

The Very Best Interpreters in the Industry

Turning frustration and confusion into understanding is empowering and creates satisfaction for all those involved. At LanguageLine Solutions® we know 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. 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 be more productive and supportive, while your customers experience an accurate and professional interpretation session. They can be trusted to do their job so you can focus on yours.

STRINGENT, STRUCTURED, MULTI-STEP PATH TO LANGUAGELINE CERTIFIEDSM INTERPRETER

Only applicants that possess superior interpreting talent, 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. To ensure fluency, our tests were internally developed utilizing our expert linguistic staff and externally validated by independent specialists from the most prestigious language education programs in the U.S.

To become a LanguageLine CertifiedSM interpreter, candidates must progress through these crucial steps:

STEP 1: Application. Candidates must submit an application. Those that meet our strict requirements are scheduled for a live interview. The selection process begins with a structured interview with a hiring manager. This interview focuses on the candidate's professionalism, prior experience, and interest in interpreting. As part of our retention strategy, the recruiter also provides a realistic job preview to the candidate. The interviewer evaluates skill and ability to become a LanguageLine CertifiedSM interpreter and submits the candidate for pre-employment testing.

STEP 2: Language Proficiency Test (LPT). Language proficiency is screened early in the process. The 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 for fluency. Successful completion of the Language Proficiency Test allows the candidate to proceed.

Experienced candidates move on to Step 4. Other candidates, after passing the applicable drug and background screenings, are hired and scheduled to begin at Step 3.

STEP 3: LanguageLine Interpreter SchoolTM. LanguageLine's interpreter training program, LanguageLine Interpreter School, teaches them the skills needed to become professional interpreters. Interpreter School allows LanguageLine to quickly scale across the continuum of requested languages to meet the demand in the market. Attending Interpreter School is dependent on previous interpretation experience and geography.

LanguageLine's Interpreter School begins with New Hire Orientation (NHO). NHO consists of instructor-led and collaborative sessions that instill the professional standards for interpreter quality, ethics, confidentiality and customer service.

Interpreter School consists of three phases and offers three subject tracks:

Phases

1. Training – 80-200 hours of theory and practicum in consecutive interpreting skills and new employee job procedures



2. Nesting – Nesting and real world practicum during a one week mentoring period spent taking calls while being directly observed with immediate feedback and coaching
3. Final Exam – Interpreter Skills Assessment (ISA)

TRACKS

1. Standard Track – Real world customer service situations with a focus on consecutive interpreting skills
2. Medical Services – Advanced medical training with practicums in complex and difficult medical situations along with “Bridging the Gap” medical cultural competency training
3. Advanced Track – Training with practicums in finance, insurance and court interpretation in complex settings

STEP 4: Interpreter Skills Assessment Test (ISA). Each and every interpreter, regardless of location or employment designation must pass the ISA. The ISA a 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. If the candidate was enrolled in Interpreter School, the ISA is included in the last phase.

STEP 5: Drug Screening and Background Check. Drug screening and 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 and background checked before starting work as an interpreter. If the candidate was enrolled in Interpreter School, this step was completed before they started attending class.

STEP 6: New Hire Orientation. NHO consists of instructor-led and collaborative sessions that instill the professional standards for interpreter quality, ethics, confidentiality and customer service. It ensures consistency across all interpreting sessions. If enrolled in Interpreter School, this is included in the curriculum.

FOCUSED OPPORTUNITIES FOR ADVANCED EDUCATION AND TRAINING

The LanguageLine Solutions Interpreter Training Department provides ongoing opportunities for advanced interpreter training relevant to specific industry segment needs for quality, precise and clear communication. Many of the training curricula have been developed in collaboration with external experts and input from our clients in the finance, insurance, court and advanced medical fields.

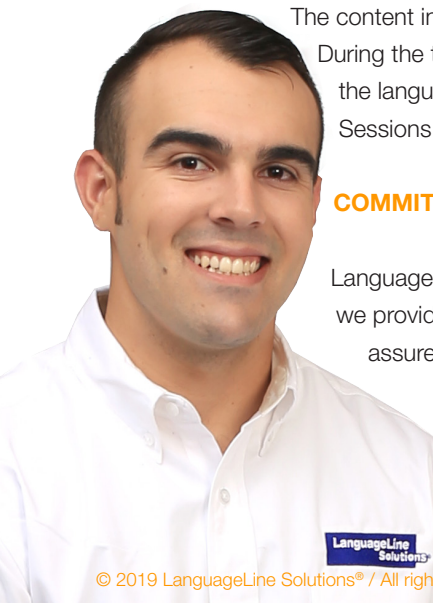
The content in our training programs reflects real call scenarios that interpreters deal with on the job each day. During the training sessions the interpreters actively participate in role-playing and discuss terminology in the languages they interpret. Continuing Education for interpreters is offered via our Collaborative Learning Sessions, the Interpreter Newsletter, and the Interpreter Portal Libraries.

COMMITMENT TO QUALITY ASSURANCE FOR SUSTAINED EXCELLENCE

LanguageLine Solution’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. The QA Department assures quality of our interpreting program through a multi-faceted approach.

FACET 1: Quarterly Interpreter Observation/Monitoring/Coaching.

Each interpreter is assigned to a Senior Language Specialist (SLS) who 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 company 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 and coaching skills by completing continuing education courses both internally and externally.

Newly hired interpreters are observed by an SLS during their first 90 days as active interpreters. This is a formal documented observation which includes scoring and coaching, monitoring for skills, and managing the call. Our interpreters continue to be coached and monitored through Formal Service Observations for quality performance with frequency dependent on location, performance history, and demand. Interpreters are rated on customer services skills, following instructions, handling the call as well as ensuring the interpretation is accurate and complete, that the interpreter has command of both languages while interpreting, and abides by protocols.

FACET 2: The Voice of the Customer Program (VOC).

Our clients are encouraged to submit a VOC to commend an interpreter or whenever they are not satisfied with the customer service skills or the quality of the interpretation provided by our interpreters. Every VOC submitted on an interpreter with a negative comment is acted upon by Quality Assurance (QA). The nature of the issue is reviewed with the interpreter and follow-up observations are scheduled. Depending on the scores of these sessions, an interpreter may receive additional coaching and development.

FACET 3: Data Analysis and Trend Identification in the Service Observation Program.

Our Interpreter Quality Assurance Department is always mining data from the service observations and VOCs for continuous improvement opportunities. Trends may reveal the need to:

- Update interpreter glossaries with terminology to keep pace with clients' business needs
- Reinforce industry priorities through interpreter training (such as, best customer service practices when handling finance, insurance and medical calls and proper handling of disclosures)
- Update interpreter reference materials relative to disclosures, as shared by our clients
- Increase awareness of emerging trends impacting our clients
- Increase awareness of any client trends by hosting collaborative learning sessions as part of the continuing education effort, which provides a platform for interpreter forum and discussion with internal subject matter experts
- Collaborate with clients to conduct call calibration/evaluation sessions

DEPEND ON LANGUAGELINE CERTIFIEDSM INTERPRETERS

LanguageLine Solutions is committed to connecting you with the very best linguists in the world. Our more than 10,000 interpreters must continually earn the right to interpret for us and for you. Let us prove to you the quality and credentials of our interpreters and ask our competitors to prove theirs.

FOR MORE INFORMATION

Contact your Account Executive or
CustomerCare@LanguageLine.com | 1-800-752-6096

