

Interpreter Recruiting, Training, Testing and Quality Assurance

At LanguageLine Solutions® we understand that the quality of 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 quality interpretation is what sets us apart from all other language services companies. You can be assured that the 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, QUALITY RECRUITING

Only the best applicants that 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 fewer than 10% 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 Monterey Institute of International Studies, The Defense Language Institute and Foreign Language Center at The Presidio of Monterey, and the University of Maryland.

Interpreter candidates follow a structured multi-step path to employment:

- 1. Initial Interview** - The initial interview verifies skills indicated on the resume.
- 2. Language Proficiency Test** - An oral language proficiency test for both English and the target language is administered. This test evaluates key areas, such as the speaker's comprehension ability, grammar, breadth of vocabulary, pronunciation and enunciation, and overall presentation. If proficiency is rated at the Advanced or Superior level, the candidate is scheduled for the next requisite test.
- 3. Interpreter Skills Assessment (ISA)** - The ISA is a six component rigorous, criterion-referenced test designed to evaluate a candidate's knowledge, skills and interpretation abilities. It is bi-directional – from English into the target language and from the target language into English– and is conducted in consecutive mode, mirroring content, as well as format, from the interpretation scenarios our interpreters handle. Industry scenarios reflected in the test include health care, insurance, government, and 911, as well as other business sectors. The ISA is evaluated by both an objective and subjective scoring method, with an emphasis on the objective scores. Candidates are required to pass each of the six test components to be eligible for hire.
- 4. Back Ground Check** - All candidates are subject to an extensive background check before receiving the job offer. This ensures that only interpreters who are committed to our company's high standards for behavior will be hired.

Each candidate's employee file contains documentation of successful completion of the required tests and assessments, which assures both you and us that our high standards for interpretation excellence are maintained.

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SUPERIOR NEW HIRE TRAINING

Once hired, candidates enter our New Hire Orientation Program for trainees. The program consists of up to 80 hours of training determined by the level of experience and linguistic skill the trainee brings to the position. The training includes:

1. The fundamentals of interpreting including note-taking, information retention, and attentive listening skills.
2. The role of the interpreter during interpretation sessions.
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 HIPPA and Gramm-Leach-Bliley Act requirements governing call handling.
4. Required skills and techniques for outstanding customer service and professionalism.
5. Introduction to industry standards. LanguageLine Solutions has developed standards of interpretation for each of our major industry segments i.e.: Insurance, Medical, Court, 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 contains a critical evaluation component. Trainees who meet the predetermined criteria, demonstrated through role-playing and other exercises, are deemed qualified to take calls as active interpreters.

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, court, 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** – is for healthcare interpreters. This 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 co-developed with a leading court interpreter trainer and a Translation and Interpretation Professor from the Monterey Institute of International Studies.
- **911 Training** - was developed in collaboration with the California Police Department Offices and Public Safety training consultants.

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.

COMMITMENT TO QUALITY ASSURANCE FOR SUSTAINED EXCELLENCE

LanguageLine Solution's Quality Assurance Department is dedicated to monitoring the quality of the interpretation we provide to our clients as well as to the structured development of our interpreters. Upon successful completion of the New

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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. Our SLSs are senior interpreters with extensive education and experience in the interpretation field. They have been trained to conduct quality monitoring and provide constructive and effective feedback. Committed to quality preparation of each interpreter, the initial stage of the development phase lasts about 3 months, while the complete development program lasts about 8 months, depending on individual performance. New Hires assigned to an SLS are observed a minimum of twice monthly during the first two months of their initial stage of development. During the remainder of the development program, each interpreter is monitored and coached by an SLS approximately once monthly. Our interpreters continue to be monitored for quality performance with frequency dependent on location, performance history, and demand.

The monitoring process is transparent to the interpreter, meaning they are not aware when they are being monitored. At the end of each monitoring session the Senior Language Specialist calls the interpreter to provide feedback and coaching. Monitoring information is entered and tracked in an internally developed database.

The Quality Assurance Manager periodically reviews the documentation in the database and identifies trends for training purposes. The Quality Assurance Manager also conducts monthly meetings with the Senior Language Specialists to enforce consistency and gather information on any major performance issue identified through service observation.

Interpreters can avail themselves of additional job assistance through the following training resources:

- **Website** – Interpreters have 24-hour access to an interpreter website and electronic chat line, which hosts terminology discussions.
- **Chat Line** – Eight interpreter Chat Line sessions are held each month to give interpreters opportunities to discuss any interpretation-related issue over the phone.
- **At-a-Glance Glossary** – Glossaries are subject-specific to assist interpreters on calls. They are continuously updated by the Interpreter Training Department.

Additionally, we back-up the quality of our interpreters with a comprehensive LanguageLine Solutions Liability Insurance Policy which includes errors and omissions as well as a crime bond that includes theft of third party information.

LanguageLine Solutions is committed to connecting you with the very best linguists in the world. Our nearly 8,000 interpreters must continually earn the right to interpret for us and you. They can be trusted to do their job so you can focus on yours.