

**A Proprietary Certification Program
for Telephone Interpreters:
Development and Insights**

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Organization of Presentation

- Background and rationale for approach
- Steps followed in initial program development
- Ongoing reassessment and periodic updates
- Insights on the application of testing principles in a new assessment environment
- Issues and challenges in current effort

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Background and Approach

- Interdisciplinary Team of Experts
- Empirical Base for Content
- Modular Program
- Multiple-skills Assessment

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**Steps Followed in Development
of Program**

- Needs Analysis
- Review of Client Calls across Industries
- Framework Drafted
- Development/Refinement of Materials and Tests
- Validation Study with Clients
- Implementation

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Ongoing Reassessment and Updates to Program

- Clients' Changing Needs
- New Approaches to Training and Testing
- Additional Outside Expertise

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Insights

as language tester in a new assessment environment

- Complexities of interpreting beyond language proficiency
- Special issues in telephone interpreting
- Reinforced need for empirical base
- Need for client education

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Issues and Challenges in Current Effort

- Articulation of what *certification* will mean in this context
- Need for clear specification of content domain and subdomains
- Validation as a process including careful documentation of each step

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