

## General Questions and Answers

To ensure the administration of your CHI™ Oral Performance Examination goes smoothly, we have provided this document to familiarize you with the content of the examination and computer-based testing format. Please review this document prior to appearing at the test center for examination administration.

### **EXAMINATION FORMAT:**

The examination is computer-based and includes on-line instructions and a “Exam Demo.” The timer will not begin until you begin the actual test. ***Any time you spend reading the preliminary instructions or completing the demo will not count towards your time limit.*** The examination may not be stopped once it has begun.

**For the MANDARIN exam**, there are a total of 8 “questions” (vignettes) on the examination:

- 4 (four) consecutive interpreting vignettes (bidirectional conversations between an Mandarin-speaking patient and/or their relative);
- 2 (two) simultaneous interpreting vignettes (one English to Mandarin; one Mandarin to English);
- 1 (one) sight translation vignettes (consisting of three short written passages in English which you must sight translate into Mandarin)
- 1 (one) multiple-choice questions consisting of a written passage in English and 4 choices of its translation. Your task is to select the **best** translation that you believe to be the most acceptable of the choices offered. You are to select one and only one choice. For Mandarin, the translation questions are in Simplified Chinese.
- You will have **one hour** to complete the examination.

In the consecutive section, you will be able to re-play each utterance in a vignette a maximum of 2 times. However, the timer will continue to run if you re-play utterances. You must manage your time and not spend too much time re-playing utterances or you may not have enough time to complete the entire examination.

In the simultaneous section, you press “play/record” to begin the simultaneous vignette. This will play both the audio and begin the recording of your answer. You must begin interpreting within 10 seconds. You are not allowed to replay these vignettes.

If you don't know a word or phrase, it is to your advantage to do the best you can and continue on.

## INSTRUCTIONS FOR COMPUTER-BASED TESTING:

The CHI™ examination is a computer-based examination. The following instructions are to help familiarize you with the operations of the computer-based testing system.

- **Exam Demo:** At the test center, you can access the “Exam Demo” before your exam is launched (this is the first page you see after selecting the CHI Examination when the proctor logs you in). The purpose of the Demo is to ensure that the headset with the microphone is working properly. Your proctor will be next to you during the Demo and will assist in case of any technical issues.
- **Beginning the Examination:** After you complete the Exam Demo, the proctor will launch your actual exam and you will see the directions. When you are ready to begin the actual examination, click “Continue” at the bottom of the Directions page.
- **Page Loading:** When you finish one “page” of the examination and move to another, it may take a few seconds for the entire page to completely load. **Please wait for the play and record “buttons” to load before beginning to play each utterance.** In the consecutive vignettes, each utterance is on its own page, and you will click “Next Utterance” to advance to the next item in the sequence. When the full vignette is complete, you will click “Next” to advance to the next vignette.
- **Recording:** Below is an example of a consecutive interpreting vignette. The “play” box is on the left side and you can play each utterance up to 2 times (the box notes the “remaining play count” and will change to “max play count reached” after you play an utterance two times).
  - When you are ready to record your response, you will press “Record” (see the **red** circle in the diagram below).

The screenshot displays the exam interface for the Certified Healthcare Interpreter-Spanish (CHI-Spanish) exam. At the top left is the CCHI logo (Certification Commission for Healthcare Interpreters). The title bar reads "Certified Healthcare Interpreter-Spanish (CHI-Spanish)". Below this, the time left is "0:52:54" and the question number is "# 11". The section is titled "CONSECUTIVE INTERPRETING".

Directions: Please consecutively interpret the following vignette. Press 'Play' when you are ready to begin to listen to the utterance. You may re-play each utterance twice. You may only record your answer once. Press the 'Record' button when you are ready to record your answer. If you finish recording your answer before the recording time ends, you may press "Stop" and then click "Next Utterance" on the bottom of the screen. If time runs out before you finish recording, you should click "Next Utterance" on the bottom of the screen to move to the next part of the test.

Consecutive Interpreting Vignette 1 of 4

Scenario: [Redacted]

Utterance 11 of 14

Female Healthcare Provider Speaking:

Play Audio Remaining Play Count: 1 **Record** Time Remaining: 00:15

Next >

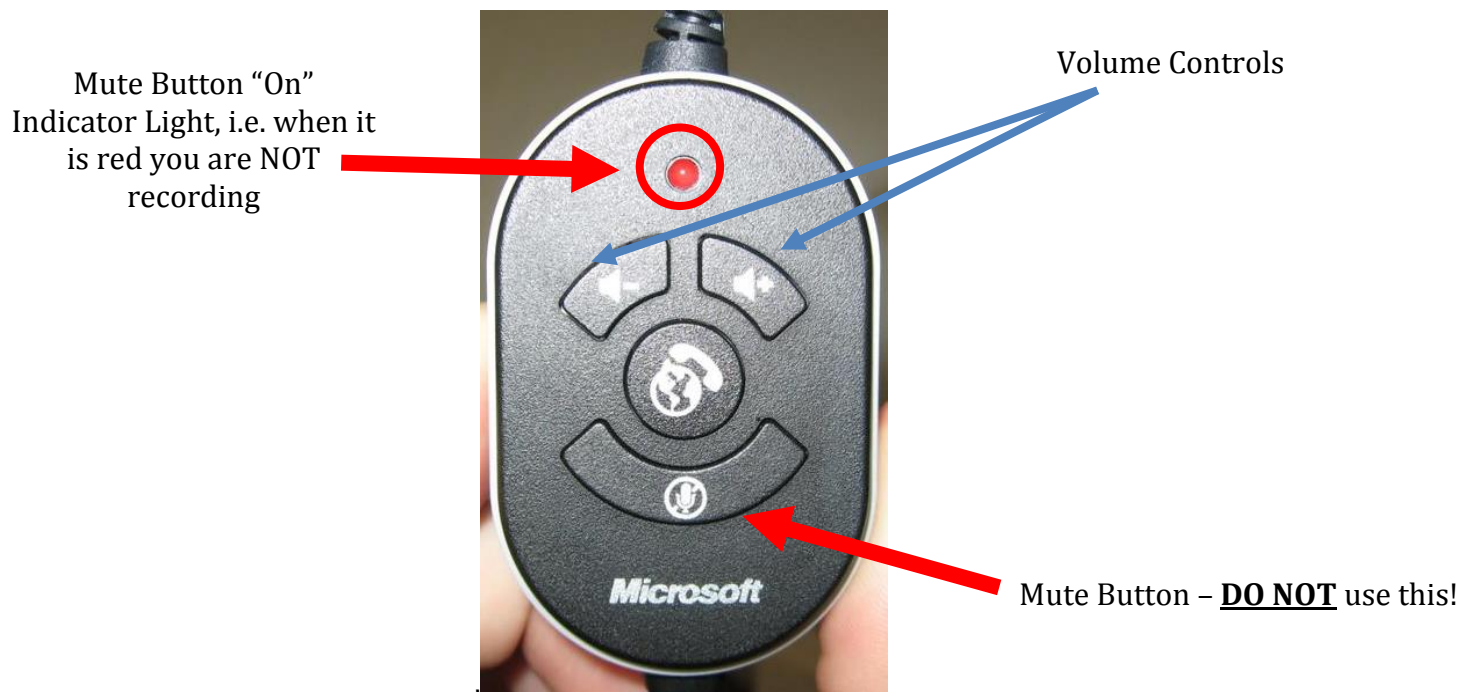
At the bottom of the screen, there is a "Finish Exam" button with a question mark icon.

A red arrow points to the "Record" button, which is circled in red.

- When you begin speaking, a red “bar” (see red arrow below) will move with your voice to confirm your response is being recorded. (NOTE: the red bar will **not** move across the length of the bar as it only shows that your voice is recording; the time remaining to record is indicated above the recording-indicator “bar” – see the blue arrow below). **If you do not see the red bar while recording a response, you should contact a Proctor immediately.**

The screenshot shows the CCHI exam interface. At the top left is the CCHI logo (Certification Commission for Healthcare Interpreters). The header reads 'Certified Healthcare Interpreter-Spanish (CHI-Spanish)'. Below the header, it says 'Time Left: 0:52:19' and '# 11'. The section is titled 'CONSECUTIVE INTERPRETING'. Directions state: 'Please consecutively interpret the following vignette. Press 'Play' when you are ready to begin to listen to the utterance. You may re-play each utterance twice. You may only record your answer once. Press the 'Record' button when you are ready to record your answer. If you finish recording your answer before the recording time ends, you may press "Stop" and then click "Next Utterance" on the bottom of the screen. If time runs out before you finish recording, you should click "Next Utterance" on the bottom of the screen to move to the next part of the test.' The interface shows 'Consecutive Interpreting Vignette 1 of 4', 'Scenario', 'Utterance 11 of 14', and 'Female Healthcare Provider Speaking:'. The control panel includes 'Play Audio', 'Remaining Play Time: 00:05', 'Stop', and 'Next >' buttons. A red bar is visible below the time display, and the text 'RECORDING...' is shown. A blue arrow points to the time display, and a red arrow points to the red bar.

- **Mouse Clicks:** You should only use the “left” button on the mouse. You only need to click a button once. **DO NOT “double-click”** on the “play” or “record” buttons. If you double-click, you may inadvertently exceed the maximum number of times you can play an utterance or stop recording before you are finished interpreting.
- **Browser “Back” button:** Once you have begun the examination, you may only move forward. You may not go back or return to a prior utterance or vignette. **Unless instructed by a proctor, please do not press the “Back” button on the internet browser or you may lock your examination.**
- **Headphone/Microphone Operation:**
  - When you put on the headphone/microphone, make sure that the microphone is positioned in front of your mouth.
  - Before you begin the exam, on the control switch (see below), make sure the red light (circled in red below) is **NOT** on – if it is on, the microphone is muted and your answers will not be recorded. If it is on, click **ONCE** on the mute button.
  - Taking the Exam Demo before the examination begins allows you to test the recording.
  - When you start the examination or Exam Demo, you should see the red bar in any of the “Record” boxes move as it picks up your voice (see example above). If it does not move, you should check that you didn’t accidentally hit the mute button. If it is still not registering your voice, call the proctor immediately.



- **Dictionaries or personal notes:** These are not allowed during the examination. After the examination begins, you would not have time to refer to them and still keep up. The test center will provide you with scratch paper and a pen/pencil to take notes. These notes and pen/pencil must be returned to the proctor at the end of the exam.

## **SCORING AND RESULTS:**

### **How is the examination scored?**

Two raters score each vignette ("question") on the examination. The raters are professional interpreters who have undergone extensive training in rating CCHI's oral performance exam. They will not know who you are.

### **Does the examination take into account that there are different expressions (in both the non-English and English language) used in different parts of the country and in different non-English-speaking countries and regions?**

YES. Any acceptable regionalism may be used in your interpretation as long as it accurately conveys the meaning of the source language and remains faithful to the original style or register of speech.

### **When will I know the results?**

Your examination results will be reported to you via email in approximately five to six weeks after the end of the examination testing window (i.e. after the last testing date in that window).

### **Who will know my examination scores?**

You and CCHI will have access to your examination scores. Individual scores with the per-domain breakdown will be released to any CCHI state representative, if required by law. You may request that your examination

results be released to an entity or entities of your choice – you will be asked to sign a release form and a fee may be charged for the service.

### **Who do I contact if I have questions?**

For any questions related to testing, your score or certificate, please contact our Candidate Manager at [CMSspecialist@cchicertification.org](mailto:CMSspecialist@cchicertification.org).

If you have any concerns about your testing experience, you must report them to CCHI in writing, as soon as possible and within 5 days after your exam, to [info@cchicertification.org](mailto:info@cchicertification.org).