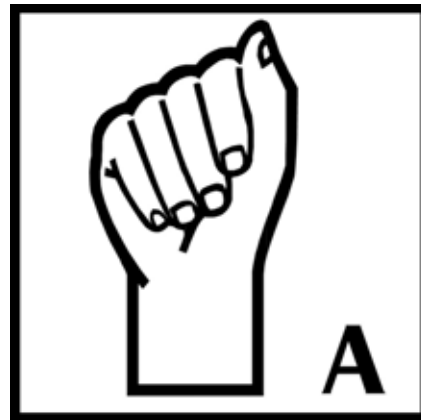


**DIVISION ON DEAF AND
HARD OF HEARING
DEPT. OF LABOR AND ECONOMIC GROWTH**



**MICHIGAN QUALITY ASSURANCE INTERPRETER
STATE CERTIFICATION PROGRAM**

GUIDELINES FOR THE QA PROCESS

JANUARY, 2007

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. PLEASE READ ALL OF THE QA PROCESS GUIDELINES AND STEPS. Visit the www.mcdc-dodhh.org website for QA forms and information.

STEP 1: ANSWER THE BELOW SELF SCREENING QUESTIONNAIRE

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 videotapes and being videotaped?
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 website, Interpreter Training Programs, and Interpreter Referral Centers. Send your completed application, proctor form, and correct fee at least four months before you wish to be evaluated. It is **your** responsibility to notify the QA Chairperson of any change in information included on your application (address, etc.).

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.

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. Upon receipt of a written QA "successful completion" letter, you are required to schedule your QA performance exam within one year.

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. 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 QA Chairperson, 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. Candidates are scheduled for thirty minutes warm up time and thirty minutes for testing. Latecomers will not be given additional warm up time. 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 asked to complete forms for our records. These forms are important and should be completed accurately:

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 current directory of nationally certified and state QA interpreters. This form gives DODHH permission to publish and refer you by name, address, phone number 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, or do not want to be listed in the directory, your name will not be included.

STEP 6: THE WARM UP ROOM

During the 30 minutes of warm up, you will have the opportunity to view a videotape similar to those used in the actual test. 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 video-taping session will take approximately 20-30 minutes. Upon entering the testing room, you will be met by the QA testing committee representative. The representative will explain the procedure and seat you in front of the monitor and camera. Please let the representative know if you would prefer to stand for your exam. Candidates will be identified by number and date on the test tape and to the evaluating team. All evaluators have completed training sessions. Evaluation teams have two deaf persons and two nationally certified interpreters serving as evaluators. Your test tape will be scored by the team here at the Division on Deaf and Hard of Hearing office.

Test tapes are kept 30 days after results are mailed for candidate to review the tape upon scheduled appointment. After 30 days of no action, the tape will be erased.

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

Transliteration The first section of the tape (that you see) requires your skills in transliterating. You are to demonstrate your expressive and receptive skills in an interactive setting. Scoring begins immediately.

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

Interpretation The second portion of the tape that you will see requires your skills as an interpreter, using American Sign Language. The interpretation section of the tape 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 videotape are your consumers. Please focus your attention on them and not on the camera.

When the interpretation portion is completed, your test tape, marked with the candidate number, 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.

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 at which time you will be sent another application and handwritten date on the updated QA card. Documentation of completion of **24** hours of classroom or workshop credit each year and the annual renewal fee of \$15.00 is required to maintain your standing as a QA interpreter. Regardless of when you successfully complete your QA test, you will be required to achieve units, at approximately two per month (i.e. April 1-28 QA achieved=4 QA units by June 30). Your QA cycle commences the beginning of the month following testing successfully. On July 1, **ALL** QA holders restart their QA cycle.

You should receive a renewal notice in June of each year. New QA cards are issued upon receipt of your appropriate number of QA units including documentation and your renewal fee. Documentation includes certificates of attendance, workshop summaries, and/or agendas signed by the presenter or host. The cycle begins July 1, of each year, through June 30, of the following year. Should you choose not to maintain your QA level units and yearly fee by submitting your units and dues by July 31, you will forfeit your QA level and will be removed from our online statewide interpreter directory.

You must use the included QA Log form on page five to document your QA units. 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 following and some do require pre-approval from the QA Chairperson. Please keep in mind, a professional interpreter should be receiving the majority (approximately 16 hours/yearly) from Direct Interpreter Development related activities.

Direct Interpreter Development:

- Video viewing with RID or CDI/Deaf persons
- Presentations 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 Regional and National Conventions
- Attending Interpreter/Deaf Community Workshops

Indirect Interpreter Development:

- Research (topics pre-approved)
- In-services (topics pre-approved)
- Teleconferences (topics pre-approved)
- Board meetings that include deaf members (topics pre-approved)
- Attending State or Regional Interpreter and Deaf meetings (topics pre-approved)
- Taking a class (topics pre-approved)
- Book report from an approved list (last resort)
- Deaf Community Social Events (topics pre-approved)

STEP 10: REAPPLYING

You may reapply for the QA Performance Test at any time but usually re-takes occur four to six months from the last QA Performance test date. You do not take the written test a second time, and will be screened using different videotapes.

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 videotaped.

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 and availability for travel to job sites.

QA unit accrual begins the month following the date of successful QA completion.

If you do not receive a renewal letter or card, it is your responsibility to follow-up with the DODHH office to inquire. Many times addresses are changed and that information is not relayed. If we receive returned mail, we will delete your address from our database and the interpreter directory.

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 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.

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

Michigan Deaf Association
Michigan Registry of Interpreters for the Deaf

**FEE SCHEDULE: \$70.00 Michigan Residents \$120.00 Non-Michigan Residents (Effective 2/17/06)
Non sufficient funds-NSF fees will apply**

AUTHORITY: P.A. 204 OF 1982 COMPLETION: Mandatory PENALTY: Non-Participation in Program	BELOW SIX BOXES FOR OFFICE USE ONLY!!!		
	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 MI QA. Send check and application to: Michigan/QA P.O. Box 12083 Lansing, MI 48901-2083			
NAME:		E-MAIL ADDRESS:	
ADDRESS (Street Number and Street Name):		SOCIAL SECURITY NUMBER: (OPTIONAL)	
CITY:	STATE:	ZIPCODE:	COMMUNICATION MODE PREDOMINANTLY USED: ASL SEE I,II PSE OTHER: _____
HOME PHONE (include area code): BUSINESS PHONE (include area code):		DO YOU SIGN ON A REGULAR BASIS? WHERE?	
CHECK SITUATIONS WHERE YOU HAVE INTERPRETED IN THE LAST THREE YEARS. EDUCATIONAL LEGAL MEDICAL PLATFORM DEAF/BLIND 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)	
NAD-RID CODE OF PROFESSIONAL CONDUCT: 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? YES 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? YES 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:			
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.			DATE:
APPLICANT'S SIGNATURE:			