



**THE NATIONAL BOARD OF CERTIFICATION
FOR MEDICAL INTERPRETERS**

Certified Medical Interpreter Candidate Handbook

2011-2012

National Board of Certification for Medical Interpreters
1425 K Street NW, Suite 350
Washington, DC 20005
1-765-MED-CERT
info@certifiedmedicalinterpreters.org
www.certifiedmedicalinterpreters.org

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Introduction

The mission of the National Board is to foster improved healthcare outcomes, patient safety and patient/provider communication, by elevating the standards for and quality of medical interpreting through a nationally recognized and accredited certification for medical interpreters.

The CMI certification program is governed by the National Board of Certification for Medical Interpreters (National Board), an independent division of the International Medical Interpreters Association (IMIA).

The purposes of the National Board are to:

- Develop, organize, oversee and promote a national medical interpreter certification program in all languages.
- Promote patients and providers working with credentialed medical interpreters who have met minimal national standards to provide accurate and safe interpretation.
- Ensure credibility of national certification by striving to comply with national accreditation standards including transparency, inclusion, and access.

The Board of Directors of the National Board consists of 12 voting members that include medical interpreters, a health care provider, industry representatives, and a public member. Initial Board members were selected by a public process and independent selection committee. Subsequently, Board members are recruited through a Nominating Committee process and are elected by the members of the National Board.

Applying for Certification

Effective until December 31, 2012 individuals who have been working as a medical interpreter for at least one year, and can provide proof with a signed letter of employment on company letterhead, are eligible to take the CMI written exam and the oral exam for Spanish. Oral exams in other languages will be added and candidates will have this same opportunity, with an ending date two years after the oral exam in their language becomes available.

Candidates must ensure that their supervisors (HR or direct) include the language interpreted and the dates of employment. Multiple letters of employment are accepted, and the employment can be as an independent contractor, volunteer status, or regular part-time or full-time employee.

After December 31, 2012 all candidates for the CMI–Spanish oral exam must meet the following prerequisites:

CMI Prerequisites

The following eligibility requirements apply to all interpreters who have less than 1 year of experience and all Spanish interpreters who apply after December 31, 2012.

1) Age

The minimum age required of an individual to apply for certification will be equivalent to the age of majority as defined by the federal government, which is 18 years of age. A driver's license or a birth certificate or passport copy are acceptable proofs of age.

2) General Education

Minimum education: High School Diploma. A High School or GED diploma are acceptable proofs of general education.

3) Medical Interpreter Education

Successful completion of a medical interpreter educational program (only graduation from programs of a minimum 40 hours duration will be accepted). A registry of training programs is posted on the IMIA web site at: <http://www.imiaweb.org/education/trainingnotices.asp>. A Certificate of Completion of such a program is the only acceptable proof of medical interpreter education.

4) Oral proficiency in English

One of the following:

- Bachelor, Masters, PhD, or any other degree from any US institution of higher education.
- Graduation from any High School from an English language country or from an American School abroad.
- One of the following tests (subject to change)
 - **TOEFL** (Test of English as a Foreign Language): 570+ on paper; 230+ on computer version; 90+ on iBT.
 - **ELPT** (English Language Proficiency Test): 950+
 - **MELAB** (Michigan English Language Assessment Battery) 80+
 - **ECPE** (Examination for the Certificate of Proficiency in English): PASS
 - **FCE** (First Certificate in English, Level 3): A
 - **CAE** (Certificate in Advanced English, Level 4): B
 - **CPE** (Certificate of Proficiency in English, Level 5): B
 - **IELTS** (International English Language Testing System) 7.0

5) Oral proficiency in the target language

One of the following:

- Bachelor, Masters, PhD, or any other degree from an institution of higher education where the target language is spoken
- Graduation from a high school of the country where the target language is spoken
- 24+ semester college credit hours of the target language
- ACTFL Oral Exams (American Council on the Teaching of Foreign Languages): 3.5 + /Advanced Mid Level (see www.actfl.org)

Earning the CMI Credential

To be granted a CMI credential individuals must meet all of the eligibility prerequisites **and** pass BOTH the written and oral examinations. The CMI credential is awarded in the specific language(s) for which the oral exam is passed (for example CMI-Spanish).

The National Board only awards the CMI credential to individuals who meet the eligibility criteria and successfully complete the written and oral examinations.

Eligibility Appeals

If an applicant is informed during the registration process of the denial of proof of pre-requisites or ability to sit for the oral or written exams, they may appeal this decision.

The appeal should include:

- An appeal letter from the applicant clearly stating why they believe the decision was wrong. Specific information based on facts to show that the exam should be administered should be included.
- A letter from the candidate's supervisor addressing specifics regarding the candidate's experience and why they believe they should sit for the exam (if applicable).
- Any other pertinent information from the candidate's employer/ professor.

The appeal should be sent to info@certifiedmedicalinterpreters.org.

Application Requirements

To apply for certification candidates must register and demonstrate that they meet the required prerequisites. To complete the registration process:

- 1) **Complete and submit the application online at www.certifiedmedicalinterpreters.org/register**
- 2) **Submit the \$30 registration fee**
- 3) **Submit documentation (proof of employment, training, etc.) by sending an email to staff@certifiedmedicalinterpreters.org or by fax to 1-866-681-2568.**

Candidates will be notified by email regarding acceptance of their application. Once your application is accepted you may schedule your written exam. Information on how to schedule the exam will be sent to you.

Candidates must pass the written exam before scheduling an oral exam session. The oral exam must be scheduled within 6 months of completing the written exam, except in the case of those languages for which an oral exam has not yet been developed.

Preparing for the Exams

How the Exams Were Developed

The written and oral examinations were developed based on a Job Analysis Study conducted by PSI (a nationally recognized independent testing company) with support from numerous medical interpreters, the International Medical Interpreters Association, and Language Line University. The Job Analysis and subsequent development of the written and oral exams was conducted in accordance with the *Standards for Educational and Psychological Testing* (AERA, APA, NCME, 1999). The process included a national Job Analysis, creating detailed examination specifications, development of exam items, pilot testing, and psychometric analysis.

Job Analysis

The examinations were founded upon a national job analysis conducted in January 2009. The job analysis study used a multiple-method approach, incorporating expert judgments of an advisory committee, focus groups with participants from across the country, and a national survey of practicing professionals. The advisory committee was comprised of 44 experienced medical interpreting professionals representing every region of the United States, including active medical interpreters, medical interpreting program managers, and medical interpreter trainers and advocates for healthcare interpreting. The expert committee defined professional activities and knowledge requirements to be included in a job analysis survey and the survey was administered online to a national sample of practicing professionals. It was completed by 1,506 respondents, who were representative of the population of the medical interpreting profession.

Examination Specifications

A statistical analysis of the responses to the job analysis survey was conducted by PSI to determine which of the professional activities and knowledge statements qualified for testing on the medical interpreter certification exams. An expert panel was convened to review and confirm the survey results. The panel developed examination content specifications for the written and oral exams from the job analysis data through a combination of empirical and rational methods.

Test Item Development and Review

With PSI's guidance and training a panel of experts was convened to write, review and formally evaluate test items for the oral exam measuring sight translation and consecutive interpreting skills.

Additional experts participated in writing, reviewing and formally evaluating written exam items based on the exam content specifications.

Following a rigorous training process on test item writing and standard setting, each panel of experts began the test item writing process, based on the test specifications established by the job analysis. Subject Matter Experts (SMEs) evaluated each item with respect to relevance to occupational requirements and the need for competence upon certification; and estimated difficulty for practicing professional interpreters.

Following extensive pilot testing of both the written and oral exams, final exam forms were developed and administered. No credentials were granted for taking the pilot exams; the data was used to finalize both exams.

Studying for the Exams

Candidates are encouraged to be familiar with the recognized Interpreter Standards of Practice, Codes of Ethics, and the CLAS Standards:

- CHIA Standard of Practice (www.chiaonline.org)
- IMIA Standards of Practice (www.imiaweb.org)
- IMIA Code of Ethics
- NCIHC Standards of Practice (www.ncihc.org)
- NCIHC Code of Ethics
- CLAS Standards (Standards 4-7 language access) (<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=15>)

In addition candidates should review the exam content outlines below.

Additional Study Tips

- Review medical terminology using medical glossaries and dictionaries
- Review basic medical information and human anatomy.
- Review CCCS interpreter training manuals (<http://www.cccsorg.com>)
- Review ACEBO interpreter training manuals (<http://www.acebo.com>)
- Attend workshops, conferences, and other training opportunities.
- Review regulations and guidelines, including:
 - The Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rule (www.hhs.gov/ocr/privacy/)
 - Title VI and the Civil Rights Act of 1964 (www.LEP.gov)
 - HHS Office of Civil Rights (<http://www.hhs.gov/ocr/>)

- Review resources on cultural awareness
 - The Cross Cultural Health Program (<http://www.xculture.org>)
 - Diversity RX (<http://www.diversityrx.org>)
 - HHS Office of Minority Health -Cultural Competency (<http://minorityhealth.hhs.gov>)
 - EthnoMed (<http://ethnomed.org>)

The above references are just a sample of the information that is available on the Internet; these citations do not indicate endorsement.

Exam Content Outlines

Written Exam

The written exam is offered only in English. The written exam is a multiple choice exam, containing 51 questions. In addition to the number of examination items specified, a small number (five to ten) “pretest” questions may be administered to candidates during the examinations. These questions will not be scored and the time taken to answer them will not count against examination time. The administration of such non-scored experimental questions is an essential step in developing future examinations.

All candidates will have up to 75 minutes to complete the exam. The written exam evaluates:

8% Topic 1: Roles of the Medical Interpreter

- > Role of Conduit
- > Role of Clarifier
- > Role of Culture Broker
- > Role of Patient Advocate

15% Topic 2: Medical Interpreter Ethics

- > Confidentiality
- > Accuracy and completeness
- > Impartiality
- > Conflict of Interest
- > Scope of Practice
- > Disqualification/Impediments to Performance
- > Professional Courtesy
- > Professional Development

8% Topic 3: Cultural Competence

- > Cultural practices related to healthcare
- > Familial and relational structures

38% Topic 4: Medical Terminology in Working Languages

- > Medical Tests and Diagnostic
- > Procedures
- > Medical Apparatus
- > Pharmacology
- > Pathologies
- > Symptomatology
- > Anatomy
- > Musculoskeletal System
- > Endocrine System
- > Cardiovascular System
- > Respiratory System
- > Urinary System
- > Nervous System
- > Digestive System
- > Reproductive Systems
- > Integumentary System
- > Treatments
- > Acronyms and Abbreviations (e.g., MRI, CAT scan, etc.)

23% Topic 5: Medical Specialties in Working Languages

- > Obstetrics and Gynecology/Genetic
- > Counseling
- > Organ Transplant
- > Pharmacy
- > Ear, Nose and Throat (ENT)
- > Pediatrics
- > Emergency Medicine
- > Oncology
- > Surgery
- > Orthopedics
- > Radiology
- > Nutrition Counseling
- > Physical, Speech and Occupational
- > Therapy
- > Urology and Nephrology
- > Endocrinology
- > Ophthalmology
- > Cardiology
- > Neurology
- > Hematology
- > Dermatology
- > Psychiatry
- > Respiratory Illness

5% Topic 6: Interpreter Standards of Practice

- > IMIA (International Medical Interpreters Association) Standards
- > NCIHC (National Council on Interpreting in Healthcare) Standards
- > CHIA (California Healthcare Interpreters Association) Standards

3% Topic 7: Legislation and Regulations

- > Health Insurance Portability and Accountability Act (HIPAA)
- > CLAS (Culturally and Linguistically Appropriate Services) Standards

Oral Exam

The oral exam is 45-60 minutes in length. Candidates have 30 minutes to complete 12 mini-scenarios and 10 minutes to complete 2 sight translation passages.

The oral exam in Spanish (more languages coming) evaluates:

15% Topic 1: Mastery of Linguistic Knowledge of English

15% Topic 2: Mastery of Linguistic Knowledge of Spanish

25% Topic 3: Interpreting Knowledge and Skills

10% Topic 4: Cultural Competence

25% Topic 5: Medical Terminology in Working Languages

10% Topic 6: Medical Specialties in Working Languages

Simultaneous interpreting, written translation, and sight translation into English are not tested. The job analysis showed that while medical interpreters sometimes perform these tasks, the frequency was not statistically significant.

Taking the Exams

The oral and written exams are offered via computer based testing (CBT) at professional testing centers through contracted test administration vendors. The written exam must be taken and passed before the oral exam may be scheduled.

Written Exam

Candidates are eligible to take the written exam after their application, with documentation of prerequisites, has been approved by National Board. After receiving approval to take the written exam from the National Board, candidates will receive a Candidate Information Bulletin with detailed instructions on how to schedule their exam at a PSI test site. Exams may be scheduled with PSI online or by telephone. The exam must be scheduled within 6 months from the date of approval.

The written exam is offered only in English and any candidate who meets the prerequisites may take the exam, regardless of language.

Oral Exam

Candidates are eligible to take the oral exam within 6 months of the date they pass the written exam. If the oral exam is not available for the candidate's language, they have six months from the time the oral exam in their language is launched.

Once a candidate successfully passes the written exam, he/she will receive information on how to schedule their oral exam online. Once scheduled, candidates will receive a Candidate Admission Letter with confirmation of their testing appointment and test center policies.

Candidates are allowed 45-60 minutes to complete the oral exam; 30 minutes for 12 mini-scenarios and 10 minutes for 2 sight translation passages. The exam is computer-based and candidate's oral responses will be recorded.

Detailed information on taking the oral exam is available online at www.certifiedmedicalinterpreters.org.

Candidates should review carefully the Candidate Admission Letter and the Examination Security policy that is sent out to everyone who is scheduled to take the oral exam. Failure to follow candidate instructions will result in the application being voided and forfeiture of the fee for the exam.

All tests are recorded and kept on file in a secure location for quality assurance purposes, as well as to ensure the reliability and validity of the assessment.

Evaluation of Oral Exams

Oral exams are evaluated based on:

1. Accuracy – conveying the meaning without omissions, additions, summarizing or editorializing any information and retaining the original register
2. Listening and information retention skills – following instructions and retaining in memory the most important information to recall when providing the interpreted rendition
3. Grammar – using correct syntax and usage, and avoiding the use of false cognates (words that sound like they should be correct, but are not), like *constipado* (*in Spanish this means having a cold*) for constipated.
4. Interpreting style – displaying consistently good enunciation, intonation and pronunciation, as well as a courteous and professional demeanor
5. Knowledge of terminology and specialties – demonstrating knowledge of a wide range of health care specialties and medical terminology

What to Expect on Exam Day (Oral & Written Exams)

To provide a fair and consistent environment for all candidates, the exams are delivered using standardized procedures and following strict security protocols. Candidates are required to follow all exam site rules at all times. Failure to follow these rules may result in termination of a candidate's testing session and/or invalidation of the candidate's exam score.

- Candidates must arrive at least 15 minutes prior to the scheduled start of the exam. Late arrivals cannot be accommodated. No candidates will be admitted to the exam room once the exam has begun.
- Candidates should dress comfortably. While all test sites strive to ensure the exam is given in a room that is neither too hot nor too cold, candidates should be prepared with appropriate layered attire.
- Candidates must have one form of acceptable photo identification that is government issued and is signed by the candidate. Acceptable identification includes: driver's license, state issued

identification card, passport. Identification provided must match the name on the registration form and the name on the candidate admission letter, which candidates must bring with them to the center.

- No guests are permitted in the examination room. Children are not permitted in the testing centers.
- No weapons or instruments that may reasonably be used as weapons may be brought into the examination area.
- No exam materials, documents, or notes of any sort are to be taken from the examination room.
- No food or beverage is permitted in the examination area. Tobacco products and chewing gum may not be used by candidates or proctors during exams.
- No desk accessories (e.g., family photos, “good luck” articles) are permitted in the exam area.
- Candidates may not communicate with anyone except the proctor during the exam. In most cases, those taking the oral exam will be in a room by themselves.
- Candidates will be observed at all times during testing and should be aware that security procedures are in place and will be enforced.
- If examinees must leave the testing area during the examination, they may do so one person at a time after receiving permission from the proctor. No extra testing time will be allowed for the absence. Any scratch paper or other exam materials must be left with the proctor. You may not exit the building during the examination.
- No questions concerning the content of the examination may be asked in the examination room before, during, or after the exam. Proctors are not allowed to answer any questions about the content of the examination. Proctors may answer questions about processes (e.g. time limit), but cannot interpret or explain any words or information on the exam.
- All candidates are expected to answer the exam questions independently. There is to be no sharing of information, teamwork, or any other collaborative relationship with another candidate during the exam. Any violation of this policy is considered to be cheating. Any candidate engaged in this behavior may be subject to score cancellation and not be allowed to sit for future administrations of the exam.

- Candidates may bring a non-electronic dictionary and a very limited amount of reference materials.
- Candidates may not use any electronic devices in the testing room at the test site. Cell phones, pagers, cameras, programmable electronic devices and recording devices of any kind are NOT allowed to enter the testing centers. Additionally, NO personal items are to enter the testing centers. The testing centers will not be responsible for any personal items, and suggests that you leave such items in another safe place of your choosing.
- Candidates will be given paper on which to take notes and should have at least two pencils or pens with them. All exam notes will be handed in to the Proctor after the conclusion of the exam.

No exam questions are to be discussed during or after the exam administration. Any infraction of these terms is considered to be a violation of your ethical responsibilities. It is also a violation of copyright law and exam security.

Cheating

Individuals suspected of cheating will be subject to the National Board disciplinary policies and procedures.

After the Exams

Exam Results

Written Exam

Candidates receive immediate pass/fail notification at the testing center. Failing candidates will receive feedback on their areas of strength and weakness relative to the content areas of the exam.

Oral Exam

Candidates will receive pass/fail notification, their score, and general feedback on their performance by email from National Board approximately 4-6 weeks following their test session.

Understanding Your Score Reports

The passing scores for the written and oral exams were established through a standard setting study for each of the exams. Subject matter experts rated each item using a modified Angoff procedure. After the pilot testing phase, PSI's professional testing staff conducted psychometric analyses of the resulting item bank to derive a recommended passing score for the oral and written exams, designed to ensure safe and competent practice as a medical interpreter.

This means that each candidate's performance on the exam is measured against a predetermined standard. Candidates are **not** graded on a curve and do not compete against each other or against a quota. Receiving a higher than passing score is not an indication of more advanced knowledge or a predictor of better job performance. All individuals who pass the exam, regardless of their score, have demonstrated an acceptable level of knowledge.

Retesting

Candidates who do not pass the written or the oral exam may re-take the respective exam after a 3 month waiting period. The initial exam and re-test fees and application procedures are the same.

Examination Appeals

PSI and the National Board consistently evaluate the examinations to ensure they accurately measure competency in the required knowledge areas. While taking the exams, candidates had the opportunity to provide comments on any questions. All substantive comments will be reviewed.

Candidates who fail the oral and/or written exam may file an appeal if they believe the exam failure is a result of:

1. Examination scoring/grading errors
2. Inappropriate exam administration procedures that violate National Board policy
3. Testing conditions severe enough to cause a significant disruption of the examination process (including environmental conditions, disruptions caused by other candidates)

Examination appeals must be submitted in writing within 30 days of receipt of notification of an adverse exam decision. Any incident occurring during exam administration should be reported to the on-site proctor immediately, however failure to do so will not impact the ability to appeal.

The National Board reviews exam appeals by telephone, email, mail, or teleconference within thirty (30) days of receipt of the appeal. Appeals regarding disciplinary issues are subject to the Disciplinary and Complaints policy and procedures (available upon request).

Notice of the final determination shall be provided to the appellant within ten (10) business days of the decision. The determination of the National Board will be final.

Maintaining Certification

The National Board requires recertification every 5 years to promote professional development for Certified Medical Interpreters. The recertification requirements have been developed to promote maintenance of the skills and knowledge required for competent medical interpretation and to provide an opportunity for interpreters to strengthen and expand their knowledge and skills. To achieve this purpose continuing education units are only accepted for training directly related to medical interpretation.

By requiring recertification, the National Board protects patient's safety, honors patient's right to obtain services of a competent interpreter, and prevents interpreters certified in the past to lag on field experience.

In establishing a recertification time period, the National Board considered the need for ongoing professional development in terms of skill maintenance and knowledge expansion, while also considering the relative stability of medical terminology as well as the constancy of language skills over time. The National Board determined that while continual professional development is essential, the pace of change in the field of medical interpreting is relatively slow. Based on these factors the National Board has determined that a 5-year recertification cycle will best promote continuing professional development.

Recertification Requirements

To maintain certification all CMIs must recertify every 5 years by participating in education directly related to medical interpretation.

- CMIs must recertify by completing 3 CEUs (Continuing Education Units), equivalent to 30 contact hours of approved training before the credential's expiration date (5 years from initial CMI date of certification).
- Each CEU is equal to 10 contact hours of training (not counting meals, breaks, etc.) by most organizations. For example, typical conference day is 0.6 CEUs.
- Individuals who fulfill this requirement will not need to retake the medical certification exams to maintain their CMI credential (see Failure to Recertify section below).

Certificants are strongly encouraged to earn CEU's throughout the 5 year period.

All continuing education must be related to interpreting skills, ability and medical knowledge.

Documentation Required

Certificants are responsible for obtaining and retaining appropriate documentation for all CEU activities. The following documentation will be required along with the recertification application:

1. Confirmation of attendance signed by the instructor or host/sponsoring organization.
2. Event registration confirmation (or copy of event registration).

At least one of the items above must include the title and date of the training event. If the title does not clearly indicate the subject matter of the training, the certificant should also retain a syllabus, outline, handouts, or other similar documents.

Acceptable Continuing Education

All continuing education must be related to interpreting skills, ability and medical knowledge.

The National Board accepts IMIA, ATA and RID CEUs. The ATA and RID CEUs must be for workshops, conferences, and events that are related to medical interpreting knowledge and skills enhancement.

Education opportunities other than those provided by the IMIA, ATA, and RID may be reviewed and evaluated by the National Board upon request.

Fees & Deadlines

The recertification application, fee of \$300 with all documentation must be submitted at least 45 days before the expiration date of one's CMI credential.

Failure to Recertify

Credentialed interpreters who do not comply with the recertification requirements before the established deadline every fifth year will lose their credential(s) and will be removed from the registry of CMIs. To regain certification lapsed individuals must re-apply for certification, meet the prerequisite requirements in effect at the time, and pass the examination requirements.

Policies

Special Accommodations

National Board is committed to equal access for all certification candidates and complies with the Americans with Disabilities Act. Reasonable examination accommodations will be made at no extra charge to individuals with documented disabilities.

In compliance with ADA, the National Board provides reasonable accommodations for applicants with disabilities that may affect their ability to take the required examination. It is the applicant's responsibility to notify the Board of needed alternative arrangements. The Board is not required to provide accommodations if we are unaware of your needs. Information regarding a disability will be considered strictly confidential and will only be shared with the testing sites who will administer the test.

Documentation from a qualified professional must be submitted by candidates and must include a written list of the requested exam accommodations. The testing administration companies for both the written and the oral exam have procedures for accommodating candidates with disabilities.

Candidates taking the written exam should contact PSI and submit the “Special Arrangement Request Form” to request accommodations prior to scheduling an exam session. The form is included in the PSI candidate bulletin and is available at www.psiexams.com. Candidates may also contact the PSI ADA Services Team at 1-800-733-9267 x 6750.

Candidates taking the oral exam should contact the National Board at staff@certifiedmedicalinterpreters.org to request accommodations prior to scheduling an exam session.

Nondiscrimination

National Board prohibits discrimination on the basis of race, color, national origin, age, disability, gender, marital status, religion, sexual orientation, or any other basis prohibited by law.

Confidentiality

The National Board is committed to protecting confidential applicant and certificant information as well as confidential information regarding examination development and administration processes.

Information about applicant /certificants and their examination results is confidential. Exam scores will be released only to individual candidates, unless a signed release is provided. Personal information submitted by applicant /certificants with an application for initial certification or recertification is confidential. Personal information retained within the applicant /certificant database will be kept confidential.

The National Board will not disclose confidential applicant/certificant information unless authorized in writing by the individual or as required by law.

The names of National Board certified individuals are not considered confidential and may be published by the National Board.

Aggregate exam statistics (including the number of exam candidates, pass/fail rates, and total number of certificants) will be publicly available. Aggregate exam statistics, studies, and reports concerning applicants /certificants will contain no information identifiable with any applicants/certificants, unless authorized in writing by the individuals.

Use of the Credential

The use and/or display of the National Board or CMI name and National Board or CMI logo, except as permitted by this policy, require the written consent of the National Board. Use of the National Board name and/or logo to state or imply approval or affiliation with the National Board is prohibited except as permitted by this policy.

Individuals who fail to recertify or whose certification is suspended or revoked must immediately discontinue use of the National Board name and are prohibited from stating or implying that they hold the CMI credential.

Acceptable Use

Individuals who have earned the CMI credential may identify themselves as a National Board certified medical interpreter with the proper language designation, for example: CMI–Spanish and may display the CMI name, acronym and logo. The CMI name and logo may only be used in connection with a certified individual and not with a company or group of individuals. The individual must always specify the credentialed language along with the CMI designation. Proper specification is CMI followed by a hyphen and then the language(s) certified.

The CMI name and logo may be used only as long as the certification is valid. Certification is a non-transferable, revocable, limited, non-exclusive license to use the certification designation “CMI,” and is subject to compliance with the policies and procedures of the Board, which may be revised from time to time.

Individuals must maintain their certification in good standing to continue to use the name and logo.

Name

CMI certified individuals may not make misleading, deceptive, or confusing statements regarding their certification status. For example, individuals may not suggest that they have interpreting ability or other professional expertise outside of the scope of their professional licenses, credentials, and formal education and training.

Certificate

Each CMI certified individual will receive a certificate suitable for framing. Each certificate will include an expiration date. Individuals who renew their certification (recertify) will receive a new certificate. All certificates remain the sole property of National Board and must be returned if the individual's certification is suspended or revoked.

Complaints and Investigations

Incidents of alleged misuse of the National Board and/or CMI name and/or logo by a certificant or applicant will be investigated by the according to the complaints and disciplinary policy.

Disciplinary Policy & Procedure

In order to maintain and enhance the credibility of the CMI certification program the National Board has adopted policies and procedures to allow individuals to bring complaints concerning the conduct of individuals who are CMI candidates or certificants' to the National Board.

In the event an individual candidate or certificant violates the CMI certification rules or National Board policies the National Board may reprimand or suspend the individual or may revoke certification.

Complaints

Complaints may be submitted by any individual or entity. Complaints should be reported to National Board in writing and should include the name of the person submitting the complaint, the name of the person the complaint is regarding along with other relevant identifying information, a detailed description of factual allegations supporting the charges, and any relevant supporting documentation. Information submitted during the complaint and investigation process is considered confidential and will be handled in accordance with National Board's confidentiality policy. Inquiries or submissions other than complaints may be reviewed and handled by the National Board or its staff members at its discretion.

A complete copy of the National Board Disciplinary Policy is available upon request from the National Board office.

Appeals

Within thirty (30) days from receipt of notice of a determination by the National Board that a candidate/certificant violated the certification program policies and/or rules, the affected candidate/certificant may submit to the National Board in writing a request for an appeal.

A complete copy of the National Board Disciplinary Policy that includes the appeal procedures is available upon request from the National Board office.