

**JUDICIAL COUNCIL OF CALIFORNIA
ADMINISTRATIVE OFFICE OF THE COURTS**

455 Golden Gate Avenue
San Francisco, California 94102-3688

Report

TO: Members of the Judicial Council

FROM: Court Interpreters Advisory Panel
Hon. Kathleen E. O'Leary, Chair
Mark Garcia, Supervisor, Court Interpreters Program
Cannon Han, Court Services Analyst, 415-865-8954

DATE: September 06, 2006

SUBJECT: Biennial Review of Organizations Authorized by the Judicial Council
to Certify Interpreters for Deaf and Hard-of-Hearing Persons
(Action Required)

Issue Statement

The Court Interpreters Advisory Panel (CIAP) herewith submits its recommendations to the Judicial Council for the biennial review of organizations that the council authorizes to certify sign language court interpreters.

Recommendation

The CIAP recommends that the Judicial Council, effective immediately, adopt the following recommendations on organizations authorized to certify sign language court interpreters:

1. Continue to authorize Registry of Interpreters for the Deaf, Inc. (RID), to test and certify sign language court interpreters; and
2. Discontinue the authorization of California Coalition of Agencies Serving the Deaf and Hard-of-Hearing (CCASDHH) to test and certify sign language court interpreters.

Rationale for Recommendation

Background

Pursuant to Evidence Code §754(h) (Attachment A), the council established guidelines for determining which organizations would be approved to test and certify court interpreter for deaf and hard-of-hearing persons. Under the requirements of the *Guidelines for Approval of Certification Programs for Interpreters for Deaf and Hard-of-*

*Hearing Persons*¹ (guidelines) (Attachment B), the Judicial Council must review the certification process of authorized certification programs for continuing compliance with the guidelines and technical standards. This review must be conducted every two years. The review is the basis for determining whether an approved certifying organization will continue to have the authority to certify sign language court interpreters. California Rules of Court 6.51(a) (Attachment C) charges the CIAP with reviewing and making recommendations to the Judicial Council on the certification, testing, continuing education, and professional conduct of sign language court interpreters.

Approve RID as an organization authorized to certify sign language court interpreters
The CIAP identified three reasons for recommending that the council continue RID's authorization to certify sign language court interpreters.

First, RID continues to be in compliance with the certification standards adopted by the council. The CIAP applied the same technical standards used by the Access and Fairness Committee (Attachment D) for the initial biennial review of both RID and CCASDHH in 2001.² The CIAP evaluated the materials submitted by RID (Attachment E) and concluded that RID continues to be in compliance with the technical standards adopted by the council for the review of organizations authorized to certify sign language court interpreters. To show continuing compliance with the technical standards, RID provided the CIAP with the following information:

1. A list of certificate holders
RID provided a list of current legal sign language court interpreters. Also, RID maintains a list of certificate holders on its Web page, www.rid.org.
2. Complaints by interpreters, consumers, and clients
RID informed the CIAP that it received complaints from interpreters regarding the recent change to the eligibility requirements for taking the legal specialization interpreter exam. This issue was reviewed by the CIAP, and is discussed later in this report.
3. A description of security systems and their maintenance
RID provided an overview of security guidelines employed to preserve the integrity of the exam. The security guidelines include descriptions of local test administrator procedures, test material storage, and exam administration.

¹ The current guidelines were adopted by the Judicial Council on November 15, 1996.

² The Access and Fairness Committee originally required the certifying organizations to provide an 18 month plan to maintain certification, should the certifying organization dissolve, and a description of the grandfathering procedures. The plan for maintaining certification after dissolution was removed by the Access and Fairness Committee for both RID and CCASDHH in 2000. The grandfathering provision was not reviewed by the CIAP, because there is no longer a need to grandfather any interpreters, as RID has been testing and certifying ASL interpreters since 1996.

4. Certificate maintenance
RID employs a certification maintenance program to ensure the continuing competency of certified interpreters. A certified interpreter must earn 8.0 continuing education units (80 hours) every four years. The 8 continuing education units are divided into professional studies and general studies. Training is provided by RID-approved sponsors.
5. Ratings procedures for performance tests
Potential raters are provided training on psychometric issues, test constructs, rating, and analysis of rating abilities. Raters are selected based on the raters' ability to successfully satisfy the psychometric scoring criteria approved by RID's psychometrician, after training has been completed.
6. Code of ethics
RID adopted a Code of Professional Conduct in July 2005.
7. Procedures for updating test content
No changes have been made to the test content since the last review was conducted by the council.

Second, RID has considerable experience and expertise in testing and certifying sign language court interpreters. It has been providing testing for generalist³ sign language interpreter certification since the 1970s, and in 1996 it received authorization from the council to certify sign language court interpreters.

Third, RID is currently the only known organization in the United States that tests and certifies sign language court interpreters.⁴

Recommend that CCASDHH no longer be authorized to certify sign language court interpreters

This recommendation is based on the fact that CCASDHH is no longer testing and certifying sign language court interpreters.

Alternative Actions Considered

In July 2005, RID changed the eligibility requirements for taking the legal specialist certification exam. The change allows any candidate with a generalist certification to sit for the exam. RID originally established specific prerequisites for taking the legal

³ Generalists are recognized as fully certified in American Sign Language interpretation and have demonstrated a general knowledge of ASL interpretation.

⁴ RID has developed an examination for a legal specialist certification (SC: L). An interpreter must have a generalist certification and be able to document interpreter training and experience to take the SC:L exam. Legal specialists have demonstrated specialized knowledge and familiarity with language used in a legal setting.

specialist exam related to education, experience, and certification level. Some RID members expressed concern that the change would open the exam to too many unqualified candidates. RID stated that the change was justified because it merely expanded the pool of eligible candidates for the exam. The legal certification exam remains unchanged, and only candidates with the requisite skill will be able to pass the exam. Nonetheless, RID is reviewing the eligibility requirements for the exam. The CIAP considered waiting to complete the review after RID had made a decision on the examination eligibility requirements. The CIAP rejected this action based on three factors:

1. The last biennial review was conducted in 1999, and is over five years overdue;
2. The content and degree of difficulty remain unchanged for the legal certification exam; and
3. RID will notify the council if any changes are made to the eligibility requirements.

Comments From Interested Parties

None

Implementation Requirements and Costs

Not applicable

Attachments

**CALIFORNIA CODES
EVIDENCE CODE
SECTION 754(h)**

Prior to July 1, 1992, the Judicial Council shall conduct a study to establish the guidelines pursuant to which it shall determine which testing organizations, agencies, or educational institutions will be approved to administer tests for certification of court interpreters for individuals who are deaf or hearing impaired. It is the intent of the Legislature that the study obtain the widest possible input from the public, including, but not limited to, educational institutions, the judiciary, linguists, members of the State Bar, court interpreters, members of professional interpreting organizations, and members of the deaf and hearing-impaired communities. After obtaining public comment and completing its study, the Judicial Council shall publish these guidelines. By January 1, 1997, the Judicial Council shall approve one or more entities to administer testing for court interpreters for individuals who are deaf or hearing impaired. Testing entities may include educational institutions, testing organizations, joint powers agencies, or public agencies.

Commencing July 1, 1997, court interpreters for individuals who are deaf or hearing impaired shall meet the qualifications specified in subdivision (f).

Guidelines for Approval of Certification Programs for Interpreters for Deaf and Hard-of-Hearing Persons

Adopted by the Judicial Council of California on November 15, 1996

Preamble

Evidence Code section 754 requires that in any civil or criminal action, including any action involving a traffic or other infraction or any juvenile court proceeding, or any proceeding to determine the mental competency of a person, or any administrative hearing, where a party or witness is a deaf or hard-of-hearing person and the deaf or hard-of-hearing person is present and participating, the proceeding shall be interpreted in a language that the deaf or hard-of-hearing person understands by a qualified interpreter appointed by the court or other appropriate authority. A “qualified interpreter” is defined as an interpreter who has been certified as competent to interpret court proceedings by a testing organization, agency, or educational institution approved by the Judicial Council as qualified to administer tests to court interpreters for the deaf or hard-of-hearing.

Evidence Code section 754 further requires the Judicial Council to establish guidelines pursuant to which it will determine which testing organizations, agencies, or educational institutions will be approved to administer tests and certify court interpreters for deaf and hard-of-hearing persons and provides that an initial approval of testing entities shall occur prior to July 1, 1992. The Judicial Council, therefore, establishes the following guidelines.

In these guidelines, the term “certified court interpreter” is used to mean a sign language interpreter who is certified to interpret in court proceedings. “Certifying organization” refers to the entity under whose auspices the evaluation of applicant interpreters is conducted. “Evaluating panel/board” refers to the actual persons who rate the applicant interpreters. “Oral” interpreting, services to hard-of-hearing individuals such as assistive listening devices, interpreting for deaf/blind individuals, and other forms of communicative assistance to persons with hearing disabilities are not covered by these guidelines.

Guidelines

I. Structure and Administration of Evaluating Panels/Boards

- A. The evaluating panel/board and its processes shall be administratively independent of the certifying organization in the testing and certification of individual applicants, that is, the panel/board shall be free of influence from any external sources on decisions affecting the test results and certification of interpreters.
- B. The certifying organization in all of its processes shall not discriminate among applicants for certification as to age, sex, race, religion, national origin, disability, sexual orientation, or marital status and shall include statements on nondiscrimination in every

announcement of the certification program. The certifying organization shall provide for access and reasonable accommodation to the testing process for persons with disabilities.

- C. The certifying organization shall possess the knowledge and experience necessary to conduct the testing and certification of court interpreters.
- D. The certifying organization shall have a formal procedure for the selection of evaluating panel/board members that includes input from certified interpreters and deaf individuals who possess the knowledge and experience required for that purpose.
- E. The certifying organization shall have formal procedures for training of evaluating panel/board members which ensures the consistency of their evaluation over time.
- F. The evaluating panel/board shall include, but not be limited to all of the following:
 - 1. A majority of members who are deaf and possesses the knowledge and experience necessary to evaluate court interpreters for deaf persons;
 - 2. Certified interpreters who may themselves be court interpreters or intermediary court interpreters (as defined in Evid. Code, §754) and possess the knowledge and experience necessary to evaluate court interpreters for deaf persons; and
 - 3. A judge or member of the State Bar of California.
- G. The certifying organization shall hold testing at reasonable cost to the applicant interpreter and with sufficient frequency and diversity of location to ensure that there is reasonable opportunity and accessibility for individuals in all parts of the state to be tested and certified.
- H. The certifying process shall have and maintain:
 - 1. Competence-based standards of performance;
 - 2. A clear process for determining the pass-fail standard for certification and cutoff scores on tests; and
 - 3. An established procedure for the regular and timely review and adjustment of these standards of performance, utilizing input from interpreters, deaf and hard-of-hearing persons, court personnel, and research sources.
- I. The certifying organization shall maintain the confidentiality and integrity of the testing process, including test materials, scoring information, and other sensitive information. The certifying organization shall have a procedure to regularly update, rotate, reformulate, or alter test materials to guarantee that the confidentiality of test items, tapes, scripts, and other materials is protected and that the materials are new to those applicants who are being tested.

- J. Upon completion of testing, the certifying organization shall issue to qualified interpreters a certificate which clearly identifies the interpreter as certified to interpret in court by this organization and the period of time covered by the certification.
- K. The certifying organization shall furnish to the Judicial Council a list of those interpreters who are certified to interpret in court proceedings and shall keep this list up-to-date by immediately informing the Judicial Council of any additions or deletions to this list.
- L. If the certifying organization plans to include in this list those interpreters who were certified to interpret in court proceedings by the organization prior to the effective date of approval by the Judicial Council to certify court interpreters under these guidelines, the certifying organization shall have a clear and reasonable procedure to do so. This procedure must ensure that interpreters so included shall meet the competency and knowledge requirements of the certifying organization as approved under these Judicial Council guidelines.
- M. The certifying organization shall have an established and reasonable procedure for assuring the continued competency of certified court interpreters through periodic assessment or other means. Such a certification maintenance process must include efforts by the certifying organization to enhance continued competence of the individual. If continuing education is used as a means of ensuring continued competency, the certifying organization may not require interpreters to enroll in its own education or training program.
- N. The certifying organization shall promptly report certification results to applicants.
- O. The certifying organization shall have and publicize the existence of a reasonable grievance and appeal process for certification applicants who question the certification or testing process, test results, or eligibility for testing.
- P. The certifying organization shall have and publicize the existence of a reasonable complaint process for the public to use in addressing discipline of those holding certificates, including revocation of certification for conduct that clearly indicates incompetence, unethical behavior, and physical or mental impairment affecting performance.
- Q. The certifying organization shall also furnish to the Judicial Council a list of community organizations and contacts which can serve as resources to the court in facilitating the legal process where certified sign language court interpreters are involved.

II. Certification Testing and Test Content

- A. The certification process, including tests and testing procedure, shall be objective, fair, and free of test bias (including, but not limited to, bias as to age, sex, race, religion, national origin, sexual orientation, culture, or class).
- B. The certification process, including tests and testing procedure, shall be directly based on the knowledge and skills needed to function as an interpreter in court proceedings.
- C. Tests and testing processes shall be standardized and nondiscriminatory and shall be shown to be both reliable and valid (particularly as relates to the certified court interpreter's subsequent ability to perform in court proceedings) under generally accepted procedures for establishing the validity and reliability of tests.
- D. The certifying organization shall clearly state, and publish, in a manner reasonably certain to provide adequate notice to applicants, the certification and testing criteria and the requirements used to certify court interpreters, including information about the competencies required, the level of competency required, and how these competencies are determined.
- E. The certifying process shall be comprehensive in testing for all aspects of the court interpreting process, including all of the following:
 - 1. Translation and transliteration competency, which includes:
 - a. American Sign Language competency;
 - b. English language competency; and
 - c. Competency in interpreting language and terminology common to court proceedings;
 - 2. The role, function, and understanding of techniques for working *with* a relay interpreter or other intermediaries or for working as a relay interpreter;
 - 3. Understanding of social, cultural, and linguistic aspects of the local, state, and national communities of deaf people;
 - 4. The role and function of court interpreters including court etiquette;
 - 5. The various court proceedings which commonly and frequently require use of an interpreter or interpreters; and
 - 6. A code of conduct and professional ethics.
- F. If, in addition to testing for the above, a certifying organization establishes education and training requirements which an interpreter must have prior to certification (such as a high school diploma or college degree), there must be a direct correlation between these requirements and an interpreter's ability to perform in court proceedings. A certifying organization may not require an interpreter to take its own education or training program as a prerequisite to testing or certification.

III. Application to the Judicial Council for Approval to Certify Court Interpreters and Maintenance of Standing

- A. The certifying organization shall provide to the Judicial Council all evidence required to document compliance with these guidelines.
- B. The certifying organization shall advise the Judicial Council of any substantive changes in the structure and administration of the certification process, including any substantive changes in testing techniques or testing content. The certifying organization, agency, or institution shall provide any information about the certification process to the Judicial Council upon request.
- C. An approved certifying organization shall provide evidence to the Judicial Council of continued compliance with the guidelines at two-year⁵ intervals after initial approval.
- D. An approved certifying organization shall provide evidence of continued compliance with these guidelines prior to the mandated two year interval at the discretion of the Judicial Council if evidence exists of noncompliance with these guidelines.

The Judicial Council may suspend or revoke its approval of a certifying organization or place conditions on continued approval if such action is deemed necessary to ensure the quality and/or integrity of court interpreting or this approval process.

⁵ On November 15, 1996, the Judicial Council adopted the recommendation to revise guidelines III(c) and (d) of the *Guidelines for Approval of Certification Programs for Interpreters for Deaf and Hard-of-Hearing Persons* to require the review of approved certifying organizations every two years.

2006 California Rules of Court
Rule 6.51. Court Interpreters Advisory Panel

(a) [Area of focus] To assist the council in performing its duties under Government Code sections 68560 through 68566 and to promote access to spoken-language interpreters and interpreters for deaf and hearing-impaired persons, the advisory panel is charged with making recommendations to the council on:

- (1) Interpreter use and need for interpreters in court proceedings; and
- (2) Certification, registration, renewal of certification and registration, testing, recruiting, training, continuing education, and professional conduct of interpreters.

(Subd (a) amended effective October 1, 2004.)

Technical Standards for the Biennial Review of Organizations Authorized by the Judicial Council to Certify Interpreters for the Deaf and Hard-of-Hearing⁶

1. List of Certificate Holders

The certifying agencies will submit a current list of the individuals certified in the time between reviews and lists of those who have renewed or not renewed certification. That list will include:

- The names of those holding certification;
- The date of current certification;
- The date when recertification is required;
- The testing site at which the certified interpreter was tested or the method by which the individual was recertified; and
- The address at which each certificate holder receives mail from the certifying body.

2. Complaints by Interpreters and Clients/Court Users

The certifying bodies will submit a description of the complaints made. That description will include:

- A list of complaints against certifying bodies, including:
 - A listing of complaints by complainant, including the subject of each complaint and the disposition of each;
 - The date each complaint was filed; and
 - The date on which each complaint was resolved.
- A list of clients' complaints against interpreters, including:
 - A listing of complaints by complainant, including the subject of the complaint and the resolution of the complaint;
 - The date each complaint was filed; and
 - The date each complaint was resolved.

3. A Description of Security Systems and their Maintenance

The certifying bodies will provide a description of their security systems and their maintenance, which will include:

⁶ Technical standards for the biennial review of organizations authorized to certify interpreters for the deaf and hard-of-hearing were established by the Judicial Council's Access and Fairness Advisory Committee.

- A listing of documents used in the testing process;
- A description of the system to deal with a breach in security; and
- A description of plans to change the system as needed.

4. Certificate Maintenance

Certification is an independent process administered by the recognized certifying provider and shall not be contingent upon future employment by the certifying body. If continuing education is used as a means of ensuring continued competency by certified interpreters, the certifying organization may not require interpreters to enroll in its own education or training program.

The certifying bodies will submit a description of the certification maintenance program, including the numbers of those who participated under each option. That description will include:

- A description of requirements for the current cycle and changes that will be required for the next cycle; and
- A listing of approved providers of continuing education services.

5. Rating Procedures for Performance Tests

The certifying bodies will submit a description of rating procedures for performance tests, selection of raters, and maintenance of raters' skills. That description will include:

- The frequency at which raters are recruited;
- A description of methods by which new raters are trained; and
- A description of methods by which experienced raters are retrained.

6. Code of Ethics

The certifying bodies will submit their code of ethics as it specifically applies to the certification of interpreters for the deaf and hard-of-hearing. That description will include:

- The organization's code of ethics;
- A description of the application of the code of ethics to the certification of court interpreters for the deaf and hard-of-hearing;
- A description of provisions for dispute resolution; and
- Any guidelines used to implement the code.

7. Procedures for Updating Test Content

The certifying bodies will submit a description of procedures for updating test content. That description will include:

- Specifications for new content;
- The method and timelines for updating item pools;
- Changes in test content, item format, or item style that have occurred since the last submission;
- The methods for investigating test item bias and fairness;
- Methods for establishing test validity;
- Methods for establishing test reliability; and
- Written evidence of follow-up with certificate holders to review their perceptions of examination content and style, including:
 - A description of how the certifying body collects data;
 - Assurance that certifying body maintains data collected for at least three years; and
 - A narrative report of the findings.

8. Grandfathering Procedures

The certifying bodies will submit a description of grandfathering procedures that have been used for the last two years. That description will include:

- Criteria for grandfathering interpreters;
- The names of those holding certification;
- The date of current certification; and
- The date when recertification is required.



Registry of Interpreters for the Deaf, Inc.

333 Commerce Street, Alexandria, VA 22314

National Office

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(703) 838-0454 FAX

June 6, 2006

Mr. Cannon Han
Court Interpreters Program
Judicial Council/Administrative Office of the Courts
455 Golden Gate Ave., 7th Floor
San Francisco, CA 94102

Dear Mr. Han:

Following is the requested information form RID regarding its legal certification and related programs.

1) The only formal complaints since the last biennial review have been regarding an eligibility requirements change. In July 2005, the NAD-RID Certification Council changed the requirements regarding what certifications were required to be held before sitting for the SC:L exam. Some RID members felt that this was opening the exam up to too many people. According to RID's psychometricians, the criticism was not valid because the SC: L exam remained unchanged in both content and degree of difficulty. RID did not reduce the passing standard of the exam with such an action. However, because of the concerns the NAD-RID Certification Council and the RID Board are contemplating modifying the SC:L eligibility requirements again to reduce the groups of people that are eligible to sit for the exam.

2) Security guidelines are critical in preserving the integrity of the testing materials. Local Test Administrators (LTAs) and site coordinators are bound to uphold all security guidelines. LTAs and site coordinators are required to submit a letter identifying their reasons for wanting to become an LTA/site coordinator and indicate their commitment to observe the RID non-discrimination statement, their willingness to be bound by the RID Code of Ethics, and that they have no conflict of interest with any other testing instrument. They are also required to submit a letter of recommendation from the current site coordinator, a current resume, a listing of all RID certificates, agent disclosure form, acknowledgement, an official agent agreement, and a declaration to defer testing. All LTAs and site coordinators must be approved by the NAD-RID Certification Council. Deviations from established guidelines may result in penalties as determined by the Certification Council and the RID Board of Directors.

Stored test materials must be kept under lock and key at the testing site. There must exist a reasonable certainty that unauthorized personnel cannot gain access to RID examination materials.

During the exam administration, LTAs are instructed that test booklets and videotapes may not be left unattended. Written exam packets must be counted on site before they are issued and

after collected. As applicants return their individualized packets, LTAs must check to be sure the exam booklet, paperwork, pencils, answer sheets and blank paper provided are returned. Applicants are not to take notes or any materials with them when they leave. All performance examination stimulus videotapes (test tapes) must be counted to verify a complete set after test administration. All candidate videotapes must be counted and verified against the test roster at the end of the testing day.

When returning test materials to the National Office: LTAs are required to return all test materials to the National Office the first business day after exam administration via UPS, FedEx, or Certified through the United States Postal Service. In all cases, return receipt must be requested.

3) Attached is a list of all current SC:L certified interpreters who live in California. All certified members of RID must participate in the CMP program.

4) The certification maintenance process is twofold. First, members must pay annual dues to RID. Our fiscal year is July 1 through June 30. The rate is currently \$115.00 per year for RID certified members.

Second, all certified members must participate in RID's Certification Maintenance Program (CMP). A copy of our CMP information packet is included with this report (see attachment).

The CMP is a vehicle through which the continued skill development of certified interpreters is encouraged and monitored. Certification maintenance is a way for practitioners to maintain their skill levels, keep up with developments in the interpreting field, and assure consumers that a certified interpreter means quality interpreting services.

RID's Certification Maintenance Program began operation on July 1, 1994 and relies on RID Approved Sponsors to provide appropriate educational opportunities for participants. These activities can be group activities, such as workshops, lectures, or conferences or independent study activities, such as mentoring and self-study. Organizations, agencies, affiliate chapters and individuals seeking to be Approved Sponsors must complete an application process developed by the Professional Development Committee (PDC). Sponsors are monitored regularly to ensure that their activities are of high quality.

Like many educational and other professional agencies, RID requires participants to earn a specific number of continuing education units (CEUs). The CEU is a nationally recognized unit of measurement for activities that meet established criteria for increasing knowledge and competency. One CEU is equal to ten (10) contact hours of participation in an organized continuing education experience, the experience of which is based on responsible sponsorship, capable direction, and qualified instruction.

The certified interpreter must earn 8.0 CEUs (80 hours) in a cycle. These eight CEUs must be divided into two Content Areas: Professional Studies and General Studies.

Professional Studies – A minimum of 6 CEUs must be related to either 1) Linguistic and Cultural Studies which includes the study of any language or linguistic system, and the study of any specific culture, 2) Theoretical and Experiential Studies which includes the process of interpreting and transliterating theory and skill building activities, 3) Specialization Studies which includes specialized aspects of interpreting used in settings such as the legal, medical, mental health, and substance abuse recovery fields.

General Studies – This content area includes 1) Human Service and Leadership Studies with topics such as leadership skills, public relations, public speaking, and community resources, and 2) General Knowledge studies which include areas less obviously related to the field of interpreting and transliteration, with studies that are educationally beneficial to the participant.

5) Raters are recruited as needed depending on the size of the original pool and the rate of attrition. Historically, the training for experienced and new raters has been essentially the same. Participants in the rater training received training on psychometric issues, test constructs, rating of test candidates, and analysis of rating abilities. Participants rated three (actual) test candidates. Thereafter, their scores were charted, analyzed, and discussed so that participants might better understand the standard (the consensus ratings) and how to apply it to their future work.

The participants were each issued a workbook to use during the training and at home while rating their take-home test tapes. Rating candidates are expected to return all materials (physical notebook included) to the National Office following the rating of the test tapes. Those who successfully complete the training will be issued a new rater workbook. The workbook issued during the training included the following documents:

- *Training Agenda
- *FAQS (for raters of the RID SC:L Exam)
- *Performance Test Rating Form
- *Rating Scale Descriptions
- *Rater Comment Sheet
- *Test Transcripts
- *Performance Examination Rating Steps
- *Common Evaluator Errors
- *Training Evaluation Form

Each participant was issued three additional tapes as a take-home test. Participants were selected as raters based on completion of the three test tapes and on successfully satisfying the psychometric scoring criteria approved by RID's psychometrician.

The NTS office monitors an individual rater's performance by utilizing expired candidates performance test tapes for which the final ratings have been determined. This process gives essential information on inner-rater and intra-rater reliability.

6) In July 2005, the Code of Professional Conduct was adopted. The document is attached.

7) Updating the test content will follow guidelines established by CASTLE Worldwide, Incorporated, the psychometric firm to which RID has contracted services.

Since the last submission, there have been no changes in test content, item format or item style.

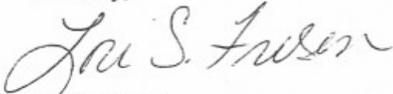
Candidates who pass or fail either of the examinations are given the opportunity to give RID feedback on the testing process. This is done during both the written and performance testing processes. A form is included in each of the packets the candidates are required to fill out (see attachment) for candidates to provide us with their perceptions of the examination content and style. These data sheets are collected and the information is compiled in the RID national office where any unfavorable responses are followed up with personal contact by RID National Testing staff members. Any formal appeals are referred to the NAD-RID Certification Council for their decision on the validity of the appeal request.

All test comments are kept on file at the national office.

8) As stated in previous reports, the provision of a plan to continue operations for 18 months after cessation of operations seems inherently contradictory. If an organization were to discontinue operations due to financial reasons, there would be no funding available to expend for continued operations. RID has never been more financially sound and its increase of membership so steady.

If there is anything else the Council may need, please feel free to contact me at the national office.

Sincerely,



Lori S. Frison
National Testing System Coordinator

Enclosures:

List of current SC:L holders

CMP basic information

NAD-RID Code of Professional Conduct

RID Membership List

Last Name	First Name	City
Arce	John E.	Long Beach
Atwood-Noteman	Arlene	Sacramento
Bradley	Laura Debbie	Los Angeles
Callahan	Diana M.	Elk Grove
Carpenter*	Roxanne	San Jose
Cassell*	Jenna	San Diego
Cavazos	Pamela	San Leandro
Clark*	Tracy S.	Ventura
Conway*	Suzanne	Fresno
Crossley	Mark P.	Sacramento
Drasin	Patricia A.	Northridge
Eadie	Susan S.	Castro Valley
Hughes	Virginia Lee	Fontana
Humphreys	Linda S.	Los Angeles
Kelly*	Jean E.	San Diego
Lapin	Tammy	Westminster Village
Larsson-Toscher	Pamela	Santa Barbara
Lawrence*	Shelley Jan	Pleasanton
Mathis	Barbara	Fair Oaks Ranch
Maupin*	Benita M.	Orange
Mendoza*	Elizabeth M.	San Diego
Mindess	Anna	Berkeley
Morgan	Kayelle	Granada Hills
Murello	Jadine	Oakland
Neumann Solow	Sharon	Pebble Beach
Newstead	Holly	Navarro
Raci	Paul	Burbank
Ransom Cobb	Margaret	Newbury Park
Renzulli	Donald G.	
Richardson	Carol Sue	
Skiles	Bobbe Sue	San Leandro
Snipstad	Jennifer	
Stern	Francine	Van Nuys
Warkentin*	Pamela J.	Clovis

*RID members not on the Master List.



Registry of Interpreters for the Deaf, Inc.

333 Commerce Street, Alexandria, VA 22314

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Basic Information on the Certification Maintenance program (CMP)

Overview of the CMP

The CMP is the vehicle through which the continued skill development of certified interpreters is encouraged and monitored. Certification maintenance is a way for practitioners to maintain their skill levels, keep up with developments in the interpreting field, and assure consumers that a certified interpreter means quality interpreting services.

RID's certification maintenance Program began operation on July 1, 1994 and relies on RID Approved Sponsors to provide appropriate educational activities for participants. These activities can be group activities, such as workshop lectures, or conferences or independent study activities, such as mentoring and self-study. Organizations, agencies, affiliate chapters and individuals seeking to be Approves sponsors must complete an application process developed the Professional Development Committee (PDC). Sponsors are monitored regularly to ensure that their activities are of high quality.

Like many educational and other professional agencies, RID requires participants to earn a specific number of continuing education units (CEUs). The CEU is nationally recognized unit of measurement for activities that meet established criteria for increasing knowledge and competency. One CEU is equal to ten (10) contact hours of participation in an organized continuing education experience, the experience of which is based on responsible sponsorship, capable direction, and qualified instruction.

Cycle Timelines

December 31, 1999, Marked the end of the first Certification Maintenance Program cycle for more than 1,900+ interpreters. Completing their first cycle requirements of 9 CEUs, this group of 1,900+ interpreters BEGAN their second cycle time line on January 1, 2000 and will have four years (December 31, 2003) to complete a required 8 CEUs - 6 of which must be in the Professional Studies category.

Certified Deaf Interpreters who received certification prior to July, 1996, HAD their first cycle end on December 31 2000, and are expected to complete the required 8 by that date. This group BEGAN their second cycle time line on January 1, 2001, and will have four years (December 31, 2004) to complete a required 8 CEUs - 6 of which must be in the Professional Studies category.

Those interpreters who were certified July 1, 1995, through June 30, 1996 HAD their first certification maintenance program cycle extended to December 31, 2000, and WERE expected to earn 8 CEUs by that date (6 CEUs of which must be in the Professional Studies category). This group BEGAN their second cycle time line on January 1, 2001, and will have four years (December 31, 2004) to complete a required 8 CEUs - 6 of which must be in the Professor Studies category.

Those interpreters who were certified July 1, 1996 through June 30, 1997 have HAD their first certification maintenance program cycle extended to December 31, 2001 and WERE expected to earn 8 CEUs by that date (6 CEUs of which must be in the Professional Studies category). This group BEGAN their second cycle time line on January 1, 2002, and will have four years (December 31, 2005) to complete a required 8 CEUs - 6 of which must be in the Professional Studies category.

Those Interpreters who were certified July 1, 1997 through June 30, 1998 have HAD their first certification maintenance program cycle extended to December 31, 2002 and WERE expected to earn 8 CEUs by that date (6 CEUs of which must be in Professional Studies). This group BEGAN their second cycle time line on January 1, 2003, and will have four years (December 31, 2006) to complete a required 8 CEUs - 6 of which must be in the Professional Studies category.

Those interpreters who were certified July 1, 1998 through June 30, 1999 have HAD their first certification maintenance program cycle extended to December 31, 2003 and WERE expected to earn 8 CEUs by that date (6 CEUs of which must be in the Professional Studies category). This group BEGAN their second cycle time line on January 1, 2004, and will have four years (December 31, 2007) to complete a required 8 CEUs - 6 of which must be in the Professional Studies category.

Those interpreters who were certified July 1, 1999 through June 30, 2000 have HAD their first certification maintenance program cycle extended to December 31, 2004 and WERE expected to earn 8 CEUs by that date (6 CEUs of which must be in the Professional Studies category). This group BEGAN their second cycle time line on January 1, 2005, and will have four years (December 31, 2008) to complete a required 8 CEUs - 6 of which must be in the Professional Studies category.

Those interpreters who were certified July 1, 2000 through June 30, 2001 have their first certification maintenance program cycle extended to December 31, 2005 and are expected to earn 8 CEUs by that date (6 CEUs of which must be in the Professional Studies category).

Those interpreters who were certified July 1, 2001 through June 30, 2002 will be expected to earn 8 CEUs by December 31, 2006 (6 CEUs of which must be in the Professional Studies category).

Those interpreters who were certified July 1, 2002 through June 30, 2003 will be expected to earn 8 CEUs by December 31, 2007 (6 CEUs of which must be in the Professional Studies category).

Those interpreters who were certified July 1, 2003 through June 30, 2004 will be expected to earn 8 CEUs by December 31, 2008 (6 CEUs of which must be in the Professional Studies category).

Those interpreters who were certified July 1, 2004 through June 30, 2005 will be expected to earn 8 CEUs by December 31, 2009 (6 CEUs of which must be in the Professional Studies category).

Those interpreters who were certified July 1, 2005 through June 30, 2006 will be expected to earn 8 CEUs by December 31, 2010 (6 CEUs of which must be in the Professional Studies category).

After an interpreter's first cycle is completed, every cycle thereafter will began January. 1 and run for four calendar years.

Who Participates?

Every RID Certified interpreter must participate in the CMP. If you are a newly certified interpreter, you can wait until the start of the next fiscal year (July 1) to join the CMP. However, you may elect to join immediately upon being certified in order to start earning CEUs.

What are the Requirements?

The certified interpreter must earn 8.0 CEUs (eighty hours) in a cycle. These eight CEUs are divided into two Content Areas: Professional Studies and general studies. The certified interpreter that holds a specialty certificate in legal or performing arts must earn 2.0 CEUs (twenty hours) in their specialty area.

Professional Studies - A minimum of 6 CEUs must be related to either 1) Linguistics and Cultural Studies which includes the study of any language or linguistics system, and the study of any specific culture, 2) Theoretical and Experiential Studies which include the process of interpreting and transliterating theory and skill building activities, 3) Specialization Studies which includes specialized aspects of interpreting used in settings such as the legal, medical mental health, and substance abuse recovery fields.

General Studies - This content area includes 1) Human Service and Leadership studies which include topics such as leadership skills, public relations, public speaking, and community resources, and 2) general knowledge studies which include areas less obviously related to the field of interpreting and transliteration, with studies that are educationally beneficial to the participant.

How To Earn CEUs

Participants must work with an RID-Approved Sponsor to earn CEU credits. An updated searchable listing of Approved Sponsors is available on RID's website (www.rid.org), under the searchable databases. When considering a workshop check the brochure or flyer for the RID CMP logo and a statement that reads "This workshop is an RID Sponsor approved activity".

Activities That Earn CEUs

There are four means for earning CEUs:

RID Approved Sponsor initiated activities such as workshops, short courses, conferences, silent weekends.

Participant-Initiated activities such as in-service workshops, attending workshops or conferences of other organizations.

Academic Coursework such as college courses taken at an accredited institution.

Independent Study activities such as home study with videos, research or literature reviews, study groups, acting as a mentor or mentoree, curriculum/workshop development, teaching a workshop for the first time.

How to earn CEUs for a workshop given by an Approved Sponsor

Earning CEUs when an RID Approved Sponsor conducts the workshop is a simple process. Sign up for the workshop. When you attend, sign your name on the sign-in sheet marked, "RID Certification Maintenance Program & Associate Continuing Education Tracking". Be sure to have your RID membership number available. The membership number can be found in the lower right hand corner of your membership card. The RID Sponsor submits the completed sign-in sheet to the National Office who will credit the activity to your record. (The Sponsor has 45 days after the date of the event to send the necessary paperwork to the national office to be processed. It then can take up to 15 days to be processed at the national office. It can take up to 60 days after the date of the event for it to show on your transcript. If it is not posted after 60 days, contact the sponsor of the event and then contact the national office to correct the discrepancy).

How to earn CEUs for an activity not offered by an Approved Sponsor**Academic Coursework**

Another avenue for earning CEUs not offered by an RID Approved Sponsor is through Academic Coursework. The procedure is simple and requires contact with an RID Approved Sponsor for filing the paperwork for the course. Once your academic transcript is finalized, you must submit a copy to the RID Approved Sponsor in order to attain CEU credits. If the course is offered during a semester, the number of CEUs equals 1.5 per credit (ie. a 3 credit course = 4.5 CEUs). If the course is offered during a quarter, the number of CEUs equals 1 per credit (i.e. a 3 credit course = 3 CEUs.) You must earn a grade of a C or better to receive CEUs. The course must have been taken during the participant's current CMP cycle. Paperwork may be filed anytime during that current cycle.

Participant Initiated Non-RID Activity

The third alternative for earning CEUs not offered by an RID Approved Sponsor is by selecting the activity you wish to participate in and contacting an RID Approved Sponsor to "sponsor" you and enable you to earn CEUs. Paperwork must be completed by you and the RID Sponsor (the paperwork is entitled Participant Initiated Non RID Activity) prior to you attending the activity. Documentation support that you attended and the amount of hours you attended is required.

Independent Study

1.) For many of the activities listed above, you may set up an Independent Study with an RID Sponsor. Each Independent Study Plan is limited to 2.0 CEUs. You must establish the Independent Study before you begin the activity. The following steps detail the procedure to earn CEUs through the Independent Study process:

- a. Decide the activity for which you want to earn CEUs.
- b. Contact an Approved Sponsor who processes Independent Studies and discuss your ideas. Find out the type of documentation required and the number of CEUs that you can earn. You will be asked to respond in writing to the following questions: (1) What do I want to do? Briefly describe the activity you will complete for CEUs. (2) Why do I want to do it? Personal needs? Professional growth? Skill enhancement in a specific area? Increased general knowledge? Remaining current in the field? (3) What are my specific goals? Keep your goals measurable, observable, tangible! (4) How will I accomplish my goals? Briefly describe your action plan. (5) How will I show my sponsor what I learned? Describe your evaluation process. (6) How many CEUs is it worth?

- c. The Sponsor will sign and approve the Plan. You may now begin work on the activity (any work done before this point cannot earn CEUs). It is important to document your time and efforts while you work on your activity.
- d. At the completion of the activity, send the Sponsor your report, documentation, and other information outlined in the Activity Plan. The Sponsor will review the documentation to ensure that it meets the standards and goals agreed upon in the Activity Plan.
- e. The Sponsor will fill out the Independent Study Activity Report and send all required paperwork to the National Office to be added to your record.



CODE OF PROFESSIONAL CONDUCT

NAD-RID CODE OF PROFESSIONAL CONDUCT

Scope

The National Association of the Deaf (NAD) and the Registry of Interpreters for the Deaf, Inc. (RID) uphold high standards of professionalism and ethical conduct for interpreters. Embodied in this Code of Professional Conduct (formerly known as the Code of Ethics) are seven tenets setting forth guiding principles, followed by illustrative behaviors.

The tenets of this Code of Professional Conduct are to be viewed holistically and as a guide to professional behavior. This document provides assistance in complying with the code. The guiding principles offer the basis upon which the tenets are articulated. The illustrative behaviors are not exhaustive, but are indicative of the conduct that may either conform to or violate a specific tenet or the code as a whole.

When in doubt, the reader should refer to the explicit language of the tenet. If further clarification is needed, questions may be directed to the national office of the Registry of Interpreters for the Deaf, Inc.

This Code of Professional Conduct is sufficient to encompass interpreter roles and responsibilities in every type of situation (e.g., educational, legal, medical). A separate code for each area of interpreting is neither necessary nor advisable.

Philosophy

The American Deaf community represents a cultural and linguistic group having the inalienable right to full and equal communication and to participation in all aspects of society. Members of the American Deaf community have the right to informed choice and the highest quality interpreting services. Recognition of the communication rights of America's women, men, and children who are deaf is the foundation of the tenets, principles, and behaviors set forth in this Code of Professional Conduct.

Voting Protocol

This Code of Professional Conduct was presented through mail referendum to certified interpreters who are members in good standing with the Registry of Interpreters for the Deaf, Inc. and the National Association of the Deaf. The vote was to adopt or to reject.

Adoption of this Code of Professional Conduct

Interpreters who are members in good standing with the Registry of Interpreters for the Deaf, Inc. and the National Association of the Deaf voted to adopt this Code of Professional Conduct, effective July 1, 2005. This Code of Professional Conduct is a working document that is expected to change over time. The aforementioned members may be called upon to vote, as may be needed from time to time, on the tenets of the code.

The guiding principles and the illustrative behaviors may change periodically to meet the needs and requirements of the RID Ethical Practices System. These sections of the Code of Professional Conduct will not require a vote of the members. However, members are encouraged to recommend changes for future updates.

Function of the Guiding Principles

It is the obligation of every interpreter to exercise judgment, employ critical thinking, apply the benefits of practical experience, and reflect on past actions in the practice of their profession. The guiding principles in this document represent the concepts of confidentiality, linguistic and professional competence, impartiality, professional growth and development, ethical business practices, and the rights of participants in interpreted situations to informed choice. The driving force behind the guiding principles is the notion that the interpreter will do no harm.

When applying these principles to their conduct, interpreters remember that their choices are governed by a "reasonable interpreter" standard. This standard represents the hypothetical interpreter who is appropriately educated, informed, capable, aware of professional standards, and fair-minded.

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CODE OF PROFESSIONAL CONDUCT

CODE OF PROFESSIONAL CONDUCT

Tenets

1. Interpreters adhere to standards of confidential communication.
2. Interpreters possess the professional skills and knowledge required for the specific interpreting situation.
3. Interpreters conduct themselves in a manner appropriate to the specific interpreting situation.
4. Interpreters demonstrate respect for consumers.
5. Interpreters demonstrate respect for colleagues, interns, and students of the profession.
6. Interpreters maintain ethical business practices.
7. Interpreters engage in professional development.

Applicability

- A. This Code of Professional Conduct applies to certified and associate members of the Registry of Interpreters for the Deaf, Inc., Certified members of the National Association of the Deaf, interns, and students of the profession.
- B. Federal, state or other statutes or regulations may supersede this Code of Professional Conduct. When there is a conflict between this code and local, state, or federal laws and regulations, the interpreter obeys the rule of law.
- C. This Code of Professional Conduct applies to interpreted situations that are performed either face-to-face or remotely.

Definitions

For the purpose of this document, the following terms are used:

Colleagues: Other interpreters.

Conflict of Interest: A conflict between the private interests (personal, financial, or professional) and the official or professional responsibilities of an interpreter in a position of trust, whether actual or perceived, deriving from a specific interpreting situation.

Consumers: Individuals and entities who are part of the interpreted situation. This includes individuals who are deaf, deaf-blind, hard of hearing, and hearing.

1.0 CONFIDENTIALITY

Tenet: Interpreters adhere to standards of confidential communication.

Guiding Principle: Interpreters hold a position of trust in their role as linguistic and cultural facilitators of communication. Confidentiality is highly valued by consumers and is essential to protecting all involved.

Each interpreting situation (e.g., elementary, secondary, and post-secondary education, legal, medical, mental health) has a standard of confidentiality. Under the reasonable interpreter standard, professional interpreters are expected to know the general requirements and applicability of various levels of confidentiality. Exceptions to confidentiality include, for example, federal and state laws requiring mandatory reporting of abuse or threats of suicide, or responding to subpoenas.

Illustrative Behavior - Interpreters:

- 1.1 Share assignment-related information only on a confidential and "as-needed" basis (e.g., supervisors, interpreter team members, members of the educational team, hiring entities).

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- 1.2 Manage data, invoices, records, or other situational or consumer-specific information in a manner consistent with maintaining consumer confidentiality (e.g., shredding, locked files).
- 1.3 Inform consumers when federal or state mandates require disclosure of confidential information.

2.0 PROFESSIONALISM

Tenet: Interpreters possess the professional skills and knowledge required for the specific interpreting situation.

Guiding Principle: Interpreters are expected to stay abreast of evolving language use and trends in the profession of interpreting as well as in the American Deaf community.

Interpreters accept assignments using discretion with regard to skill, communication mode, setting, and consumer needs. Interpreters possess knowledge of American Deaf culture and deafness-related resources.

Illustrative Behavior - Interpreters:

- 2.1 Provide service delivery regardless of race, color, national origin, gender, religion, age, disability, sexual orientation, or any other factor.
- 2.2 Assess consumer needs and the interpreting situation before and during the assignment and make adjustments as needed.
- 2.3 Render the message faithfully by conveying the content and spirit of what is being communicated, using language most readily understood by consumers, and correcting errors discreetly and expeditiously.
- 2.4 Request support (e.g., certified deaf interpreters, team members, language facilitators) when needed to fully convey the message or to address exceptional communication challenges (e.g. cognitive disabilities, foreign sign language, emerging language ability, or lack of formal instruction or language).
- 2.5 Refrain from providing counsel, advice, or personal opinions.
- 2.6 Judiciously provide information or referral regarding available interpreting or community resources without infringing upon consumers' rights.

3.0 CONDUCT

Tenet: Interpreters conduct themselves in a manner appropriate to the specific interpreting situation.

Guiding Principle: Interpreters are expected to present themselves appropriately in demeanor and appearance. They avoid situations that result in conflicting roles or perceived or actual conflicts of interest.

Illustrative Behavior - Interpreters:

- 3.1 Consult with appropriate persons regarding the interpreting situation to determine issues such as placement and adaptations necessary to interpret effectively.
- 3.2 Decline assignments or withdraw from the interpreting profession when not competent due to physical, mental, or emotional factors.
- 3.3 Avoid performing dual or conflicting roles in interdisciplinary (e.g. educational or mental health teams) or other settings.
- 3.4 Comply with established workplace codes of conduct, notify appropriate personnel if there is a conflict with this Code of Professional Conduct, and actively seek resolution where warranted.
- 3.5 Conduct and present themselves in an unobtrusive manner and exercise care in choice of attire.



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- 3.6 Refrain from the use of mind-altering substances before or during the performance of duties.
- 3.7 Disclose to parties involved any actual or perceived conflicts of interest.
- 3.8 Avoid actual or perceived conflicts of interest that might cause harm or interfere with the effectiveness of interpreting services.
- 3.9 Refrain from using confidential interpreted information for personal, monetary, or professional gain.
- 3.10 Refrain from using confidential interpreted information for the benefit of personal or professional affiliations or entities.

4.0 RESPECT FOR CONSUMERS

Tenet: Interpreters demonstrate respect for consumers.

Guiding Principle: Interpreters are expected to honor consumer preferences in selection of interpreters and interpreting dynamics, while recognizing the realities of qualifications, availability, and situation.

Illustrative Behavior - Interpreters:

- 4.1 Consider consumer requests or needs regarding language preferences, and render the message accordingly (interpreted or transliterated).
- 4.2 Approach consumers with a professional demeanor at all times.
- 4.3 Obtain the consent of consumers before bringing an intern to an assignment.
- 4.4 Facilitate communication access and equality, and support the full interaction and independence of consumers.

5.0 RESPECT FOR COLLEAGUES

Tenet: Interpreters demonstrate respect for colleagues, interns and students of the profession.

Guiding Principle: Interpreters are expected to collaborate with colleagues to foster the delivery of effective interpreting services. They also understand that the manner in which they relate to colleagues reflects upon the profession in general.

Illustrative Behavior - Interpreters:

- 5.1 Maintain civility toward colleagues, interns, and students.
- 5.2 Work cooperatively with team members through consultation before assignments regarding logistics, providing professional and courteous assistance when asked and monitoring the accuracy of the message while functioning in the role of the support interpreter.
- 5.3 Approach colleagues privately to discuss and resolve breaches of ethical or professional conduct through standard conflict resolution methods; file a formal grievance only after such attempts have been unsuccessful or the breaches are harmful or habitual.
- 5.4 Assist and encourage colleagues by sharing information and serving as mentors when appropriate.
- 5.5 Obtain the consent of colleagues before bringing an intern to an assignment.



CODE OF PROFESSIONAL CONDUCT

6.0 BUSINESS PRACTICES

Tenet: Interpreters maintain ethical business practices.

Guiding Principle: Interpreters are expected to conduct their business in a professional manner whether in private practice or in the employ of an agency or other entity. Professional interpreters are entitled to a living wage based on their qualifications and expertise. Interpreters are also entitled to working conditions conducive to effective service delivery.

Illustrative Behavior - Interpreters:

- 6.1 Accurately represent qualifications, such as certification, educational background, and experience, and provide documentation when requested.
- 6.2 Honor professional commitments and terminate assignments only when fair and justifiable grounds exist.
- 6.3 Promote conditions that are conducive to effective communication, inform the parties involved if such conditions do not exist, and seek appropriate remedies.
- 6.4 Inform appropriate parties in a timely manner when delayed or unable to fulfill assignments.
- 6.5 Reserve the option to decline or discontinue assignments if working conditions are not safe, healthy, or conducive to interpreting.
- 6.6 Refrain from harassment or coercion before, during, or after the provision of interpreting services.
- 6.7 Render pro bono services in a fair and reasonable manner.
- 6.8 Charge fair and reasonable fees for the performance of interpreting services and arrange for payment in a professional and judicious manner.

7.0 PROFESSIONAL DEVELOPMENT

Tenet: Interpreters engage in professional development.

Guiding Principle: Interpreters are expected to foster and maintain interpreting competence and the stature of the profession through ongoing development of knowledge and skills.

Illustrative Behavior - Interpreters:

- 7.1 Increase knowledge and strengthen skills through activities such as:
 - pursuing higher education;
 - attending workshops and conferences;
 - seeking mentoring and supervision opportunities;
 - participating in community events; and
 - engaging in independent studies.
- 7.2 Keep abreast of laws, policies, rules, and regulations that affect the profession.

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