

LANGUAGELINE® TESTING & TRAININGSM

**Ensure Your Bilingual
and Interpreter Staff
Are Prepared to Serve**

**With testing and training services in 50+ languages
you can feel confident your bilingual staff and
interpreters have the skills they need**



Provide a Better Experience and Satisfy Compliance in 50+ Languages

Be confident in your team's language skills and proficiency. With today's diverse, multilingual communities, ensure your bilingual staff and in-house interpreters are prepared to communicate effectively to reduce the risk of costly misunderstandings, regulatory compliance issues and even lawsuits.

LanguageLine offers the industry's most advanced testing and training for bilingual and interpreter staff. We can assess and attest to your team's competency, proficiency, and fluency of industry terminology. We deliver **more than 16,600 tests and over 350 training sessions each year in 57 languages.** Plus, we can provide your organization what it needs to satisfy compliance requirements.

With LanguageLine Testing & Training, you can:

- Ensure the quality of your in-house interpreters and bilingual staff
- Get documented proof of language proficiency for specialty fields
- Count on reliable tests validated by external experts
- Fortify your team's skills with industry-recognized training
- Provide a better customer experience and serve more clients
- Test job candidates before hiring to evaluate their fluency in English and a second language



Get the Assurance You Need With Advanced Testing

Assess your team's competency
and satisfy compliance

Our comprehensive tests have been developed by some of our industry's most experienced professionals and externally validated by independent experts from the most prestigious language education programs.

Assessments are designed to evaluate bilingual staff language proficiency and interpreting skills in medical, insurance, finance, legal, 9-1-1, and public service fields. These specialized tests are valuable for obtaining documented proof of competency for professional development, regulatory and legal requirements, screening new interpreters, and evaluating industry knowledge.

A specially trained administrator can conduct tests over the phone or a video conference bridge. Or, candidates may register to take an online version of most of the tests—without compromising the quality of results. Test results are available within five business days.

LanguageLine will help you identify which tests are best for your needs

- ✓ **Language Proficiency Test (LPT)** gauges the level of fluency in English or another language in a general context
- ✓ **Written Proficiency Assessment** evaluates written proficiency in one language (only available as a live assessment via video conference bridge)
- ✓ **Bilingual Fluency Assessment** measures the level of fluency in English and the target language in basic healthcare-focused conversations, as well as healthcare-context terminology

- ✔ **Bilingual Fluency Assessment for Clinicians** rates the level of fluency in English and the target language in a clinical healthcare context, as well as medical terminology
- ✔ **Interpreter Readiness Assessment** gauges a bilingual candidate's aptitude for basic healthcare interpreting based on an evaluation of their fluency and conversion skills
- ✔ **Interpreter Skills Assessment** evaluates the level of fluency in English and the target language, along with industry-specific terminology and interpreting skills for entry-level interpreters
- ✔ **Medical Certification** tests knowledge of medical terminology and advanced interpreting skills for experienced medical interpreters (as a live assessment over the phone or virtual meeting)



Count on Industry-Leading Interpreter Training Solutions

Fortify your bilingual staff and in-house interpreter skills

LanguageLine Training is unsurpassed in developing the language skills of your bilingual staff. Our training services can help you satisfy regulatory requirements, improve customer service, and provide the best possible care.

With the increased demand for equal access to services, our training programs are designed to build high bilingual and interpreter quality standards. We focus on developing interpreting skills and knowledge, including the Code of Ethics and Standards of Practice. Enrollees receive a Certificate of Course Completion upon successfully concluding their LanguageLine training.

Our innovative, expert-led programs can be delivered in person, by phone, and online—eliminating the need for travel and missed time at work.

LanguageLine offers two comprehensive training courses:



Fundamentals of Interpreting is a 6-hour online training course with a 3-hour instructor-led audio session of role-playing exercises to further cultivate interpreting skills.



Advanced Medical Training is an in-depth 40-hour online or onsite course with instructor-led sessions, role-playing exercises, and Q&A to develop interpreting skills and healthcare-specific terminology. Candidates can earn 10 Continuing Education Points.

The course also covers knowledge training for interpretation, professional skills, ethics, and responsibilities as medical interpreters to aid your organization in safety, security, and adherence to federal HIPAA regulations.



**Enrich your staff's skills and development
with in-person, online, and over-the-phone
training in more than 50 languages**



The World's Top Companies Choose LanguageLine

Nearly every Fortune 100 entity has chosen LanguageLine



Leading healthcare organizations trust us



of the best hospitals
(U.S. News & World Report)



of 5-Star
Medicare providers



of the best children's hospitals
(U.S. News & World Report Honor Roll)

More federal, state, and local governments choose LanguageLine



Thousands of government entities across
North America and the United Kingdom



Serving public safety, health, social services, courts
and corrections, Homeland Security, and more





10 Reasons You Can Trust Us to Solve Your Biggest Language Challenges

- 1 We offer 40+ years of language services expertise**

Every modern organization needs a language access partner. We've been reducing expenses, increasing revenues, and improving reputations for clients across a range of industries for decades.
- 2 You can count on 360° of language access coverage**

Across 75+ million interactions a year, whether on-demand by phone or video, in person, or in writing, our team of 35,000+ expert linguists proudly serve our clients.
- 3 You benefit from our culture of innovation**

LanguageLine leads the global language access industry with advanced technology designed to unlock efficiencies—saving you time and money.
- 4 Confidentiality and data security are integral to our business**

LanguageLine completes over 1,000 data security and operational audits annually, satisfying clients in highly regulated fields, including healthcare, financial services, and government.

5 We've earned the industry's highest certifications for quality

- ISO 9001:2015, ISO 17100:2015, and ISO 18587:2017
- ASTM F3130-18 Standard Practice for Language Service Companies
- ASTM F2089-15 Standard Practice for Language Interpreting for phone and video interpretation
- CAN/CGSB-131.10-2017 National Standard of Canada for Translation Services

6 We can help you ensure regulatory compliance

Safeguard your organization and avoid costly errors. Confidently comply with requirements including ADA, EEOC, and Title VI of the Civil Rights Act of 1964, ACA Section 1557, Joint Commission standards, and HIPAA.

7 We rank 5th in the world as the Best Place to Work (across all industries)

8 We provide complimentary implementation support

No language access plan can succeed unless frontline staff are aware of their responsibilities and the services available to them. LanguageLine delivers the implementation support and ongoing training and support materials you need to maximize your investment, free of charge. Our dedicated implementation specialists provide onsite and remote training for over 40,000 client employees annually across 10,000 global locations.

9 We'll keep you informed

Easy-to-use reporting helps you understand and optimize your program, while educational webinars and blog content grow your expertise.

10 Our year-over-year retention rate for 30,000+ clients is 98%



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Let's Talk Solutions

Discover the many additional ways LanguageLine can help turn your biggest language challenges into growth opportunities with industry-leading services.

- On-Demand Video & Audio Interpreting
- OnSite Interpreting
- Virtual Meetings
- Inbound & Outbound Calling
- Translation
- Localization
- Transcription

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