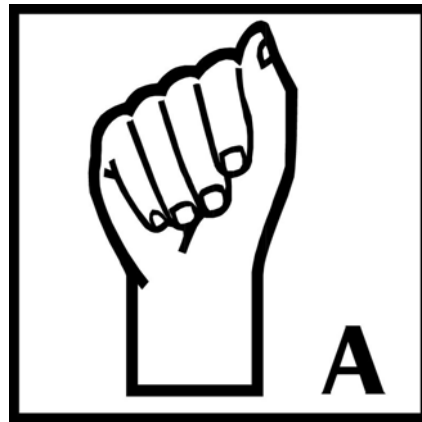
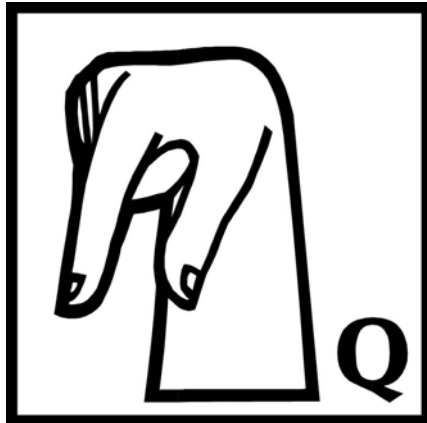


# **DIVISION ON DEAF AND HARD OF HEARING DEPT. OF LABOR AND ECONOMIC GROWTH**



**MICHIGAN QUALITY ASSURANCE INTERPRETER  
STATE CERTIFICATION PROGRAM**

**GUIDELINES FOR THE QA PROCESS**

May 2008

[www.mcdc-dodhh.org](http://www.mcdc-dodhh.org)

## THE QA PROCESS

What is the Michigan Quality Assurance Interpreter Certification Program? It is a Quality Assurance (QA) screening system that determines the interpreting skills of beginning and intermediate level interpreters. People who have yet to achieve national certification with entities like the Registry of Interpreters for the Deaf, Inc, would take this exam. The following information should assist persons as they consider whether or not to apply for QA.

**MISSION:** To assist beginning interpreters in assessing their current skills and giving them an opportunity to have feedback in preparation for national testing.

PLEASE READ ALL OF THE QA PROCESS GUIDELINES AND STEPS. Visit the [www.mcdc-dodhh.org](http://www.mcdc-dodhh.org) website for QA forms and information.

### **STEP 1: ANSWER THE SELF SCREENING QUESTIONNAIRE BELOW.**

**This questionnaire is designed to help you decide if you are ready to take the QA screening.**

1. Have you studied texts on interpreting, such as the Standard Practice Papers by the RID (<http://www.rid.org/spp.html> ) or Interpretation: An Introduction by Nancy Frishberg?
2. Have you attended formal courses on interpreting? Training might help you clearly understand the difference between interpreting versus transliterating and expressive interpreting versus receptive interpreting?
3. Are you knowledgeable of the NAD-RID Code of Professional Conduct for professional interpreters as developed by NAD and RID?
4. Has anyone previously explained to you that there are three different QA levels and that they are not equal to national certification?
5. Are you comfortable signing in front of other professionals, viewing DVDs and being filmed?
6. Can you adapt reasonably well to varied situations and to people with diverse attitudes and personalities?
7. Does your skill go beyond just an ability to expressively sign and fingerspell directly to a deaf person?
8. Have you had enough experiences with deaf people that you can discern and adapt to the different levels of language proficiency?
9. Do you think that you have the appropriate English vocabulary to interpret in settings such as a classroom, job interview, church service or areas of employment?
10. Have you had minimal satisfactory experience with receptive interpreting, to the extent that you are familiar with many of the complexities involved?
11. Can you understand a deaf person who signs and fingerspells to you slowly, but without audible speech?
12. Have you ever had any association with deaf adults in their homes, at their clubs or at parties?
13. Do you feel that you have a basic understanding of deafness and deaf culture and can respond to questions from the public?

## STEP 2: APPLICATION

Applications are available through the Division on Deaf and Hard of Hearing (DODHH) [www.mcdc-dodhh.org](http://www.mcdc-dodhh.org) website, Interpreter Training Programs, and Interpreter Referral Centers. Make sure you have a current application with appropriate payment when you apply. Application fees for testing will not be refunded! Send your completed application, proctor form, and correct fee at least four months before you wish to be evaluated. Make checks payable to "State of Michigan" and mail to: **MCDC-DODHH Attention: MI QA Fees, 201 N. Washington Sq., Suite 150 Lansing, MI 48913.** It is **your** responsibility to notify the Division on Deaf and Hard of Hearing of any change in information included on your application (address, etc...). Changes made to the online database do count as notification.

If you have taken the QA exam previously and passed the written portion, you do not need to submit a proctor form. Simply send in application, payment, and fee to: **MCDC-DODHH Attention: MI QA Fees, 201 N. Washington Sq., Suite 150 Lansing, MI 48913.** Allow time for the mail to be delivered and then call our office to schedule at 877-499-6232.

## STEP 3: WRITTEN TEST

All candidates taking the QA Test for the first time must pass a written test. The written test must be taken within one calendar year of the receipt of your application or you will need to reapply and send current payment. The written test consists of 50 questions. 25 multiple choice questions deal with your general knowledge of the Registry of Interpreters for the Deaf, interpreting in a variety of settings, and the NAD-RID Code of Professional Conduct. 25 questions are scenarios that involve applying your knowledge of the NAD-RID Code of Professional Conduct. 38 questions must be answered correctly, or in other words, 12 may be missed to pass the written portion of the QA.

To prepare for the written exam, an interpreter is advised to read the RID Standard Practice Papers, Interpretation: An Introduction by Nancy Frishberg, and the full Code of Professional Conduct which is mentioned briefly in this packet.

The test may either be taken at our DODHH office by appointment or through a proctor that has made a personal agreement with you. By completing the proctor form request, we are given the name and address of the person in your local area that will proctor the written test. This person may be any professional that you have contact with: teacher, pastor, librarian, supervisor, etc. Proctors accept the responsibility of administering the test, seeing to it that you complete the test without texts or materials, and returning the test and answer sheet to DODHH. **Those who do not give 24-hour cancellation notice to the proctor or DODHH must again pay the full current fee to retest at a later date.**

Should you receive a failure notice regarding the written test in the mail, you may retake it as many times as necessary at a cost of \$15.00 per additional test. Each time a proctor form and fee must be sent again with the application. Upon receipt of a written QA "successful completion" letter, you are required to schedule your QA performance exam within one year. Before testing, each applicant must have paid the current testing fee.

## STEP 4: SCHEDULING THE PERFORMANCE TEST

When you receive your letter of successfully passing the written test, included in the mailing will be a list with several upcoming test dates, times, and locations. You must call DODHH with your preferred selections within one year of receiving your successful completion of the written test or reapply with payment. If these dates fill prior to your call or these dates are too soon after your written test, you will need to call at a later date to schedule your performance portion of the QA exam. You have the option of being placed on a 24 hour cancellation notice list. When scheduling, please request that your name be added. Confirmation of the date, time, and map to your specified location will be sent to you, two weeks prior to the testing date. **Failure to show up for a testing date or canceling without 24 hour prior notice will result in forfeiture of your fee. Testing fees are nonrefundable.** Should you chose to reschedule, you will need to reapply and pay the QA testing fee.

Reasonable accommodations for the performance test will be provided upon request. The request should be forwarded to the State Interpreter Coordinator, prior to scheduling the performance test.

## **STEP 5: ARRIVAL AT THE QA TESTING SITE**

It is important to arrive at the QA testing site on time. If you are unfamiliar with the testing location, please allow additional travel time. Construction during the summer months and/or winter snow can create delays. Candidates are scheduled for thirty minutes warm up time and thirty minutes for testing. Latecomers will not be given additional warm up time as we are on a tight schedule. The testing should be handled as you would any other interpreting situation. Dress professionally, in colors that contrast with your skin tone.

Upon arrival at the testing site, you will be given a receipt and asked to complete forms for our records. If you have scheduled close to the testing date, a receipt may need to be mailed to you after you test. The below mentioned forms are important and should be completed accurately on the day of performance testing:

1. **PLEDGE OF CONFIDENTIALITY:** The first tenet of the NAD-RID Code of Professional Conduct deals with confidentiality and the need to keep all assignment related information confidential. The QA Program is viewed as a professional interpreting assignment-you are asked to interpret communication between deaf and hearing consumers. You violate this tenet if you share any information about the test (topics, vocabulary, setting, consumers) outside of the testing situation.
2. **AGREEMENT TO ADHERE TO THE NAD-RID CODE OF PROFESSIONAL CONDUCT:** This NAD-RID Code of Professional Conduct has been developed as a guideline for professional interpreters. Your signature indicates you understand the Code of Professional Conduct and agree to follow it within your professional activities. Failure to follow the tenets within the Code of Professional Conduct may result in a grievance filed against you. Your signature is required before you proceed with the performance portion of the QA test.
3. **RELEASE OF INFORMATION:** The Division on Deaf and Hard of Hearing maintains and makes available statewide, a directory of nationally certified and state QA interpreters. This form gives DODHH permission to publish and refer you by name, address, phone number, e-mail address, and level. You will remain on the list, as long as the maintenance fees, QA units and QA levels are current. If you do not receive a QA level, you will not be listed in the interpreter directory. Should you want to keep your contact information private, simply designate this choice on the "release of information" form. In this case, only your name, expiration date, and credential will be displayed online.

## **STEP 6: THE WARM UP ROOM**

During the 30 minutes of warm up, you will have the opportunity to view a DVD similar to those used in the actual test with two individuals in an interview, or turn-taking, dialogue. The first sample will allow you to practice transliterating and the second will allow you to practice interpreting. During a 30 minute warm-up, a person could view through the materials approximately two and one half times. The topics and vocabulary in these samples will not necessarily be on the test itself. You are not required to use the warm up time, but it is strongly encouraged. Remember, there will be **no** exceptions for late arrivals.

## STEP 7: THE PERFORMANCE TEST

The actual testing DVD session will take approximately 20 minutes. Upon entering the testing room, you will be met by the QA proctor. This representative will explain the procedure and adjust the monitor and camera to your height and signing space. Please let the proctor know if you would prefer to stand for your exam. Candidates will be identified by number and date on the test DVD and to the evaluating team. All evaluators have completed training sessions. Evaluation teams have two deaf persons and two nationally certified interpreters from around the state serving as evaluators. Evaluators are trained yearly and represent diversity in gender, race, and age. Your DVD will be scored by the team here at the Division on Deaf and Hard of Hearing office.

Test DVDs are kept 30 days after results are mailed for the candidate to review the DVD upon scheduled appointment. If there is no action, the DVD will be destroyed.

**A person may retest only if equipment or DVD failure occurs. In such an event, the QA representative will attempt to contact you within 30 days to retest.**

**Transliteration** The first section of the DVD (that you see) requires your skills in transliterating. You will see the same person as during the warm-up. You are to demonstrate your expressive and receptive skills in an interactive setting. In this situation, the persons on the DVD are your consumers. Please focus your attention on them and not on the camera. Scoring begins immediately. The transliterated section lasts between 5-7 minutes.

**Break** When the transliterating DVD is completed, there will be a short break. You may not leave the room during this time.

**Interpretation** The second portion of the DVD requires your skills as an interpreter, using American Sign Language. The interpretation section of the DVD is interactive, requiring you to demonstrate both your receptive and expressive skills as you would in a normal situation. In this situation, the persons on the DVD are your consumers. Please focus your attention on them and not on the camera. Scoring begins immediately. The interpreted section will last between 5-7 minutes.

When the interpretation portion is completed, your test DVD will be finalized (as an added protection), marked with the candidate number, and will be placed in an envelope with the same candidate number.

## STEP 8: RESULTS

You should receive your results in the mail within 4-6 weeks. This packet will include comments provided by the evaluation team of your performance in each area. Evaluators score based on affect/clarity, sign vocabulary, message conveyed, delineation between transliterating and interpreting, verbal vocabulary selection, English structure of sentences, and American Sign Language (ASL) structure of sentences. Standard evaluator feedback varies depending on patterns displayed in the interpreter's work. These comments are tailored uniquely to you. There are 100 points possible. The breakdown of QA levels are:

QA I	: Restricted Skill Level	60-73 points	Yellow Card
QA II	: Limited Skill Level	74-87 points	Green Card
QA III	: Intermediate Skill Level	88-100 points	Blue Card

## STEP 9: MAINTENANCE FEE AND QA UNITS

QA TESTS (SUCCESSFUL) are good for four (4) years based on the date tested. An interpreter will need to re-test before his/her expiration date as test dates fill quickly in advance and performance results may take as long as six weeks to be returned. The online searchable database at [www.mcdc-dodhh.org](http://www.mcdc-dodhh.org) will allow interpreters to sign-in to view their expiration cycle and renewal dates. The yearly renewal/expiration date is also displayed on the QA card.

Documentation showing completion of **24** hours of classroom or workshop credit each year and the annual renewal fee of **\$30.00** is required to maintain standing as a QA interpreter.

New QA cards are issued upon receipt of QA units including documentation and the renewal fee. Documentation includes certificates of attendance, workshop summaries, post-secondary transcripts with course descriptions, and/or agendas signed by the presenter or host. The cycle depends on the testing date and must be renewed by that same date the following year. Should you choose not to maintain your QA level units and yearly fee by submitting your units and dues by the renewal date, you will forfeit your QA level and will be removed from our online statewide interpreter directory. The QA card will also expire.

**You must use the included QA Log form on page six to document your QA units.** This form is also available online. As interpreters, all of our work should reflect professional care and consciousness. **Remember: 1 hour of activity or attendance=1 QA unit.**

QA Unit Activities include but are not limited to the below activities. If an event does not advertise QA sponsorship, it may require pre-approval from the State Interpreter Coordinator. Please keep in mind, a professional interpreter should be receiving the majority (approximately 16 hours/yearly) from Direct Interpreter Development related activities. If an activity posted or in a flyer does not indicate QA units will be awarded for an activity, please contact the host immediately and request to receive QA units for the event. Hosts simply need to seek permission from our DODHH office to use our template flyer, logo, and name as an endorser.

### Direct Interpreter Development:

- Video viewing with RID or CDI/Deaf persons
- Presentations (first time) for interpreting peers or deaf community
- Taking a class related to continued interpreter skill development
- Interpreting in-services
- Interpreting research
- Attending interpreter professional development sessions at state, regional, and national conventions
- Attending interpreter/deaf community workshops

### Indirect Interpreter Development:

- Research
- In-services
- Teleconferences
- Board meetings that include deaf members
- Attending state or regional Interpreter and deaf community meetings
- Taking a class
- Deaf Community Social Events



## STEP 10: REAPPLYING

You may reapply for the QA Performance Test at any time but at least six months after the last QA Performance test date is **strongly** recommended. You do not take the written test a second time. The performance test may screen using different DVDs for each examination the same interpreter takes.

If you receive a higher level on a new test, the first level will be replaced. However, should you receive a lower level during the retesting; this will invalidate your original level.

### \* \* \* \* \* REMEMBER \* \* \* \* \*

Study the NAD-RID Code of Professional Conduct and how it applies to various interpreting situations.

Be comfortable with two-dimensional testing formats and being filmed.

Have experience communicating with a variety of deaf people, adults as well as children.

Know and be able to demonstrate the difference between interpreting and transliterating.

Interpreters should always continue to work on skill development and broadening their knowledge base.

You are responsible for keeping DODHH informed of changes in address, phone numbers, e-mails and availability for travel to job sites.

QA unit accrual begins immediately after certification. Those renewing by re-testing should still be earning 24 QA units every year.

If you do not receive renewal information, a re-testing reminder, or an updated card, it is your responsibility to follow-up with the DODHH office to inquire. Many times addresses, phone numbers, and e-mail addresses are changed and that information is not relayed.

## INTERPRETERS CODE OF PROFESSIONAL CONDUCT

The National Association of the Deaf and Registry of Interpreters for the Deaf, Inc. have set forth the following principles of ethical behavior to protect and guide the interpreter, the consumers (hearing, Deaf, and Hard of Hearing) and the profession, as well as to insure for all the right to communicate. This code of professional conduct applies to all nationally certified and state qualified interpreters. Below are the seven tenets. For a full copy of the NAD-RID Code of Professional Conduct, please see the RID website at [www.rid.org](http://www.rid.org) or click on the attached link <http://www.rid.org/codeofethics.pdf>.

### TENETS

1. Interpreters adhere to standards of confidential communication.
2. Interpreters possess the professional skills and knowledge required for the specific interpreting situation.
3. Interpreters conduct themselves in a manner appropriate to the specific interpreting situation.
4. Interpreters demonstrate respect for consumers.
5. Interpreters demonstrate respect for colleagues, interns, and students of the profession.
6. Interpreters maintain ethical business practices.
7. Interpreters engage in professional development.

**Department of Labor & Economic Growth  
Division on Deaf and Hard of Hearing  
QA State Interpreter Certification Program**

**FEE SCHEDULE: Please indicate which payment is being submitted.**

____ *\$30.00 for renewal with QA Log (C3 Account Code 8070)	____ *\$125.00 for Michigan residents (C3 Account Code 8090)
____ \$15.00 for QA Written Re-Test with Proctor Form (C3 Account Code 8060)	____ *\$175.00 for Non-Michigan residents (C3 Account Code 8050)

**\*Effective July 1, 2008, regardless of postmark date on envelope. Non sufficient funds (NSF) fees will apply.**

AUTHORITY: P.A. 204 OF 1982 and amended in June 2007 COMPLETION: Mandatory PENALTY: See Section 393.508b	<b>BELOW FIVE BOXES FOR OFFICE USE ONLY!</b>		
	DATE RECEIVED:	DATE SCHEDULED:	AMOUNT PAID: CHECK NUMBER:
	PERFORMANCE LEVEL ACHIEVED:		WRITTEN TEST ACHIEVED: DATE:

**INSTRUCTIONS:** Please complete the following information as accurately as possible. Type or print. Enclose the application fee\* as required. **Make check payable to "State of Michigan"**. Send check and application to: **MCDC-DODHH, Attn: Michigan QA Fees 201 N. Washington Square Suite 150, Lansing, MI 48913**

NAME:	E-MAIL ADDRESS:
ADDRESS (Street Number and Street Name):	CITY: STATE: ZIP CODE:

HOME PHONE (include area code): BUSINESS PHONE (include area code):	COMMUNICATION MODE PREDOMINANTLY USED: <input type="checkbox"/> ASL <input type="checkbox"/> SEE I,II <input type="checkbox"/> PSE <input type="checkbox"/> OTHER: _____
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CHECK SITUATIONS WHERE YOU HAVE INTERPRETED IN THE LAST THREE YEARS.

EDUCATIONAL     LEGAL     MEDICAL     PLATFORM     DEAF/BLIND     MINIMAL LANGUAGE SKILLS (MLS)  
 ADMINISTRATIVE     SOCIAL     RELIGIOUS     INFORMAL     OTHER(S): \_\_\_\_\_

MEMBERSHIP:

- MICHIGAN REGISTRY OF INTEPRETERS FOR THE DEAF (MIRID)
- NATIONAL REGISTRY OF INTERPRETERS FOR THE DEAF (RID)
- MICHIGAN DEAF ASSOCIATION (MDA)
- NATIONAL ASSOCIATION OF THE DEAF (NAD)
- BLACK DEAF ADVOCATES (BDA)
- DETROIT BLACK DEAF ADVOCATES (DBDA)
- NATIONAL ALLIANCE OF BLACK INTERPRETERS-DETROIT (NAOBI-DETROIT)
- NATIONAL ALLIANCE OF BLACK INTERPRETERS (NAOBI)
- NATIONAL ASSOCIATION OF THE DEAF BLIND (AADB)

ARE YOU FAMILIAR WITH THE CODE OF PROFESSIONAL CONDUCT AND GUIDELINES AS ESTABLISHED BY NAD-RID?  YES  NO

HAVE YOU COMPLETED AN INTERPRETER TRAINING PROGRAM? <input type="checkbox"/> YES <input type="checkbox"/> NO IF YES, GIVE DETAILS IN BOXES TO THE RIGHT.	NAME OF PROGRAM:
	DATE OF GRADUATION:

ARE YOU CURRENTLY ENROLLED IN AN INTERPRETER TRAINING PROGRAM? <input type="checkbox"/> YES <input type="checkbox"/> NO IF YES, GIVE PROGRAM AND EXPECTED GRADUATION DATE.	NAME OF PROGRAM:
	DATE OF GRADUATION:

IS THIS YOUR FIRST APPLICATION TO QA?  YES  NO  
 IF NO, GIVE LAST TIME YOU TOOK QA AND LEVEL ACHIEVED. DATE: \_\_\_\_\_ LEVEL: \_\_\_\_\_

<b>BY SIGNING BELOW, I CONFIRM THAT I HAVE READ THE MOST RECENT VERSION AND UNDERSTAND ALL OF THE GUIDELINES WITHIN THE QA INFORMATION PACKET WITH GUIDELINES OF THE QA PROCESS. MY SIGNATURE FURTHER DESIGNATES THAT I HAVE COMPLETED ALL BOXES AND ANSWERED ALL OF THE ABOVE QUESTIONS TO THE BEST OF MY KNOWLEDGE.</b> APPLICANT'S SIGNATURE: _____	DATE: _____
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**\*Payment will not be refunded and applications inactive beyond one calendar year will be discarded.**

Once you have submitted your application, fee, and passed the written test, please call the DODHH office at 1-877-499-6232 to schedule

an appointment for performance testing. Confirmation paperwork, a map, and directions will then be sent to you.