

LanguageLine's Quality Professional Interpreters

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.

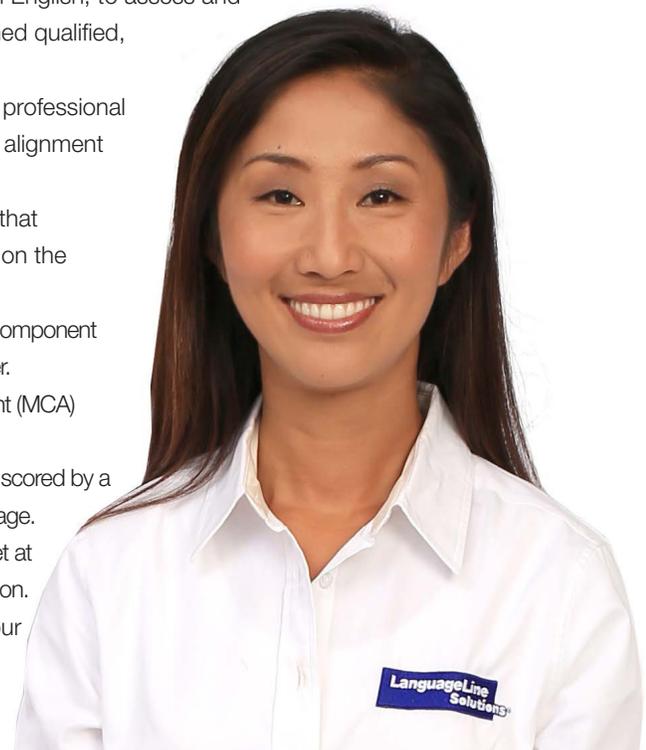
RESPONSIBLE, INNOVATIVE, EFFECTIVE RECRUITING

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 8% 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.

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

1. **Online application/Interpreter Job Preview** – Then candidate submits a resume, answers pre-screening questions and indicates availability. If they meet the requirements, they are scheduled for an Interpreter Job Preview outlining major responsibilities and key advantages of becoming a LanguageLine interpreter.
2. **Initial Interview** – The candidate receives an initial video interview, in English, to assess and verify skills, proficiency, and comprehension. If the candidate is deemed qualified, they receive an in-depth interview.
3. **In-Depth Interview** – Conducted in English, details of a candidate's professional background, work attitudes and behaviors are assessed for strategic alignment with our mission and goals.
4. **Language Proficiency Screening** - Should the assessor determine that proficiency should be tested, one of the following is given depending on the candidate's skills, language, and location:
 - **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.
 - **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.
 - **Interpreter Potential Exercise (IPE)** determines the potential to interpret at the required level. It includes workshops to practice skills and an evaluation.
 - **Preparation Class** is a five-day course on interpreter skills and our strict requirements. After completion, the candidate is tested.



5. **Interpreter Skills Assessment (ISA)** – All candidates must pass the 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.
6. **Background Check/Drug Screening** – All candidates are subject to an extensive background check. All U.S.-based candidates, and where permitted by law and feasible due to remote locations, global candidates, must be drug tested 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.

We hire only 1 in 12 of those that apply.
We’re that selective.

SUPERIOR NEW HIRE TRAINING

Once hired, candidates enter our New Hire Orientation Program for trainees. The program consists of 25 hours of training. 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. 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 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 i.e.: insurance, medical, legal, 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 a critical component, evaluation. Interpreters who meet the predetermined criteria, demonstrated through role-playing and other exercises, are deemed qualified to actively take calls. Over 131 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.
- **Legal 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.
- **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. 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 Solution's Quality Assurance Department is dedicated to monitoring the interpretations 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 10 years. They have been trained to conduct quality monitoring and provide constructive and effective feedback.

Committed to thorough preparation of each interpreter, the initial stage of the development phase lasts 3 months, while the complete development program typically lasts 8 months, depending on individual performance. Senior Language Specialists (SLS - QA staff members) conduct an induction/mentoring session with new hires within their first one to two days of taking calls to reinforce their NHO through role playing, question and answer session, and coaching. Additionally, 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. Our interpreters continue to be monitored for quality performance with frequency dependent on location, performance history, and demand.

The interpreters 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.

Interpreters that are not in our call centers are subject to the same strict LanguageLine standards. In addition to the over the phone monitoring, they are also monitored by personal visits, during which an audit is conducted.

The Director of Quality Assurance periodically reviews the documentation in the database, as well as feedback received from our clients, and identifies trends for training purposes. The Director of Quality Assurance also conducts monthly meetings with the Senior Language Specialists to enforce consistency and gather information on any major performance issue identified through service observations.

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.

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 Interpreter Training Department.

In addition, 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 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
Customer Service 1-800-752-6096 / CustomerCare@LanguageLine.com

