple-choice question scored electronically...
as a single correct response. Raters score the examination by applying the Behaviorally Anchored Rating Scale which was developed and validated by CCHI’s Subject Matter Experts under the guidance of a nationally-recognized psychometrician. 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 is scored by two raters. Total scores are weighted according to CCHI’s Technical Report on the Development and Pilot Testing of the CCHI Examination (see page 12) 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 whether candidates scored low by section (e.g., consecutive interpreting, simultaneous interpreting, and sight translation) to help candidates identify weaker areas for future study in case a candidate doesn’t pass the examination.

MAINTENANCE OF CERTIFICATION – OVERVIEW

The Core Certification Healthcare Interpreter™ and the Certified Healthcare Interpreter™ certifications are valid for four years from the date when CCHI granted/issued the credential. This date is on the certificate you received from CCHI.

Individuals who are granted a Core Certification Healthcare Interpreter™ or Certified Healthcare Interpreter™ certification must complete continuing education within the four year period during which their credential is valid, in order to maintain their certification/credential. As long as the individual completes these requirements, the individual will not need to retake CCHI’s examinations. All certified interpreters will need to submit applications for renewal of their credential, proof of continuing education and any applicable fees by the due date specified by CCHI. For more information, please see our Credential Renewal web page at http://www.cchicertification.org/credentialed-interpreters/renewal-criteria.

There are two requirements to maintain your certification – educational requirements and work experience requirements.

MAINTENANCE OF CERTIFICATION – EDUCATIONAL REQUIREMENTS

All Core Certification Healthcare Interpreter™ or Certified Healthcare Interpreter™ practitioners must complete continuing education to maintain their certification. The continuing education requirement is 32 actual hours (classroom or contact) during the four year period for which the individual’s certification/credential is valid. Sixteen (16) hours must be completed in the first two years and sixteen (16) hours in the second two years.

Proof of continuing education must be submitted to CCHI at least three (3) months before the renewal of the certification is due.

Important: If a Core Certification Healthcare Interpreter™ or Certified Healthcare Interpreter™ practitioner does not submit their continuing education hours within the requested period of three (3) months before expiration of the certification, he/she will be
automatically removed from CCHI's roster and 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.

EXAMPLE: An individual is granted a CCHI credential in January 2011 which expires in January 2015. The individual must complete 16 hours of continuing education between January 2011 and January 2013 and an additional 16 hours between January 2013 and January 2015. The individual must submit an application for renewal by November 2014 to maintain the certification.

CCHI has two renewal applications. The first application covers the renewal requirements for the first two years of your certification. The second application covers the renewal requirements for the second two years of your certification. The fee to submit each renewal application is $150. Both renewal applications, once submitted, will cover the total four-year renewal cost of $300.

Credential holders can access their renewal applications by logging into their CCHI Profile at: https://cchi.learningbuilder.com.

MAINTENANCE OF CERTIFICATION – SUGGESTED CONTINUING EDUCATION CATEGORIES

The following subjects are suggestions of educational opportunities that may be applicable toward continuing education. Any subjects that do not fall into the recommended categories below will need to be evaluated by the CCHI to determine relevancy for continued professionalism and growth for a credentialed healthcare interpreter. Please go to the Renewal Criteria web page (http://www.cchicertification.org/credentialed-interpreters/renewal-criteria) for the most up-to-date information about continuing education guidelines.

- Healthcare Interpreting Training (either teaching or participating); see description on page 16 for what counts.
- Medical Terminology.
- Medical-Legal Terminology.
- Anatomy and Physiology.
- Conferences relative to general interpreting, such as healthcare interpreting, legal interpreting, conference interpreting and ATA conferences.
- Brown bags related to topics focused on healthcare or healthcare interpreting.
Advanced Healthcare Interpreting.

Ethics of Interpreting.

Courses or conferences in healthcare diseases, surgery, treatment, cultural competency in healthcare, safety, quality and cultural competency, Title VI and language access, bioethics.

NOTE: Webinar and Distance learning modalities are acceptable as long as confirmation of attendance is provided by an instructor or sponsor. CCHI will not accept an individual's registration confirmation for webinars or distance learning because registration does not confirm actual attendance. Individuals should note that many webinar or distance learning sponsors cannot confirm an individual's actual attendance since logging in to a webinar does not necessarily confirm the individual actually attends the webinar. Thus, individuals may not want to rely on this mode of continuing education unless a sponsor has methods of determining actual attendance.

All documents submitted to CCHI must be electronic. The documents must list the credential holder's name, the title of educational body, the name of the educational event or title, the number of actual hours attended, the date(s) of the event, and be signed by the event sponsor. For situations when the event sponsor does not provide documentation, CCHI offers a sample letter which certified/credentialed interpreters can get signed by the event sponsor to document attendance (see [http://www.cchicertification.org/images/pdfs/template%20for%20documentation%20of%20continuing%20education.pdf](http://www.cchicertification.org/images/pdfs/template%20for%20documentation%20of%20continuing%20education.pdf)).

MAINTENANCE OF CERTIFICATION – WORK EXPERIENCE REQUIREMENTS

CCHI requires that individuals who receive CCHI's CoreCHI™ or CHI™ certification must document 40 hours of healthcare interpreting experience as a condition of certification renewal. CCHI certifications are valid for four years – the healthcare interpreting experience must include 20 hours in years one and two and 20 hours in years three and four. The work experience may be as an employer, contractor, volunteer, or combination thereof.

CoreCHI™ and CHI™ recipients must submit verification of this experience as part of the renewal process. There are two options for verifying this 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.

**DEVELOPMENT OF NEW CHI™ EXAMINATIONS**

If an interpreter currently holds an Core Certification Healthcare Interpreter™ certification and CCHI develops a CHI™ oral performance examination in the spoken non-English language served by this interpreter (e.g., French, German or 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 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 oral test form.

**APPROPRIATE USE OF THE CCHI MARKS AND DESIGNATIONS**

Individuals who have met CCHI’s rigorous credentialing standards will be authorized to the exclusive use of the CCHI “marks” or designations (e.g., CoreCHI™, Core Certification Healthcare Interpreter™, CHI™, and Certified Healthcare Interpreter™) on their web sites, business cards, brochures, and other professional materials to distinguish themselves and receive acknowledgement for their accomplishment.

Bearers of CCHI’s marks have achieved and will maintain the required standard as defined by CCHI. The proper usage of the marks is a crucial part of your communications to current and prospective employers, agencies and patients. When properly used, they represent standards of excellence for healthcare interpreting and demonstrate your commitment to upholding these standards. It is essential that the marks are displayed in a clear and consistent way.

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 you abide by the rules adopted by CCHI.

CCHI will provide detailed information on the appropriate usage of these marks to all individuals who receive a CCHI certification (see http://www.cchicertification.org/credentialed-interpreters/understand-how-to-use-your-cchi-mark). Failure to comply with CCHI’s policies governing the use of its marks may result in disciplinary action and/or revocation of certification (see Disciplinary Policy on page 41).
Maintaining the integrity of CCHI’s Core Certification Healthcare Interpreter™ (“CoreCHI™”) and Certified Healthcare Interpreter™ (“CHI™”) credentials 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.

The Disciplinary Policy is the foundation of CCHI’s certification program and exemplifies the commitment of CCHI, Core Certification Healthcare Interpreter™ 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 maintains the 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™ 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™ or CHI™ certification. This may include, but is not limited to, the assignment of remedial education, formal criticism or censure, probation, suspension, and/or revocation of the CoreCHI™ or CHI™ certification (see Sanctions on page 45).

PROHIBITED ACTIONS AND BEHAVIOR

To be eligible to participate in CCHI’s certification programs, an individual must continuously comply with all of CCHI’s standards, policies, and procedures as set forth in the Disciplinary Policy and elsewhere. Actions which may constitute a violation of CCHI’s Disciplinary Policy include, but are not limited to:

- Cheating on an examination.
- Failing to pay fees or submit requested information.
- Making false, misleading, or deceptive statements, or providing false, misleading, or deceptive information in connection with an application for CCHI’s examinations or certification renewal.
- Violating Healthcare Interpreting Code of Ethics, Examination Policies, or other regulations or procedures including disclosure of examination content.
- Misrepresenting professional credentials (i.e., education, training, experience, level of competence, skills, and/or certification status).
- Advertising false, misleading, or deceptive information.
- Exceeding the scope of practice as defined by law or certification/credential.
- 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.
- Being convicted of a felony directly related to the performance of one's duties as a healthcare interpreter (see Criminal Convictions on page 43).
- Being convicted of any violation of a federal, state, or local statute, regulation, or ordinance directly related to the performance of one's duties as a healthcare interpreter (see Criminal Convictions on page 43).
- Engaging in conduct that evinces a lack of knowledge of, or lack of ability in, or failure to apply the prevailing principles and/or skills of the profession for which the individual has been credentialed.
- Misrepresenting the CoreCHI™ certification as documenting or assessing an individual's oral interpreting skills or abilities or language proficiency.
- Failing to report known or perceived prohibited behavior or activities by another individual.

**PENDING ACTIONS**

Applicants, candidates, CoreCHI™ 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 directly relating to public health or healthcare interpreting within ninety (90) days of such charge and shall provide documentation of the resolution of such charge within ninety (90) days of resolution.
CRIMINAL CONVICTIONS

An individual convicted of a felony directly related to the performance of one's duties as a healthcare interpreter shall be ineligible to apply for certification or credentials or renewals for a period of three (3) years from the exhaustion of appeals or final release from confinement (if any), whichever is later. Convictions of this nature include but are not limited to felonies involving rape, sexual abuse of a patient or child, actual or threatened use of a weapon or violence, and prohibited sale, distribution or possession of a controlled substance. A CoreCHI™ or CHI™ credential holder who is incarcerated, or for whom incarceration is pending shall be ineligible for taking examinations, receiving CoreCHI™ or CHI™ certification or renewing unless and until eligibility is reinstated.

FILING A COMPLAINT

CCHI expects any person concerned with a possible violation of the Disciplinary Policy to inform CCHI. Alleged violations are first referred to CCHI's Chair and then to the Disciplinary Review Committee, if review is warranted. Any individual may file a complaint 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 Chair to complaint@CCHIcertification.org. The email must include the individual's name, address, email and telephone number and a description of the alleged conduct 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 the Chair, including but not limited to a written testimonial from the individual who is the subject of the complaint.

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

If CCHI has reasonable cause to believe an individual has failed to comply with any part of this Disciplinary Policy, CCHI shall inform the individual of the basis for such belief and afford the individual an opportunity to explain or correct the alleged noncompliance.
After receiving the individual’s response and making further investigation as warranted by the circumstances, the CCHI Chair shall make a determination of the allegations. As needed, the Chair shall consult with counsel.

- If the Chair determines that the allegations are frivolous or fail to state a violation of CCHI’s rules or an individual can readily undertake corrective action to remedy the violation (e.g., misuse of marks), the Chair shall take no further action and so apprise the Commission and the complainant (if any).

- If the Chair determines that good cause may exist to deny eligibility or question compliance with CCHI rules, the Chair shall transmit the allegations to the Disciplinary Review Committee (which shall be comprised of the entire Commission or any committee designated for this purpose by the Commission).

- If the Disciplinary Review Committee determines the individual failed to comply in any way with this Disciplinary Policy, CCHI shall take appropriate disciplinary or corrective action, as discussed in the “Sanctions” section on page 45.

The Commission shall investigate the allegations after receipt from the Chair. If the Commission determines after such investigation that the allegations and facts are inadequate to sustain a finding of a violation of CCHI disciplinary rules, no further action shall be taken. The Commission and the complainant (if any) shall be so apprised.

If the Commission finds by majority vote that good cause exists to question whether a violation of this policy has occurred, the Commission shall transmit a statement of allegations to the individual by certified mail, return receipt requested, setting forth the applicable standard and a statement:

- of facts constituting the alleged violation of the standard or determination of ineligibility;

- that the individual may request an oral hearing for the disposition of the allegations (although the Commission may determine that this will be conducted remotely via tele- or video-conference), with the individual bearing his or her own expenses for such matter;

- that the individual shall have thirty (30) days after receipt of the statement to notify the Chair and Commission if he or she disputes the allegations, has comments on available sanctions, review of the written record, and/or requests an oral hearing on the record (available only for allegations not related to a denial of eligibility);

- that, in the event of an oral hearing, the individual may appear in person with or without the assistance of counsel, may examine and cross-examine any witness under oath, and produce evidence on his or her behalf;
that the truth of allegations or failure to respond may result in sanctions including revocation; and

that if the individual does not dispute the allegations or request a review or hearing, the individual consents that the Commission may render a decision on the evidence before it and apply available sanctions.

SANCTIONS
Sanctions for violation of any CCHI standard set forth herein or any other CCHI standard, policy or procedure may include one or more of the following:

- Assignment of remedial education;
- Formal criticism or censure;
- Probation;
- Denial or suspension of eligibility;
- Revocation of certification;
- Non-renewal of certification;
- Reprimand;
- Suspension of certification; or
- Other corrective action.

REINSTATEMENT
If eligibility or certification is denied or revoked, eligibility or certification may be reconsidered on the following basis:

- In the event of a felony conviction directly related to public health or healthcare interpreting, no earlier than three (3) years from the exhaustion of appeals or release from confinement, whichever is later;

- In any other event, no earlier than three (3) years from the final decision of ineligibility or revocation.

In addition to other facts required by CCHI, such an individual 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 relevant to the application. When eligibility has been denied because of felony conviction, the individual bears the burden of demonstrating by clear and convincing evidence that the individual has been rehabilitated and does not pose a danger to others. Such evidence shall be submitted to the CCHI Chair, who shall determine whether the evidence meets this burden. Unless and until clear and convincing evidence is submitted, the individual will remain ineligible for reinstatement. The decision of the Chair may be appealed to the entire Commission.

SUMMARY PROCEDURE

Whenever the Chair determines that there is cause to believe that a threat of immediate and irreparable injury to the health of the public exists, the Chair shall forward the allegations to the Commission. The Commission shall review the matter immediately, and provide telephonic or other expedited notice and review procedures to the individual. Following such notice and opportunity by the individual to be heard, if the Commission determines that a threat of immediate and irreparable injury to the public exists, an application, certification or credential 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 credential holders, and others.

WAIVER

The individual candidate or certificant releases, discharges, and exonerates 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.
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 log-in 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.

While CCHI is not asking you to submit documentation of this training with your application, you must be able to document this if audited by CCHI. The application requires you to agree that you are prepared to provide 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?**

   At this point, 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.

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.

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

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


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. As of October 6, 2011, CCHI eliminated its prerequisite requiring one-year of healthcare interpreting experience to submit an application. Instead, CCHI has adopted a requirement that individuals who receive CCHI’s CoreCHI™ or CHI™ certification must document 40 hours of healthcare interpreting experience as a condition of certification renewal. CCHI certifications are valid for four years – the healthcare interpreting experience must include 20 hours in years one and two and 20 hours in years three and four. The work experience may be as an employee, contractor, volunteer, or combination thereof. For more information on this requirement, see [http://www.cchicertification.org/credentialed-interpreters/renewal-criteria](http://www.cchicertification.org/credentialed-interpreters/renewal-criteria).

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 CCHI’s prerequisites for the examination. 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 within one business day, please immediately send an e-mail to: apply@CCHIcertification.org.

Within four 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 not determined eligible, you will be informed why. The application fee is non-refundable.

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 Core Certification Healthcare Interpreter™ (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. For a list of test centers, see [http://www.cchicertification.org/testing-centers-a-schedule/testing-centers-a-schedule](http://www.cchicertification.org/testing-centers-a-schedule/testing-centers-a-schedule).

If you are a CHI™ candidate, once you have passed the CoreCHI™ exam you will schedule the 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 (generally two to three weeks per quarter). CCHI will inform candidates of upcoming testing windows and post available dates and locations when finalized. For a list of test centers, see [http://www.cchicertification.org/testing-centers-a-schedule/testing-centers-a-schedule](http://www.cchicertification.org/testing-centers-a-schedule/testing-centers-a-schedule) (please note that CCHI continues to update this list so check back often).

Interpreters for whom an oral performance 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 to complete the examination.

The CHI™ examination is an oral performance examination. It is time limited and you have one hour to complete (you are given extra time for reading instructions and completing a short practice exam which are not counted toward the time limits).
15. **Will you provide study materials?**

To prepare for the examination, we recommend you review our Candidate’s Examination Handbook which includes study tips and sample multiple-choice questions. We also recommend you review CCHI’s Test Content Outline, available at: [http://www.cchicertification.org/images/pdfs/testoutline.pdf](http://www.cchicertification.org/images/pdfs/testoutline.pdf).

We also suggest that you are familiar with healthcare interpreting codes of ethics and standards of practice. You can access these at: [http://www.cchicertification.org/certification-resources/certification-resources](http://www.cchicertification.org/certification-resources/certification-resources). More suggestions are available at the Certification Resources page on our website: [http://www.cchicertification.org/certification-resources/certification-resources](http://www.cchicertification.org/certification-resources/certification-resources).

16. **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 within approximately 4-6 weeks of completing the CoreCHI™ examination.

Candidates who take the CHI™ oral performance examination will not receive preliminary results upon completion of the CHI™ examination since this examination requires human scoring. Candidates who take the CHI™ oral performance examination will receive official results within approximately 10-12 weeks of completing the examination.

17. **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. This e-mail address is being protected from spambots. You will need JavaScript enabled to view it. If you choose to call CCHI, please know that you’ll get a call back in the order we are receiving all calls but this may take a few days.
Appendix B: FREQUENTLY ASKED QUESTIONS RELATED TO CONTINUING EDUCATION

CCHI is providing these Frequently Asked Questions to help answer some of the questions that we have received regarding continuing education. We encourage you to review the policies related to continuing education which can be found at http://www.cchicertification.org/credentialed-interpreters/renew-your-credential.

1. If I teach a class in Spanish Medical Interpreting, does that count towards the Continuing Education requirement?

   Yes. But you may only count the actual hours spent teaching, and not the time you spent preparing to teach or updating your teaching materials (assuming you may teach the same course(s) multiple times). CCHI allows you to count up to a maximum of 16 hours of teaching towards CCHI’s 32-hour requirement – 8 hours in years 1 and 2, and 8 hours in years 3 and 4. The remainder of your continuing education requirements must be met through other continuing education requirements.

2. If I teach a class in Medical Interpreting (non-language specific), does that count towards the Continuing Education requirement?

   Yes. But you may only count the actual hours spent teaching, and not the time you spent preparing to teach or updating your teaching materials (assuming you may teach the same course(s) multiple times). CCHI allows you to count up to a maximum of 16 hours of teaching towards CCHI’s 32-hour requirement – 8 hours in years 1 and 2, and 8 hours in years 3 and 4. The remainder of your continuing education requirements must be met through other continuing education requirements.

3. If I teach a Medical Translation course, does that count?

   Yes, but only 2 hours. Because the translation component of CCHI’s oral performance examination is so minor, we do not want you to focus continuing education on translation. Further, while CCHI’s Job Task Analysis noted that most interpreters are currently required to translate some simple information (e.g., discharge instructions), CCHI believes that interpreters should not be expected to do this as part of the job of healthcare interpreting.
Interpreting and translation require different knowledge, skills and abilities. CCHI intends to continue educating the field and hopes that developments in the field will lead to a change in practice such that interpreters are no longer expected to translate documents and that future updates to CCHI’s Job Task Analysis will document a decreased need to include this on CCHI’s examination.

4. If I take a Medical Translation course, does that count?
   Yes, but only 2 hours, for the same reasons as stated above in the answer to Question 3.

5. If I serve as an interpreting or language services coordinator at my organization/agency, does that count?
   No. CCHI expects that the requirement to undertake continuing education will further your knowledge, skills and abilities needed to be an effective healthcare interpreter. Thus, performing expected job tasks will not count towards continuing education.

6. If I attend a healthcare interpreting conference, will it count?
   Yes, but only sessions related to the knowledge, skills and abilities required of healthcare interpreters may be counted towards continuing education.

For example, the following is a list of potentially acceptable workshop topics:

- Interpreters’ professional demeanor;
- How to be friendly without becoming familiar;
- Ethics;
- Standards of practice;
- Medical terminology;
- Anatomy and physiology;
- HIPAA;
- Expanding memory capacity;
- Notetaking or developing notetaking skills;
- Transparency and confidentiality;
- Cultural beliefs, practices or cultural competency (whether specific to a particular cultural group or general);
- Specific interpreting skills or populations (e.g., interpreting for a patient wishing alternative treatment; addressing literacy issues during interpreting; mental health; victims of trauma);
- Assessing and prioritizing interpreter requests;
- Working with clinicians; and
- The application of Title VI or other laws related to healthcare interpreting.

These types of workshops will count because these topics are directly related to the knowledge, skills and abilities needed by healthcare interpreters to perform the job of healthcare interpreting.

The following is a list of likely not acceptable workshop topics:

- Recordkeeping for tax purposes;
- Invoicing;
- Translation, whether focused on healthcare or other topics;
- Managing interpreters or translators;
- The business case for language services/interpreting;
- Language access management solutions; and
- Preparing for certification.

These likely will not count because it is not directly related to the knowledge, skills and abilities needed for healthcare interpreting.

To document your attendance at a healthcare interpreter conference, you need to obtain a certificate of attendance for each workshop or a signed statement from each workshop presenter. For a template to document your attendance, see Appendix C.
7. **Will CCHI accept continuing education credits given by interpreter associations (e.g., IMIA, TAPIT, TAHIT)?**

Yes, as long as you have documentation from these conferences. CCHI will not accept registration confirmation or a receipt of payment for conference attendance. Rather, the documentation must specify which workshop(s) you attended and the number of credits granted. For a template to document your attendance, see Appendix C.

For example, you are registered to attend a two-day healthcare interpreter conference. Over the two days, the total number of hours of the conference is 16. You may not simply report 16 hours of attendance to count towards continuing education. Rather, you must document which workshops you attended so that CCHI can evaluate if they are related to the knowledge, skills and abilities needed for healthcare interpreting. See the answer to Question 6 above for the types of acceptable topics.

8. **If I present at a healthcare interpreting conference on a topic related to healthcare interpreting, will that count?**

Yes, if the topic focuses on the knowledge, skills and abilities required of healthcare interpreters. But you may only count the actual hours spent presenting, and not the time you spent preparing to present or updating your presentation materials (assuming you may present on the same topic(s) multiple times).

For example, if you present on topics such as interpreters' professional demeanor or ethics, HIPAA, laws related to healthcare interpreting, these will count because these topics are directly related to the knowledge, skills and abilities needed by healthcare interpreters to perform the job of healthcare interpreting. If you present on issues related to how to conduct recordkeeping for tax purposes or invoicing, this will not count because it is not directly related to the knowledge, skills and abilities needed for healthcare interpreting.

9. **If I present at a non-healthcare interpreting association conference (e.g., NAJIT, ATA, RID, etc.), will that count?**

It depends on the subject of your presentation. Generally, since these conferences are not focused on healthcare but on judiciary/court interpreters or translation, presenting on a topic of interest to these conference attendees will often not be healthcare related. For example, you may present on a topic related to forensic interpreting. While forensics has health as a part of it, healthcare interpreters are generally not expected to interpret forensic information and thus this will not count towards CCHI’s continuing education requirements. If the topic is primarily focused on issues that arise in healthcare interpreting, the presentation may count towards CCHI’s continuing education requirements but this likely will be evaluated on a case-by-case basis.
10. If I attend lectures or courses offered by clinicians that are educational related to healthcare generally, although not specific to healthcare interpreting, does this count?

Yes. As long as these lectures or courses, which may include brown bag lunches, address issues related to the knowledge, skills and abilities required of healthcare interpreting. Topics can include anatomy and physiology, medical terminology, treatment of diseases/conditions, healthcare ethics, etc.

11. If my organization hosts forums for interpreters for professional development, does this count?

Yes, if these topics are focused on healthcare interpreting and the knowledge, skills or abilities required of healthcare interpreters. You may want to review the information under the answer to Question 6 for information about what topics will be acceptable.

12. Does CCHI accept courses that offer CEUs/CEs to allied health professionals?

Yes, as long as the topic is related to healthcare and is one that will improve the knowledge, skills and abilities of healthcare interpreters. Examples of courses would include those focusing on certain medical conditions or diseases, treatment options, obtaining informed consent, working with a healthcare provider team, etc.

Examples of courses that would not count include CPR and first aid – while these are important skills to have, they do not improve your skills and abilities to perform as a healthcare interpreter.

13. I attended a symposium on a healthcare topic that gave CEUs to nurses. Can I count this towards CCHI’s continuing education requirements?

Yes, even if the program will not offer CEUs or CEs to healthcare interpreters. Sometimes, the licensing or accrediting guidelines of other organizations related to continuing education limit to whom CEUs or CEs may be granted. While you may not receive official CEUs or CEs, you should still have the organizer or presenter sign a statement confirming your attendance at the symposium.

14. Does CCHI accept CEUs from the American Translators Association?

Yes, as long as the following guidelines are followed. We accept the ATA’s CEUs related to healthcare interpreting as long as they comply with CCHI’s guidelines. We also accept up to 2 hours of continuing education translation topics related to health care.
15. **How can I document my continuing education to submit to CCHI?**

You must obtain documentation of your attendance at a course, symposium, or conference workshop to submit to CCHI. This can take the form of a certificate of completion or conference workshop documentation. **If you are unable to obtain a certificate of completion, you must get a statement signed either by the organizer(s) or presenter(s) that documents the following information:**

- Your name;
- Date(s) of attendance;
- Hour(s) of attendance or total hours attended;
- Topic(s);
- Presenter(s).

CCHI has developed a template which you can use. (See Appendix C.)

16. **If I attend a workshop or brown bag lunch that does not offer a certificate of attendance, what should I do?**

You still need to obtain documentation of your actual attendance. As mentioned above, you should ask that the organizer or presenter sign a statement for you. CCHI has developed a template which you can use. (See Appendix C.)

17. **If I am a trainer/instructor, what kind of documentation should I submit?**

Certificants who are trainers/instructors must provide the following type of documentation as proof of CE:

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.

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.).
To the Certification Commission for Healthcare Interpreters (CCHI):

This letter is to verify that __________________________ has attended the following course* and is submitting it to meet CCHI’s Continuing Education requirements.

| Course* Title: | _____________________________________________________________________ |
| Name of Sponsoring Organization, Provider, or Institution: | _____________________________________________________________________ |
| Instructor(s): | _____________________________________________________________________ |

**Topics Covered** (check all that apply):

- Ethics of healthcare interpreting
- Standards of practice for healthcare interpreters
- Medical terminology
- HIPAA and confidentiality
- Other (please specify): ________________________________________________________

**Date(s) of Course:** _______________________________________________________________

**Number of Continuing Education Hour(s) Spent Attending the Course:**____________________

If you have any questions, please contact <insert name> at <area code and phone number> or <work e-mail address>.

Signed,

__________________________________________   ______________________
Sponsor/Instructor's Signature                                                Date

__________________________________________
Sponsor/Instructor’s Name

__________________________________________   ______________________
Attendee’s Signature     Date

__________________________________________
Attendee’s Name Number

_______________________________   ____________________
Attendee’s CoreCHI™ or CHI™ Certificate

* NOTE: Use this form when a Certificate of Attendance or CEU/CE documentation is not provided. A “course” may include attendance at a continuing education course, conference workshop/presentation, brown bag presentation, symposium, forum, or other formal activity which provides opportunities for a healthcare interpreter to improve the knowledge, skills and abilities needed to provide healthcare interpreting.
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
APPENDIX E:
ADA ACCOMMODATION REQUEST FORM

CCHI EXAMINATION
ADA Accommodation Request Form

DIRECTIONS: This form must be submitted, along with any required accompanying documentation, electronically to ADARequests@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.

<table>
<thead>
<tr>
<th>APPLICANT INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Name</td>
</tr>
<tr>
<td>First</td>
</tr>
<tr>
<td>M.I.</td>
</tr>
<tr>
<td>Date</td>
</tr>
<tr>
<td>Street Address</td>
</tr>
<tr>
<td>Apartment/Unit #</td>
</tr>
<tr>
<td>City</td>
</tr>
<tr>
<td>State</td>
</tr>
<tr>
<td>ZIP</td>
</tr>
<tr>
<td>Phone</td>
</tr>
<tr>
<td>E-mail Address</td>
</tr>
</tbody>
</table>

SPECIAL ACCOMMODATIONS
Describe your disability:

Will this disability require special accommodations in order for you to take the examination?  YES ☐  NO ☐

If Yes, describe the special accommodations needed and include separately any written documentation supporting the accommodation that you are requesting.
<table>
<thead>
<tr>
<th>Statement of Acknowledgement</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>
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.
<Date>

To the Certification Commission for Healthcare Interpreters:

This letter is to verify that <Candidate’s Name> has provided healthcare interpreting services in English and <other language> for <organization name> from <start date> to <end date>. During this time, the hours spent interpreting would, at a minimum, be at least <estimated number of hours>. (Please note: To renew one’s credential, an individual must document at least 20 hours in years one and two, and 20 hours in years three and four.)

If you have any questions, please contact <Supervisor Name> at <area code and phone number> or <work e-mail address>.

Sincerely,

<Supervisor Signature> <date> <Supervisor Name>
<Date>

To the Certification Commission for Healthcare Interpreters:

This letter is to verify and attest that I have provided healthcare interpreting services in English and <other language> for <organization name> from <start date> to <end date>. During this time, the estimated number of hours I spent interpreting would, at a minimum, be at least <estimated number of hours>. (Please note: To renew one's credential, an individual must document at least 20 hours in years one and two, and 20 hours in years three and four.)

I certify that the information contained in this letter is accurate and complete. I understand that providing false information will disqualify me from receiving or maintaining any credential offered by CCHI.

If you have any questions, please contact me at <area code and phone number> or <work e-mail address>.

Sincerely,

<Applicant's Signature> <date>

Witnesses:

WITNESS 1: (name) ______________________________

To the Certification Commission for Healthcare Interpreters:

I <insert name> verify and attest that <candidate's name> has provided healthcare interpreting services in English and <other language> for <organization name> from <start date> to <end date> for at least <insert number of hours>. I am aware of <candidate's name>'s provision of healthcare interpreting services because I:

(check all that apply):
___ worked with the candidate as an interpreter.
___ worked with the candidate as a supervisor.
___ utilized the candidate as a healthcare interpreter.
___ other (please specify:______________________________________________________).

If you have any questions, please contact me at <area code and phone number> or <work e-mail address>.

Sincerely,

<Witness's Signature> <date>
WITNESS 2: (name) ______________________________

To the Certification Commission for Healthcare Interpreters:

I <insert name> verify and attest that <candidate's name> has provided healthcare interpreting services in English and <other language> for <organization name> from <start date> to <end date> for at least <insert number of hours>. I am aware of <candidate's name>'s provision of healthcare interpreting services because I:

(check all that apply):
___ worked/volunteered with the candidate as an interpreter.
___ worked/volunteered with the candidate as a supervisor.
___ am a healthcare provider and utilized the candidate as a healthcare interpreter.
___ other (please specify:______________________________________________________).

If you have any questions, please contact me at <area code and phone number> or <work e-mail address>.

Sincerely,

< Witness's Signature >                                                             <date>
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: [http://www.cchicertification.org/eligibility-criteria/eligibility-criteria](http://www.cchicertification.org/eligibility-criteria/eligibility-criteria).)

3. Complete the CCHI Exam Application online and pay your application fee. 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 email notification of receipt of your application. If you do not receive this confirmation, send an email to apply@CCHIcertification.org. Read the frequently asked questions (see Appendix A and Appendix B).

5. Within four 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 information on eligible candidates to its testing vendor twice per month so you should receive a scheduling notice within three weeks of paying your examination fee. If you do not, please send an email to apply@CCHIcertification.org.

Examinations will be offered in testing centers in cities throughout the United States. All applicants must take the CoreCHI™ exam. CHI™ candidates who pass the CoreCHI™ exam will then receive information on how to schedule the CHI™ oral 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.
7. Download and review the Test Content Outline and other resources available at [http://www.cchicertification.org/certification-resources/certification-resources](http://www.cchicertification.org/certification-resources/certification-resources). Develop and follow your personal study plan. This could include self study, finding a study buddy or group, reviewing current textbooks or articles. Click here to view the test content blueprint and read the full report.

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 four to six weeks after taking the exam. You will receive your official CHI™ exam results approximately 10-12 weeks after taking the exam.

10. You will receive an official CoreCHI™ or CHI™ certificate documenting your achievements via email within four weeks of receiving your official test results. If you do not receive this, send an email to apply@CCHIcertification.org.

**NOTE:** Interpreters for whom an oral performance 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.