

**GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA *Advantage!*[™], a menu-driven database system. The Internet address for GSA *Advantage!*[™] is: <http://www.GSAAdvantage.gov>

**LANGUAGE SERVICES
FSC GROUP 738 PART II**

**SIN 382-1 - Translation Services
SIN 382-1RC**

**SIN 382-2 - Interpretation Services
SIN 382-2RC**

**SIN 382-3 – Training and Educational Materials
SIN 382-3RC**

Contract Number: GS-10F-0460N

Period Covered by Contract: June 17, 2008 through June 16, 2018



**Language Line LLC
d/b/a Language Line Services
a LanguageLineSolutions Company
1 Lower Ragsdale Drive
Monterey, CA 93940
Phone: 831-648-5836
Fax: 831-648-5801
www.languageline.com**

**Contract Administration Source: Greg Holt, gregholt@languageline.com
Business Size: Large**

For more information on ordering from Federal Acquisition Schedules click on the FAS Schedules button at <http://www.fss.gsa.gov>

General Services Administration
Current through modification number **A434**, dated **June 26, 2015**

CUSTOMER INFORMATION

- 1a. Table of awarded special item number(s) with cross-reference to page number(s).

| Special Item Number | Description | Price List Page |
|---------------------|-------------------------------------|-----------------|
| 382-1 / 382-1RC | Language Translation Services | 4 |
| 382-2 / 382-2RC | Over-the-phone Personal Interpreter | 5 |
| 382-3 / 382-3RC | Training and Educational Materials | 5 |

- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.

| Special Item Number | Description | Price |
|---------------------|---|---|
| 382-1 / 382-1RC | Document Translation for Latin American Spanish | \$0.18 per word |
| 382-2 / 382-2RC | Over-the-phone Personal Interpreter | \$2.21 per minute Equates to \$132.60 per hour |
| 382-3 / 382-3RC | Language Proficiency Test (500+) | \$81.61 |

2. Maximum order: **\$1,000,000**
3. Minimum order: **\$100**
4. Geographic coverage (delivery area): **Nationwide and Globally**
5. Point of Production: **Monterey, CA**
6. Prices shown herein are net – discounts have been deducted.
7. Quantity discounts: **None**
8. Prompt payment terms: **0.5% Net 10 Days**
- 9a. Government purchase cards are accepted at or below the micro-purchase threshold.
- 9b. Government purchase cards are accepted above the micro-purchase threshold.
10. Foreign items: **None**
- 11a. Time of delivery: **0 – 5 Days ARO**
- 11b. Expedited Delivery. **Not Applicable**
- 11c. Overnight and 2-day delivery: **Not Applicable**

- 11d. Urgent Requirements. When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.
12. F.O.B. Point: **Destination**
- 13a. Ordering Address:
**Language Line Services
1 Lower Ragsdale Drive
Monterey, CA 93940**
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPS's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment Address:
**Language Line Services, Inc.
PO Box 202564
Dallas, TX 75320-2564**
15. Warranty provision. **LANGUAGE LINE SERVICES MAKES NO REPRESENTATION, WARRANTY OR GUARANTEE, EXPRESS OR IMPLIED, ABOUT INTERPRETATION SERVICES, INCLUDING BUT NOT LIMITED TO THE AVAILABILITY, ACCURACY, COMPLETENESS OR TIMELINESS OF ANY INTERPRETATION. LANGUAGE LINE SERVICES DOES NOT WARRANT THE AVAILABILITY OF INTERPRETERS FOR ALL LANGUAGE PAIRS AT ALL TIMES, AND LANGUAGE LINE SERVICES SPECIFICALLY DISCLAIMS ANY WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CUSTOMER RECOGNIZES THAT INTERPRETATIONS MAY NOT BE ENTIRELY ACCURATE IN ALL CASES.**
16. Export packing charges, if applicable. **None**
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): **None**
18. Terms and conditions of rental, maintenance, and repair (if applicable). **None**
19. Terms and conditions of installation (if applicable). **None**
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). **None**
- 20a. Terms and conditions for any other services (if applicable). **None**
21. List of service and distribution points (if applicable). **None**
22. List of participating dealers (if applicable). **None**
23. Preventive maintenance (if applicable). **None**

- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). **None**
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/.
N/A
25. Data Universal Number System (DUNS) number: **059682471**
26. Notification regarding registration in System Award Management (SAM) database. **Registered**

FAS AUTHORIZED SCHEDULE PRICE LIST

SIN 382-1/382-1RC – Translation Services:

| SIN | Language | GSA Catalog Price with IFF (per word) |
|-------|-----------------------|--|
| 382-1 | Portuguese, European | \$0.25 |
| 382-1 | Arabic | \$0.29 |
| 382-1 | Vietnamese | \$0.28 |
| 382-1 | Lao/Laotian | \$0.34 |
| 382-1 | Burmese | \$0.36 |
| 382-1 | Karen | \$0.36 |
| 382-1 | Farsi | \$0.34 |
| 382-1 | Hebrew | \$0.29 |
| 382-1 | Indonesian | \$0.34 |
| 382-1 | Turkish | \$0.34 |
| 382-1 | Swedish | \$0.35 |
| 382-1 | Hungarian | \$0.27 |
| 382-1 | Korean | \$0.22 |
| 382-1 | Spanish, European | \$0.25 |
| 382-1 | Finnish | \$0.35 |
| 382-1 | Greek | \$0.27 |
| 382-1 | Norwegian | \$0.35 |
| 382-1 | German | \$0.28 |
| 382-1 | Tagalog | \$0.34 |
| 382-1 | Chinese, traditional | \$0.22 |
| 382-1 | Khmer | \$0.40 |
| 382-1 | Czech | \$0.27 |
| 382-1 | Danish | \$0.35 |
| 382-1 | Japanese | \$0.30 |
| 382-1 | Romanian | \$0.28 |
| 382-1 | Latvian | \$0.28 |
| 382-1 | Thai | \$0.35 |
| 382-1 | Bosnian | \$0.29 |
| 382-1 | Hmong | \$0.40 |
| 382-1 | Portuguese, Brazilian | \$0.25 |
| 382-1 | Somali | \$0.34 |
| 382-1 | Bulgarian | \$0.28 |
| 382-1 | Slovak | \$0.28 |
| 382-1 | Russian | \$0.23 |

| SIN | Language | GSA Catalog Price with IFF (per word) |
|-------|-------------------------|---------------------------------------|
| 382-1 | Ukrainian | \$0.29 |
| 382-1 | Slovene/Slovenian | \$0.28 |
| 382-1 | Chinese, simplified | \$0.22 |
| 382-1 | Hindi | \$0.34 |
| 382-1 | Polish | \$0.27 |
| 382-1 | French, Canadian | \$0.25 |
| 382-1 | Haitian Creole | \$0.29 |
| 382-1 | Urdu | \$0.32 |
| 382-1 | Dutch | \$0.27 |
| 382-1 | Punjabi | \$0.34 |
| 382-1 | Amharic | \$0.34 |
| 382-1 | French, European | \$0.27 |
| 382-1 | Spanish, Latin American | \$0.18 |
| 382-1 | Italian | \$0.25 |

| SCA Matrix | | |
|--------------------------------------|-------------------------------------|-----------|
| SCA Eligible Contract Labor Category | SCA Equivalent Code - Title | WD Number |
| Translator | 30110 – Foreign Language Translator | 1987-0989 |

The Service Contract Act (SCA) is applicable to this contract and it includes an SCA applicable labor category. The prices for the identified SCA labor category are based on the U.S. Department of Labor WD Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

SIN 382-2 and 382-2RC – Interpretation Services:

Labor/Task Category

GSA Rate

Over-the-phone Personal Interpreter

\$2.21 per minute
Equates to \$132.60 per hour

LANGUAGE LINE SERVICES LANGUAGE LIST

| | | | | |
|---------------------------|--------------------|----------------------|----------------------------|------------|
| Acholi | Dutch | Illocano | Marathi | Slovak |
| Afrikaans | Edo | Indonesian | Marshallese | Slovenian |
| Akan | Estonian | Italian | Mien | Somali |
| Albanian | Ewe | Jakartanese | Mina | Soninke |
| American Sign Language | Farsi | Japanese | Mirpuri | Sorani |
| Amharic | Fijian Hindi | Javanese | Mixteco | Spanish |
| Arabic | Finnish | Kanjobal | Moldovan | Sudanese |
| Arakanese | Flemish | Karen | Mongolian | Arabic |
| Armenian | French | Kashmiri | Navajo | Susu |
| Assyrian | French Canadian | Khmer (Cambodian) | Neapolitan | Swahili |
| Azerbaijani | Farsi-Afghani | Kikuyu | Nepali | Swedish |
| Azeri | Farsi-Iranian | Kinyarwanda | Nigerian Pidgin English | Sylheti |
| Bajuni | /Persian | Kirundi | Norwegian | Tagalog |
| Baluchi | Fukienese | Korean | Nuer | Taiwanese |
| Bambara | Fula | Kosovan | Oromo | Tajik |
| Basque | Fulani | Kotokoli | Pahari | Tamil |
| Behdini | Fujian | Kpelle | Pampangan | Telugu |
| Belorussian | Fuzhou | Krio | Pangasinan | Thai |
| Bengali | Ga | Kurdish | Papiamento | Tibetan |
| Berber | Gaddang | Kurmanji | Pashto | Tigre |
| Bosnian | Gaelic | Lakota | Patois | Tigrinya |
| Bravanese | Garre | Laotian | Pidgin English | Toishanese |
| Bulgarian | Georgian | Latvian | Polish | Tongan |
| Burmese | German | Lingala | Portuguese Creole | Tshiluba |
| Cantonese | Gorani | Lithuanian | Portuguese | Turkish |
| Catalan | Greek | Luganda | Punjabi | Twi |
| Chaldean | Gujarati | Luo | Pulaar | Uighur |
| Chaochow | Haitian Creole | Lusoga | Punu | Ukrainian |
| Chamorro | Hakka | Luxembourgeois | Putian | Urdu |
| Chavacano | Hakka – China | Maay | Quiche | Uzbek |
| Cherokee | Hassaniya | Macedonian | Romanian | Vietnamese |
| Chin | Hausa | Malagasy | Romany | Visayan |
| Chu | Hebrew | Malay | Russian | Welsh |
| Chuukese | Hindi | Malayalam | Samoan | Wenzhou |
| Croatian | Hmong | Malinke | Sango | Wolof |
| Czech | Hokkien | Maltese | Serbian | Yiddish |
| Dakota | Hungarian | Mam | Shanghainese | Yoruba |
| Danish | Ibanag | Mandarin | Shona | Yupik |
| Dari | Ibo | Mandingo | Sicilian | |
| Dinka | Icelandic | Mandinka | Sinhalese | |
| | Igbo | Mankon | Sindhi | |

SIN 382-3/382-3RC – Training and Educational Materials:

| SIN | Part Number | Description | GSA Catalog Price with IFF |
|------------|--------------------|--|-----------------------------------|
| | | INTERPRETER TESTING | |
| 382-3 | LPT-49 | Language Proficiency Test (1-49 Tests) price per test | \$104.28 |
| 382-3 | LPT-99 | Language Proficiency Test (50-99 Tests) price per test | \$95.21 |
| 382-3 | LPT-499 | Language Proficiency Test (100-499 Tests) price per test | \$86.14 |
| 382-3 | LPT-500 | Language Proficiency Test (500+ Tests) price per test | \$81.61 |
| | | | |
| 382-3 | IST-49 | Interpreter Skills Test (1-49 Tests) price per test | \$126.95 |
| 382-3 | IST-99 | Interpreter Skills Test (50-99 Tests) price per test | \$113.34 |
| 382-3 | IST-100 | Interpreter Skills Test (100+ Tests) price per test | \$99.74 |
| | | | |
| 382-3 | MCT-49 | Medical Certification Test (1-49 Tests) price per test | \$140.55 |
| 382-3 | MCT-99 | Medical Certification Test (50-99 Tests) price per test | \$131.48 |
| 382-3 | MCT-100 | Medical Certification Test (100+ Tests) price per test | \$122.41 |
| | | | |
| 382-3 | CCT-49 | Court Certification Test (1-49 Tests) price per test | \$140.55 |
| 382-3 | CCT-99 | Court Certification Test (50-99 Tests) price per test | \$131.48 |
| 382-3 | CCT-100 | Court Certification Test (100+ Tests) price per test | \$122.41 |

Document Translation

Frequently Asked Questions
Page 1 of 2



WHAT IS TRANSLATION? Translation is the conversion of written text from one language into another. Although the terms translation and interpretation are often used interchangeably, by strict definition, translation refers to the written language, and interpretation to the spoken word.

WHO ARE YOUR TRANSLATORS? LanguageLine Solutions' translators are highly skilled professionals with at least five years of experience. Unlike many firms, we do not use low-cost solutions such as part-timers who are trying to earn a few extra dollars in the evening, college students, or the cheapest resource available.

In fact, we believe that no other vendor is as selective as LanguageLine Solutions when it comes to hiring linguists. Less than 1 in 12 applicants meet our high standards. Before a translator can work for LanguageLine Solutions they are rigorously screened by our linguistic recruiter and must pass a linguistic competency evaluation that is administered by us.

HOW DO I KNOW IF MY TRANSLATION IS GOOD?

A good translation should clearly convey the meaning of the original text, read smoothly, and be free from spelling or grammatical errors. By selecting LanguageLine Solutions, you can be confident you will receive an accurate translation because (1) we only use the very best translators, and (2) we perform comprehensive quality assurance procedures in which every word, every line, and every page is checked and verified.

DO YOU USE MACHINE TRANSLATION

SOFTWARE? No. LanguageLine Solutions does not use "machine translation" (MT) for the simple reason that it is not as good as professional human translators...and, at times, is egregiously wrong (there are many websites with examples of the translation bloopers that result from MT). Google translate and other similar tools are a great resource to get a "gist" understanding, but when you need an accurate translation, LanguageLine Solutions can be counted on to provide a high-quality deliverable each and every time.

WHAT ABOUT CONFIDENTIALITY? All LanguageLine Solutions translators are bound by strict confidentiality agreements. Our teams will accommodate client-specific confidentiality requirements whenever possible.

WHAT ARE TYPICAL APPLICATIONS FOR DOCUMENT TRANSLATION? LanguageLine Solutions is ideal for all types of materials, covering a wide range of routine business needs:

- **General Business:** Manuals, brochures, books, letters, e-mails, memorandum, surveys, personnel announcements, payroll records, education transcripts, magazine or newspaper articles, labels, standard forms, notices, signs, job descriptions, receipts, form letters, instructions, menus, warranties;
- **Financial Services:** Account information, credit histories and reports, financial statements, loan documents, contracts, mortgage papers, pension records, correspondence, financial applications;
- **Healthcare:** Hospital release forms, patient billing and instructions, medical and immunization records, informed consent forms, medical claims, patients' rights;
- **Insurance:** Accident and medical reports, claims information and forms, receipts, statements, death certificates, release forms;
- **Law Enforcement:** Police statements and reports, investigations, public records;
- **Court/Legal:** Complaints, statement of charges, summons, documents, divorce papers, contracts, advice of rights;
- **Public Service/Government:** Notices and public service announcements, voter information, forms, public signage;
- **Transportation:** Security questionnaires and general passenger information and more.

WHAT LANGUAGES DO YOU TRANSLATE?

LanguageLine Solutions supports more than 200 languages. Please contact us directly with your specific language requests.

FOR MORE INFORMATION:
www.LanguageLine.com / 1-800-752-6096

Document Translation

Frequently Asked Questions
Page 2 of 2



HOW MUCH DOES TRANSLATION COST?

Translation pricing depends on the language you need and the complexity of your materials. For example, a simple email requires fewer steps or tasks than a glossy brochure with embedded graphics. In addition, prices are typically lower for more commonly requested languages since there are more translators available, while prices are generally higher for rare languages. To receive a free quote, please submit your files to translation@languageline.com.

CAN I RECEIVE A COST ESTIMATE BEFORE I ORDER THE TRANSLATION?

Yes! Simply mark the "Send quote before proceeding with translation" box on the document translation order form and a quote will be sent to you.

HOW LONG WILL A TRANSLATION TAKE? On average, a short document translation of one or two pages will take one to three business days. Factors that can affect turnaround time include length and difficulty of the original text, as well as method of transmission and delivery. LanguageLine Solutions is able to offer expedited translation at an additional cost.

WHAT WILL MY TRANSLATED DOCUMENT LOOK LIKE?

LanguageLine Solutions is first and foremost a solutions company, which means our objective is to always give you the deliverable you need for the intended purpose. For example, do you simply need to know what something says or do you have a glossy brochure with complex graphics that will be widely distributed for years to come? For simple documents we will perform basic formatting appropriate for the end use. For complex documents or materials that will be public-facing with a long "shelf-life," we will likely recommend professional-quality graphic design services. Our in-house Desktop Publishing team is expert in all of the major design programs and can provide an exact replica of even the most complex source documents. Desktop Publishing and/or design fees will be included in your quote if recommended.

HOW WILL I BE BILLED? If you have an existing account for Language Line Over-the-phone Interpretation Service, translation fees will appear in the "Miscellaneous Charges" section of your regular monthly bill. If you do not have an account with LanguageLine Solutions, translation services can be charged to a major credit card.

HOW DO I GET A DOCUMENT TRANSLATED? There are several easy ways to request a translation. Order forms are available either over the web, or by phone. To receive an order form:

- **On-line** at http://www.languageline.com/main/files/DocTransOrderForm_020210.doc; simply fill out the order form on-line or print it out
- **Call** 1-888-763-3364 and a form will be emailed to you

Completed order forms can be submitted by using one of the following methods:

- Submit your order on-line with an attachment of the document to be translated to www.LanguageLine.com
- E-mail the text or document (in MS Word 6.0 or higher) to translation@languageline.com
- Fax the document to 1-877-419-4828.

While most documents can be faxed easily, certain languages (Chinese, Japanese, and Cambodian, for example) do not fax well, especially if the original is a second or third generation fax. If a document is not completely clear and legible, LanguageLine Solutions may request that a more legible copy of the original document be sent by mail or courier service. Whenever possible, electronic versions of the original source files are preferred.

FOR MORE INFORMATION:
www.LanguageLine.com / 1-800-752-6096

Language Proficiency Tests

LanguageLine Academy offers a comprehensive language proficiency testing process, developed with over 30 years of experience. Externally validated by professional subject matter experts, our tests are backed by one million annual interpreting encounters. No other organization has more experienced or competent language experts capable of ensuring accuracy in proficiency testing.

WHAT DO THE TESTS COVER? Language proficiency is a complex skill-set requiring mastery of basic grammar, vocabulary and syntax. Each of the following language proficiency tests assesses the candidate's level of proficiency in a slightly different format:

- **LANGUAGE PROFICIENCY TEST (LPT)** - The LPT is designed in the format of an oral proficiency interview in one language that follows the candidate's interests and strengths within a general conversational context. Examiners are trained to take the candidate through progressively more challenging linguistic tasks to determine the level at which the candidate can speak the tested language.

The LPT is also available in English for organizations that need to ensure that their bilingual employees speak English in a sufficiently clear and coherent manner for interactions with their English-speaking clients. This test is of particular relevance to call center employees.

- **BILINGUAL FLUENCY ASSESSMENT (BFA)** - The BFA assesses the candidate's oral proficiency in English and a target language, as well as knowledge of general terminology commonly used in a health care setting by medical assistants, receptionists, and other front end staff.
- **BILINGUAL FLUENCY ASSESSMENT FOR CLINICIANS (BFAC)** - The BFAC assesses the same knowledge as the BFA, however, it includes specific medical terminology in both tested languages. It is often used to assess the fluency of clinical staff in a health care setting, such as physicians, nurses, technicians, etc.

IN WHICH LANGUAGES ARE THE TESTS AVAILABLE? All proficiency tests are available in a broad range of languages. Language Line Academy regularly monitors its clients' language requests and, in most cases, is able to accommodate language requests for testing. Please contact us with specific language requests.

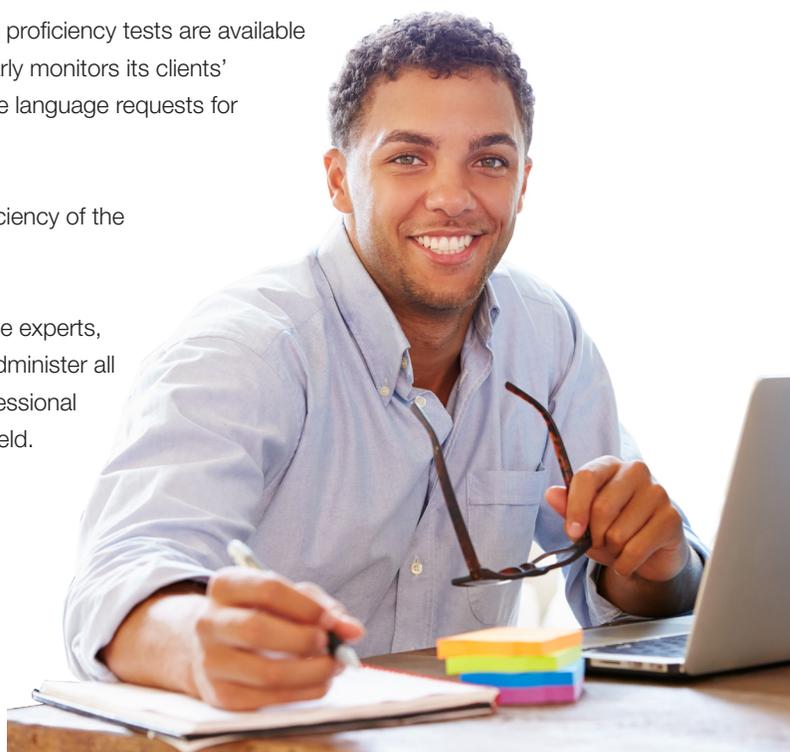
HOW LONG DO THE TESTS TAKE? Depending on the proficiency of the candidate, each test takes may take between 25-35 minutes.

WHO ADMINISTERS THE TESTS? Specially trained language experts, who have undergone intensive training in delivery and rating, administer all proficiency tests. Test administrators have a rich variety of professional qualifications, backed by years of experience in the language field.

WHAT TOPICS ARE COVERED? The tests cover:

- Listening and speaking
- Use of idiomatic expressions
- Degree of comprehension
- Knowledge of vocabulary

Continued on page 2 >



- Grammatical and syntactic accuracy
- Pronunciation and enunciation
- Level of expression

CAN ANYONE TAKE THE TESTS? Yes, however, success on the test may require some real-life experience and/or formal education in the language being tested.

HOW DO I TAKE THE TESTS? All individuals take the test over the phone by means of a hand-held phone or a headset connected to a hand-held phone. Tests may **not** be taken over a speaker phone or cell phone.

DO YOU RECORD THE TESTS? Yes, all tests are recorded. For confidentiality purposes, individual test candidates should not record the test.

WHAT GUARANTEE OF CONFIDENTIALITY DO I HAVE? Our personnel are bound by a strict Code of Ethics, as well as confidentiality and non-disclosure agreements. These documents ensure that all information pertaining to the work we do for you and your organization remains strictly confidential.

MUST THE TESTS BE TAKEN AT A SPECIFIC LOCATION? No, all tests are taken directly over the phone. Subject to employer approval, where applicable, test candidates may test from any location, as long as they are using a land-line phone.

CAN I SCHEDULE MY OWN TIME? Yes, an on-line scheduling portal enables candidates to register for tests Monday through Friday from 8 A.M. to 5 P.M. Pacific Time. We require at least five business days advance notice for all scheduling requests.

CAN I RESCHEDULE MY REGISTERED TEST TIME? Tests may be canceled without penalty at least 72 business hours before the original test time and rescheduled for another available date and time.

WHEN WILL I RECEIVE THE TEST RESULTS? The test administrator will issue a "Test Results Report" for each candidate. All Test Results Reports are emailed to the candidate or the employer registering for the test within a week of the test date.

WHAT WILL THE TEST RESULTS LOOK LIKE? A written report is provided, including:

- The proficiency level, from 1 for Novice to 5 for Educated Professional
- A narrative summary of the candidate's performance
- Recommendations for further development of language proficiency

IF I'M NOT HAPPY WITH MY RESULTS, CAN I RE-TAKE THE TEST? Yes, however, a test fee will be charged for each attempt.

FOR MORE INFORMATION OR TO REGISTER

Contact your Account Representative or

Email: lla@languageline.com

Call: 1-877-351-6636 in U.S.

1-831-242-8414 outside of the U.S.

Interpreter Readiness and Skills Tests

LanguageLine Academy offers a comprehensive interpreter skills testing process developed with over 30 years of experience. No other organization has more experience or more competent language experts capable of ensuring excellence in the testing of skills and helping interpreters reach their professional goals.

WHAT DO THE TESTS COVER? Interpreting is a complex task requiring professional training, as well as real-life experience. To ascertain the readiness of bilingual employees or the competency of interpreters, these tests are designed to evaluate the following criteria:

- **INTERPRETER READINESS ASSESSMENT (IRA)** – (recommended for bilingual employees with documented proficiency in two languages)
 - Language proficiency in English and the target language
 - Comprehension ability
 - Basic conversion skills
- **INTERPRETER SKILLS TEST (IST)** – (recommended for existing interpreters to measure their interpreting skills and knowledge, as well as identify areas for improvement)
 - Advanced language proficiency in English and the target language
 - Interpreting skills
 - Interpreting protocols
 - Knowledge of terminology

IN WHICH LANGUAGES ARE THE TESTS AVAILABLE? We monitor our language requests continuously, adding or deleting languages based on clients' needs. This results in a broad array of languages available at any given time. Contact us with specific language requests.

HOW LONG DO THE TESTS TAKE? The Interpreter Readiness Assessment (IRA) is a brief assessment that usually does not take more than 15 minutes. The Interpreter Skills Assessment (IST) is a lengthier test that takes approximately 35 minutes, depending on the language.

WHO ADMINISTERS THE TESTS? Specially trained and experienced interpreters, who have undergone intensive training in test delivery and rating, administer all the tests. Test administrators have a rich variety of professional qualifications, backed by years of experience in the field of interpreting.

WHAT TOPICS ARE COVERED? Depending on which test is selected, it may cover:

- Vocabulary
- Accuracy
- Grammatical correctness
- Pronunciation
- Enunciation
- Intonation
- Attentive listening
- Information retention

Continued on page 2 >



- Ability to follow instructions
- Role of the interpreter
- Presentation and delivery
- Customer Service skills
- Professional demeanor
- Knowledge of terminology (IST)

CAN ANYONE TAKE THE TESTS? Yes, however, success on the tests may require some real-life experience and/or formal education in the field of interpreting. Courses designed to reinforce this knowledge are also available.

HOW DO I TAKE THE TESTS? All individuals take the tests over the phone by means of a hand-held phone or a headset connected to a hand-held phone. Tests may **not** be taken over a speaker phone or cell phone.

DO YOU RECORD THE TESTS? Yes, all tests are recorded. For confidentiality purposes, individual test candidates should not record the test.

WHAT GUARANTEE OF CONFIDENTIALITY DO I HAVE? Our personnel are bound by a strict Code of Ethics, as well as confidentiality and non-disclosure agreements. These documents ensure that all information pertaining to the work we do for you and your organization remains strictly confidential.

MUST THE TESTS BE TAKEN AT A SPECIFIC LOCATION? No, all tests are taken directly over the phone. Subject to employer approval, where applicable, test candidates may test from any location, as long as they are using a land-line phone.

CAN I SCHEDULE MY OWN TIME? Yes, an on-line scheduling portal enables candidates to register for tests Monday through Friday from 8 A.M. to 5 P.M. Pacific Time. We require at least five business days advance notice for all scheduling requests.

CAN I RESCHEDULE MY REGISTERED TEST TIME? Tests may be canceled without penalty at least 72 business hours before the original test time and rescheduled for another available date and time.

WHEN WILL I RECEIVE THE TEST RESULTS? The test administrator will issue a "Test Results Report" for each candidate. All Test Results Reports are emailed within a week of the test date. All registering organizations and test candidates who pass the Interpreter Skills Test will also receive a certificate of competency in interpreting.

WHAT WILL THE TEST RESULTS LOOK LIKE? A written report is provided, including:

- Numerical and percentage scores for the test results
- Summary of the test candidate's performance
- Recommendations for further development

IF I'M NOT HAPPY WITH MY RESULTS, CAN I RE-TAKE THE TEST? Yes, however, a test fee will be charged for each attempt.

FOR MORE INFORMATION OR TO REGISTER

Contact your Account Representative or

Email: lla@languageline.com

Call: 1-877-351-6636 in U.S.

1-831-242-8414 outside of the U.S.

Medical Certification Test

LanguageLine Academy's Medical Certification Test is a comprehensive medical interpreter testing and certification program developed with over 30 years of medical interpreting experience. No other organization has more experience supporting medical interpreters in reaching their professional goals. Our test experts and organization were utilized to develop the first national performance standard for medical interpreters.

The test measures the interpreter's skills and level of competence with regards to knowledge of medical terminology.

WHAT DOES THE MEDICAL CERTIFICATION TEST COVER? Medical interpreting is a complex skill set requiring professional training, as well as real-life experience. To ascertain medical interpreting competence, the test assesses the following criteria:

- Medical terminology knowledge
- Medical procedure knowledge
- Interpreting skills and protocols
- Knowledge of culture-specific medical practices

WHICH LANGUAGES ARE AVAILABLE? LanguageLine Academy's Medical Certification Test is currently available in the following languages:

- | | | |
|-------------|---------------------|--------------|
| ■ Arabic | ■ Italian | ■ Russian |
| ■ Bosnian | ■ Japanese | ■ Spanish |
| ■ Cantonese | ■ Khmer (Cambodian) | ■ Tagalog |
| ■ French | ■ Mandarin | ■ Vietnamese |
| ■ Hmong | ■ Polish | |

HOW LONG DOES THE TEST TAKE? Depending on the language, the Medical Certification Test can take between 45 minutes and one hour.

WHO ADMINISTERS THE TEST? A team of the highest quality testers in the industry administer all LanguageLine Academy tests. Testers have a rich variety of qualifications, including M.A.s in Translation and Interpretation, and years of experience in medical interpreting. Members of the testing team have also earned external interpreter certification credentials.

WHAT TOPICS ARE COVERED IN THE TEST? The Medical Certification Test covers, among other topics:

- | | | |
|-----------------------------------|----------------------------|-----------------------------|
| ■ Health Insurance | ■ Vision Care | ■ Pediatrics, Immunizations |
| ■ Public Health | ■ Emergency Room/First Aid | ■ Medical Equipment |
| ■ Managed Care | ■ OB/GYN, Pregnancy | ■ Diseases |
| ■ Medical Specialties/Professions | ■ Women's Health Issues | ■ Allergies |
| ■ Doctor Visits | ■ Men's Health Issues | ■ Alternative Medicine |
| ■ General Anatomy | ■ Medical Tests | ■ Nutrition |
| ■ Symptoms | ■ Surgery | ■ Medical Consent |
| ■ Pain Descriptors | ■ Prescriptions | ■ Genetic Counseling |
| ■ Vision Care | ■ Mental Health | |

Continued on page 2 >

CAN ANY INTERPRETER TAKE THE MEDICAL CERTIFICATION TEST? Yes. However, interpreters without medical knowledge and experience in the health care field will find it difficult.

HOW DO I TAKE THE TEST? The Medical Certification Test is conveniently performed over-the-phone. **Tests may NOT be taken via cellular phone.**

DO YOU RECORD THE MEDICAL CERTIFICATION TEST? Yes. LanguageLine Academy records all Medical Certification Tests. For confidentiality purposes, interpreters should not record the test.

WHAT GUARANTEE OF CONFIDENTIALITY DO I HAVE? All of our personnel are bound by a strict Code of Ethics, as well as confidentiality and non-disclosure agreements. These ensure that all information pertaining to the work we do for you and your organization remains strictly confidential.

MUST THE TEST BE TAKEN FROM A SPECIFIC LOCATION? No, tests are conducted over a land-line phone and can be taken from any location.

CAN I SCHEDULE MY OWN TESTING TIME? Test times are offered Monday through Friday, 8 a.m. to 4 p.m. Pacific Time. Tests must be registered with at least five business days' notice.

CAN I RESCHEDULE MY CONFIRMED REGISTERED TEST TIME? Tests may be canceled at least three business days before the original test time and rescheduled for another available date and time without incurring any charge.

WHEN WILL I RECEIVE THE TEST RESULTS? After completion of the test, the test administrator will email a Test Results Report to each interpreter or organization. For those who pass the test, a **“Certificate of Competence in Medical Interpreting”** will be issued.

IF I'M NOT HAPPY WITH MY TEST RESULTS, MAY I RE-TAKE THE TEST? Yes, candidates may test as many times as they wish, but a testing fee applies for each attempt.

WHAT WILL THE TEST RESULTS LOOK LIKE? A written Test Results Report for each individual is provided, including:

- Numerical and percentage score of the test results
- Summary of the test candidate's performance
- Recommendations for further skill development

FOR MORE INFORMATION OR TO REGISTER

Email: lla@languageline.com

Call: 1-877-351-6636 in U.S.

(831) 242-8414 outside of the U.S.

Or, contact your Account Representative

Court Certification Test

Frequently Asked Questions



The test is an oral consecutive interpreting exam, administered over the phone, using a format that consists of a series of dialogue between two or more parties. The dialogue reflects typical court proceedings that are likely to be interpreted.

WHAT IS THE PURPOSE OF THE TEST? The purpose of the test is to identify individuals who have sufficient knowledge of court terminology and protocols to provide quality consecutive interpreting for specific court scenarios, and to certify their competence through a testing program.

WHAT DOES THE TEST MEASURE? The test measures the interpreter's knowledge of legal terminology, as well as the ability to interpret accurately and professionally in a court setting, thus meeting the standards for competence in consecutive court interpreting.

WHICH LANGUAGES ARE AVAILABLE? Testing is offered in 15 languages: Arabic, Cantonese, French, Haitian Creole, Hmong, Japanese, Khmer, Korean, Mandarin, Polish, Portuguese, Russian, Spanish, Tagalog and Vietnamese.

WHAT EXPERIENCE DOES THE TEST TEAM HAVE? Members include a former court administrator with experience in designing/implementing a state certification test, interpreters with Federal and State certifications, raters of Consortium Court interpreting certification exams, an author of numerous highly-regarded interpreting publications, interpreters and examiners with experience designing and administering state certification tests, individuals with design and administration experience, and a former examiner for Human Resources with advanced training in Testing and Evaluation.

HOW IS THE TEST SCORED? The test is scored using an objective method, known as the "scoring unit method". When a candidate's score is in the borderline range between passing and failing, a subjective score is also calculated.

WHAT SCORES ARE PASSING AND FAILING? All scores of 71% and above are considered to be passing. All scores of 67% and below are considered to be failing. Scores of 68-70% fall within the critical, or borderline, range, and

the subjective score is then taken into account. Additionally, scores falling within this range are re-scored to ensure accurate test results.

HOW IS THE TEST ADMINISTERED? The test is administered and rated by a member of the panel of trained Examiners/Raters. There is only one Examiner and one candidate per testing session, which means that the Examiner will be reading the parts of both the English and non-English speakers in the scenario. The Examiner will call the candidate at the scheduled the date/time to administer the test and, after a brief introduction, will read the dialogue; after each utterance is read, the candidate will interpret it into the target language. The entire test will be recorded for evaluation and record-keeping purposes. The test is delivered over the phone via land line only. No cell phones are permitted.

WHEN AND HOW ARE TEST RESULTS RECEIVED? A Test Results Report is emailed within 3-5 days after the test. **"A Certificate of Competency in Court Interpreting"** is mailed to those who pass. The certificate is sent within 2 weeks of the test date.

CAN THE TEST BE RE-TAKEN? Any candidate who does not pass the test can re-take the test at any time for an additional fee, but is advised to allow sufficient time to pass before re-testing to devote time to improving his/her skills in the areas identified on the Test Results Report.

ARE CANDIDATES WHO PASS THE TEST "COURT CERTIFIED"? Those who pass the test can validate they are certified by LanguageLine Academy as competent to interpret court proceedings. The Court Certification Test meets the standard for court certification licensing by the Texas Department of Licensing and Regulation.

WHAT IS THE CONFIDENTIALITY GUARANTEE? Our personnel are bound by a strict Code of Ethics, as well as confidentiality and non-disclosure agreements. These ensure that all information pertaining to the work we do for you remains strictly confidential.

FOR MORE INFORMATION OR TO REGISTER:

Email: llu@languageline.com

Call: (US) 1+877-351-6636

(Outside US) 831-242-8414

Or, contact your Account Representative

Assessments are designed to evaluate bilingual staff proficiency and interpreting skills in a variety of fields, such as medical, insurance, finance, legal, and public service. These specialized tests are valuable tools to obtain documented proof of competence for professional development, regulatory or legal requirements, screening of new hires and evaluating industry-specific knowledge.

| Test Elements | Language Proficiency Test (LPT) | Bilingual Fluency Assessment (BFA) | Bilingual Fluency Assessment for Clinicians (BFAC) | Interpreter Readiness Assessment (IRA) | Interpreter Skills Test (IST) | Medical Certification Test (MCT) | Court Certification Test (CCT) |
|----------------------------------|---|---|---|---|---|---|--|
| Test Description | Assesses level of fluency in English or another language in general context setting. | Assesses level of fluency in English and the target language and terms commonly used in a healthcare context. | Assesses level of fluency in English and the target language in a healthcare context setting, as well as medical terminology. | Assesses the bilingual candidate's aptitude for interpreting, based on a brief evaluation of fluency and conversion skills. | Assesses interpreting skills and knowledge of medical terminology in a role-play format for interpreters in Health care or other industries.* | Assesses knowledge of clinical medical terminology and advanced interpreting skills for trained and experienced medical interpreters. | Assesses knowledge of court terminology and advanced interpreting skills for trained and experienced court interpreters. |
| Fluency - English | X** | X | X | X | X | X | X |
| Fluency - Language | X** | X | X | X | X | X | X |
| Conversion / Interpreting Skills | | | | X | X | X | X |
| Candidate Profile | Staff such as front desk, call center, and reception who speak with customers in-language. Also new hire personnel. | Healthcare staff such as front desk, call center, and reception who speak with patients in-language. | Clinical staff such as physicians and nurses who speak with patients in-language. | Potential interpreters with little or no interpreting experience and training. | Beginning interpreters or bilingual staff identified as qualified by their proficiency as potential interpreters. | Working and trained medical interpreters who are seeking a professional development opportunity and credential.. | Working and trained interpreters who are seeking a professional development opportunity and credential in the legal field. |
| Cost Per Test | \$145 1-49 \$135 50-99 \$125 100-499 \$115 500+ | \$125 1-49 \$115 50-99 \$105 100-499 \$100 500+ | \$140 1-49 \$130 50-99 \$120 100-499 \$115 500+ | \$135 1-49 \$125 50-99 \$115 100-499 \$110 500+ | \$175 1-49 \$160 50-99 \$145 100-499 \$130 500+ | \$190 1-49 \$180 50-99 \$170 100-499 \$160 500+ | \$190 1-49 \$180 50-99 \$170 100-499 \$160 500+ |
| Approximate Test Length | 35 minutes | 30 minutes | 40 minutes | 20 minutes | 35 minutes | 50 minutes | 50 minutes |

* Insurance, finance, customer service, and education

** Available in either English or the Target language.

QUESTIONS? Contact your Account Executive or LanguageLine Academy at LLA@LanguageLine.com or 1-877-351-6636

NOTE:

- All test are delivered via phone, except for cell phones which are not acceptable.
- Test times are Monday through Friday from 8 a.m. to 5 p.m. Pacific Time.