DRAFT RECOMMENDATION TWELVE
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Instructions: Use the [Information Sheet](#) describing the required design elements needed for each recommendation to draft your ideas on how the State of Washington can support having more qualified medical interpreters.

1.	**Testing entities** • Must have expertise and sustainable resources to develop and update tests. • Must have the necessary technology to deliver online tests. • Must have the resources to maintain and update the technology routinely. • Must have processes that align with national and industry standards of medical interpreter testing.	

	1. Representation matters- identify the communities you are planning to serve and when you have positions available consider advertising in these communities. Many times small communities don't know about employment opportunities unless someone who they know and trust tells them about it. We can't assume no one in these communities doesn't speak enough English or is not qualified for the job because smaller communities also have members who are bilingual or multilingual and have an education to work in professional jobs when given the opportunity. It is important to mention that if a person doesn't have the proper training or experience but speaks the language of the community you're planning to serve, the proper training and experience is something that can be obtained once working, however the language skill and the cultural knowledge it's something more difficult to obtain.
	
	 2. Create an ongoing interpreter recruitment program, by creating a program that is ongoing you will be able to give opportunity to community members from the communities you are planning to serve to become qualified interpreters by meeting the following requirements:
	
	     • Complete a training in Ethics & Confidentiality
	     • Complete a training for specific terminology
	     • Complete a certification training
	
	 3. Provide sight Translation, for some indigenous languages translated material isn't necessarily the best way to provide information.	

2.	**Technology** • 24/7 access to registration/scheduling. • Virtual testing, or easily accessible test centers. • Virtual proctors / ID verification available (e.g., through ProctorU service) • Quick written test score reporting turn-around (immediate or within 48 hours for written tests). • Reasonable cost to candidates based on industry standards.	
3.a.	**Prerequisites and screening** • Proof of bilingual and multi-lingual proficiency: Passing score of a formal test, school diplomas of education conducted in the target language, experience living in the target language-speaking country, and documented work experience. • Training in interpreting skills.	

3.b.	**Test content** • Proficiency in English and target languages. • Domain knowledge: Healthcare system, medical terminology, and procedures • Medical interpreter ethics. • Interpreting skills (e.g., sight translation, consecutive interpretation, and memory retention).
3.c.	**Test quality** • Tests must meet national standards and federal requirements. • Tests must be valid and reliable. • Testing entities must provide reports demonstrating test validity and reliability
4.	**Resources to support clients and healthcare providers** • A platform accessible by healthcare providers to look for interpreters. • Approved continuing education (CE) courses. • Certification distribution and revocation systems. • Customer complaint resolution process. • Other customer services.