The Very Best Interpreters in the Industry

At LanguageLine Solutions® we understand that each interpretation session is of paramount importance to you and your customers. That is why we invest millions of dollars each year to recruit, train, and maintain the quality of our interpreter workforce. After all, they are the heart and soul of our business. We are confident that this passionate focus on outstanding interpretation is what sets us apart from all other language access companies. You can be assured that the very best linguists will be working with your staff, helping them to be more productive and supportive, while your customers experience accurate, professional interpretation sessions.

RESPONSIBLE, INNOVATIVE, EFFECTIVE RECRUITING

Only the most qualified applicants that possess superior interpreting talent potential, pass rigorous tests and screening, and demonstrate they have the ability to learn, retain, and apply new information and skills are hired by LanguageLine Solutions. That’s only 9% of those that apply. We’re that selective.

Our recruiting tests were internally developed utilizing the more than 30 years’ experience of our outstanding linguistic staff, many of whom have advanced degrees in relevant fields. These tests have been externally validated by independent experts from the most prestigious language education programs in the United States, including the Middlebury Institute of International Studies, The Defense Language Institute, and Foreign Language Center at The Presidio of Monterey, and the University of Maryland.

STRINGENT, STRUCTURED, MULTI-STEP PATH TO EMPLOYMENT

Interpreter candidates must progress through these critical steps to be able to become a LanguageLine interpreter:

STEP 1: Application. Candidates must submit an online application, then if qualified, are prescreened and interviewed. A Recruiter prepares each candidate for testing by sharing testing tips and reference materials (depending on the language) and then submits the candidate for testing.

STEP 2: Language Proficiency Screening. English language proficiency is screened early in the process at the discretion of the LanguageLine assessor who is typically an experienced and highly regarded interpreter. If the assessor determines that proficiency should be tested, the candidate takes one of two proficiency tests.

1. The LanguageLine Entrance Exam (L2E2) proficiency test is a three component test with one component scored electronically and two via a human rater. The three components are written, Memory and Conversion Assessment (MCA) and Language Proficiency.

2. The Language Proficiency Test (LPT) is an oral proficiency test and is scored by a live rater. The candidate is tested both in English and in the target language.

OR

The candidate, depending on location, may be offered a preparatory program designed to develop their skills and potential to become interpreters.

1. Interpreter Potential Exercise (IPE) determines the potential to interpret at the required level. It includes workshops to practice skills and an evaluation.

2. Preparation Class is a five-day course on interpreter skills and our strict requirements. After completion the candidate is then tested.
**STEP 3: Interpreter Skills Assessment Test (ISA).** All candidates, even those who may have taken the L2E2 or LPT, must complete our proprietary ISA. This test is a rigorous six component test, bidirectional – from English into the target language and the target language into English. The ISA tests industry-specific terminology, accuracy and completeness (memory retention, note-taking, and conversion skills), interpretation protocol, customer service skills and language proficiency.

**STEP 4: Background Check.** Background checks are conducted on all interpreters regardless of classification. All U.S.-based candidates, and where permitted by law and feasible due to remote locations, global candidates, must be drug tested before receiving an offer.

**STEP 5: Induction.** Recruiter conducts an Induction (verbal offer) appointment for the candidate who passes testing. Candidate completes onboarding and background check processes.

**SUPERIOR NEW HIRE TRAINING**

Once hired, candidates enter our New Hire Orientation Program. The 25 hours of training consists of a blend of instructor-led and web-based knowledge. We believe the superior quality of the content contained in our training and support programs and our interpreter’s ability to demonstrate that they have learned, retained and can apply that content is more important than merely the number of interpreter training hours. The training includes:

1. Fundamental interpreting skills, including note-taking, memory, information processing, attentive listening skills, and delivery.

2. The role of the interpreter, applying interpreter ethics and standards of practice, while managing the call flow.

3. The importance of confidentiality and compliance with laws and regulations. Each trainee is required to sign, and is held to, LanguageLine’s strict Code of Conduct. Interpreters are also trained on Fraud, Waste, and Abuse, HIPAA, Personal Information Security, and Gramm-Leach-Bliley Act requirements governing call handling.

4. Required skills and techniques for outstanding customer service and professionalism.

5. An introduction to industry standards. LanguageLine Solutions has developed standards of interpretation for each of our major industry segments. Some of the standards included are Insurance (Property and Casualty, Auto and Health), Centers for Medicare and Medicaid Services (CMS) Secret Shopper Program, Medicare/Medicaid, banking and finance, law enforcement agencies and 911 call centers. These “real-world” standards were developed based on formal feedback gathered from our customers via surveys and interviews, the Voice of the Customer continuous client feedback loop, and participation in leading professional organizations. Trainees are taught the different requirements and standards for the industries they will serve and discuss specific industry challenges and respective terminology.

The New Hire Orientation Program includes an essential component, evaluation. Trainees are tested upon completion. Minimum passing grade is 80%. Interpreters who meet the predetermined criteria, demonstrated through role-playing and other exercises, are deemed qualified to actively take calls. Over 160 hours of knowledge training and skill development, which includes the 25 hours of New Hire Orientation, is available to our interpreters depending on their individual career tracks.
FOCUSED OPPORTUNITIES FOR ADVANCED EDUCATION AND TRAINING

The LanguageLine Solutions Interpreter Training Department provides advanced education and training for interpreters that qualify in the following fields: finance, insurance, legal, medical, technical terminology, 911, and stress reduction. Many of the training curricula have been developed in collaboration with external training and teaching experts and input from our clients.

- **Finance Training** – was developed with AG Edwards and our senior interpreters who have experience in the field.

- **Insurance Training** – was developed by interpreters who have been licensed insurance agents with extensive working experience at insurance companies and with input from one of our major insurance clients.

- **Advanced Medical Training** – was developed internally by medical professionals who were LanguageLine healthcare interpreters. This training supplements the more basic Medical Interpreter Training that we co-developed with the Cross Cultural HealthCare Program, a leading medical interpreting training organization located in Seattle, Washington.

- **Court Interpretation Training** – was developed by Holly Mikkelson, a world renowned expert on interpretation in the legal industry and member of the Middlebury Institute of Languages, and experienced linguists developed our legal curriculum.

- **Video Interpretation Training** – LanguageLine's video interpretation training was designed to help reinforce our philosophy of providing excellent customer service and a superior quality of interpreting in the video-remote environment.

The content in our training programs reflects real call scenarios that interpreters deal with on the job each day. During the training sessions the interpreters actively participate in role-playing and discuss terminology in their working languages. Continuing Education for interpreters is offered via our Collaborative Learning Sessions, the Interpreter Newsletter, and the Interpreter Portal Libraries. Content is available in all industries and includes additional training on topics such as medical and legal terminology, financial disclosures, and managing stress on a call.

COMMITMENT TO QUALITY ASSURANCE FOR SUSTAINED EXCELLENCE

LanguageLine Solutions's Quality Assurance Department is dedicated to monitoring the interpretation sessions we provide to our clients as well as to the structured development of our interpreters. Upon successful completion of the New Hire Training Program, interpreters are assigned to a Senior Language Specialist (SLS) who resides in our Quality Assurance Department and provides hands-on, one-on-one observation and coaching, both over the phone and via video. Our SLSs are senior interpreters with extensive education and experience in the interpretation field with an average LLS tenure of 13 years. They have been trained to conduct quality monitoring and provide constructive and effective feedback. Additionally, SLSs are expected to keep up with their interpreting/coaching skills by completing continuing education courses both internally and externally.

Newly hired interpreters are observed by an SLS a minimum of four times during the first two months as active interpreters. This is a formal documented observation which includes scoring and coaching, monitoring for skills, and managing the call flow. Our interpreters continue to be coached and monitored through Formal Service Observations for quality performance with frequency dependent on location, performance history, and demand.

All Senior Language Specialists go through a monthly calibration process.
During the calibration sessions, the Quality Assurance Team listens to live calls, discusses the interpreters’ overall performance, their adherence to LanguageLine guidelines and procedures, interpreting standards, and client requirements. The interpreters’ strengths and areas for improvement are assessed and rated for both Customer Service Skills and Interpretation Skills. Monitoring information is entered and tracked in an internally developed database.

ONGOING TRAINING AND SUPPORT
Interpreters can avail themselves of additional professional development through the following training resources:

- **Online Portal** – Interpreters have 24-hour access to an interpreter portal and electronic chat line, which hosts interpreting related discussions and support.

- **Support Request** – Interpreters have access to submit a support request at any time to receive help and answer any questions to ensure they have everything they need for an interpretation session.

- **Collaborative Learning Sessions** – Interpreters are given opportunities to receive additional training in different industries and discuss any interpretation-related issue over the phone.

- **At-a-Glance Glossary** – Interpreters have access to glossaries that are subject-specific to assist them on calls. The glossaries are updated by the Training Department.

In addition, we back-up the quality of our interpreters with a comprehensive LanguageLine Professional Liability Insurance Policy which includes wrongful acts like disclosure of confidential information, the type of risk that could be encountered when working with a language services provider.

Let us prove to you the quality and credentials of our interpreters and ask our competitors to prove theirs. LanguageLine Solutions is committed to connecting you with the very best linguists in the world. Our more than 9,000 interpreters must continually earn the right to interpret for us and for you. They can be trusted to do their job so you can focus on yours.

FOR MORE INFORMATION
Please contact your Account Executive or
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