

Bridging the Gap Medical Interpreter Training Program

APPLICATION INFORMATION

Bridging the Gap is a 40-hour professional development program that prepares bilingual individuals to work as medical interpreters. It is used to train novice and experienced medical interpreters, and it is accepted by both accredited national certifying bodies, the Certification Commission for Healthcare Interpreters (CCHI) and the National Board of Certification for Medical Interpreters (NBCMI). No interpreting experience is required in order to take the class.

This course covers:

- **Basic interpreting skills.** Roles, ethics, conduit and clarifier interpreting, managing the flow of the session
- **Codes of ethics.** Codes of ethics and decision-making for interpreters in health care.
- **Integrated medical terminology, anatomy, and physiology.** Introduction to common terms, procedures, and specialties relating to human physiology and health.
- **Information on health care systems.** Introduction to the health care systems and types of health care providers.
- **Culture in interpreting.** Self-awareness, basic characteristics of specific cultures, traditional health care in specific communities, culture brokering
- **Communication skills for advocacy.** Listening skills, communication styles, how doctors think, appropriate advocacy
- **Professional development.** Effective communication, professional conduct, self-care, resources for professional growth

About the Class

Total tuition:	\$600.00 Includes non-refundable \$120 deposit, course textbook, bilingual medical glossary if available in your target language (if not available participants will receive an English-English glossary), the <i>Guide to Common Medications</i> , and a signed Certificate of Successful Completion, if applicable.
Training dates:	Saturdays, 9:00 a.m. – 2:00 p.m., January 25 to March 15, 2025 Students must attend all hours of the training. LSS-MCC reserves the right to cancel a class that does not have minimum enrollment.
Location:	Online (Zoom)

Admission Requirements

Minimum age, residency and education

Participants must be 18 or older and have a high school degree or the equivalent. Proof of high school graduation or GED, etc. is required. Participants must reside in South Dakota, Iowa or Minnesota.

Proof of language proficiency

Participants must be bilingual in English and at least one other language, and proof of proficiency in both languages is required to enroll in the class. Proof of proficiency can be **copies of any one of the following documents**:

- High school diploma or equivalent, or university/college degree from a school using the assessed language(s)
- State or federal court interpreter certification
- Oral language exam results with scores equivalent to ACTFL Advanced Mid-level or ILR Level 2
- For languages of lesser diffusion for which no proficiency test exists, LSS is able to accept a letter from the applicant's employer verifying professional experience working in the language being assessed

If applicants do not have any prior proof of language proficiency, the registration process will include a speaking and listening assessment conducted over the phone. These are scheduled through ALTA Language Services on a weekday at a time that is convenient for the applicant. Once a language assessment is scheduled, the applicant will receive a phone number to call and instructions to begin the assessment, which is approximately 20-25 minutes long. The maximum possible score is 12; a 9 or higher is required for admission.

Bridging the Gap Registration & Enrollment Procedure:

1. Please submit emailed, faxed, printed, or scanned copies of the following:
 - Completed registration form
 - Copy of high school diploma, GED certificate, or university/college degree
 - Proof of language proficiency (if available)

Applications can be submitted via:

Email: CISinterpreters@LssSD.org

Mail: LSS Multi-Cultural Center, 300 E. 6th St., Sioux Falls, SD 57103

2. Payment of \$120 non-refundable deposit via credit card, check, money order, or cash. Checks and money orders should be made out to Lutheran Social Services of South Dakota, or LSS. Credit card payments can be made over the phone. Any necessary language assessments will be scheduled and conducted upon receipt of the deposit.
3. Once we have received proof of language proficiency or proficiency assessment results, you will receive an email message to complete the enrollment process. You will also receive an email message if you did not pass the language proficiency assessment.
4. Confirm your attendance and pay the balance of \$480 for the tuition.

Deadlines

Application materials and payment *must* be received by the following dates.

DATE: December 20, 2024

- Application form
- Non-refundable deposit
- Proof of high school graduation
- Proof of language proficiency (if available)

DATE: January 17, 2025

- Remaining tuition fees

Refund Policy

Unless a class is canceled by CCHCP, the \$120 registration fee is non-refundable. However, if a course applicant becomes unable to attend a course they had registered for, the registration fee can be held for one calendar year from the start date of the original course registered for.

For the remaining \$480, the refund policy is as follows:

Up to 1 week before class starts	100%
1-6 days before class starts	75%
After class starts	25%
Note: Instead of refund, applicants can chose to leave their balance paid to LSS-MCC to use for another class within 1 calendar year from the start date of the class originally applied for.	

LSS of South Dakota reserves the right to remove any participant who interferes with or causes disruption in the learning environment. Refunds will not be issued to participants who are removed.

Certificates of Successful Completion

A Pre-Test and a Final Test will be given to measure participants' improvement before and after the training. Certificates of successful completion will be awarded to participants who score 70% or better on the Final Test. Participants will be notified via email about their test results within one week of completing the course. Certificates will be mailed within two weeks after the training.

Participants who do not pass the Final Test are permitted one retake within a 2-week period. If a participant does not pass the Final Test after the permitted re-take, LSS and CCHCP will not issue a certificate of successful completion.

Students must attend all hours of the training and pass the Final Test to earn a certificate of successful completion. This certificate can be used as proof of training for national certification and other bodies that require proof of training.

This course will be administered online. Please confirm before registering that you have a reliable internet connection and proper equipment (computer with monitor, speakers/headphones and microphone). Refunds and/or makeup sessions will not be administered for technical failures. **Participants must have their cameras on during all instruction time.**

Students must attend in person on last day (Saturday, March 15). If this is not possible due to weather conditions, or other circumstances, please reach out to Valeria or Yamema at 605-731-2010.

Receiving a BTG certificate of completion is proof that a participant is a trained medical interpreter. In order to become a nationally certified medical interpreter, participants who successfully complete the course should take and pass national certification exams through the National Board of Certification for Medical Interpreters (www.certifiedmedicalinterpreters.org) or the Certification Commission for Healthcare Interpreters (www.cchicertification.org). Some states may have their own state certification exams to be a state-certified medical interpreter.

Additional Information

All our communication will be primarily by email so please make sure your email address is working and check it regularly. If you have not heard from us in a reasonable amount of time, please call us at 605-731-2010.

Please retain a copy of this document for your records. Do not submit these with your completed registration form.

Thank you, and we look forward to hearing from you!

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