



Qualified Healthcare Interpreter Preparation Course **Frequently Asked Questions**

Section 1: Language Testing Requirement

What if I have already taken the ACTFL Oral Proficiency Interview (OPI) test?

Applicants who have already taken the ACTFL OPI test may submit their certificate of results to interpreters@njha.com.

Can any alternative language assessment documentation be submitted? What if I majored in a foreign language in college?

No substitutions will be permitted for admittance to this course. The ACTFL OPI test is considered the most universally accepted measure of language proficiency.

Can I schedule the Rutgers-facilitated ACTFL OPIc test at any time during the year?

The registration process, including test scheduling, can be initiated at any time; however, there will be periods of time throughout the year in which testing dates are not available. For example, approximately six weeks before each course start date, Rutgers' testing will be paused to focus on reviewing results and launching the course.

If I schedule an ACTFL OPIc test through Rutgers, do I take it on my own?

No, the test should be proctored by an appropriate staff (e.g., manager/director of continuing education, patient experience, etc.). See the [OPIc Examinee Handbook](#) and [Instructions for Completing OPIc Testing](#) for guidance.

Are there any technological specifications for this computer-based test?

Yes, computers with headsets must meet required minimum technology specifications as described in the [OPIc Examinee Handbook](#) and [Instructions for Completing OPIc Testing](#). If facilities are unable to meet these specifications, they are encouraged to contact Carolyn Burger at burger@tlc.rutgers.edu to discuss other options.

What is the ACTFL OPI test like? How does the language assessment work? What kinds of questions will be asked?

Be sure to read the [OPIc Examinee Handbook](#) for a description of the testing experience, sample questions, and test-taking tips.

What happens if the language proficiency level rating is below Advanced-Mid?

Applicants who achieve an OPI rating below Advanced-Mid will not be eligible to enroll in this course. This level is the national standard for interpreting in healthcare.

Section 2: About the Course

How long does it take to complete the course?

Healthcare Interpreting is designed as a seven-week, seven-module (one per week) course, in an asynchronous format, totaling 40 hours of study. During each module's week of study, which runs from Thursday through the following Wednesday, learners can log on and complete most of the work at a time that is most convenient for them.

What is the format of the course?

Lectures, readings, activities, and assessments are clearly laid out on the first page of each module, as well as the syllabus, so that learners always know what must be completed, how it should be done, and by what date. Learners will also have the opportunity to work in small groups to practice interpreting and complete role plays.

What topics are covered?

Learners obtain a practical grounding in the national Code of Ethics and Standards of Practice for healthcare interpreters; develop interpreter skills and protocols; learn to mediate misunderstandings appropriately and overcome systemic barriers related to language; expand knowledge of medical terminology, including diseases and conditions, symptoms, and tests and procedures; and learn to break down complex medical terminology.

What language is used to teach the course?

The course is taught in English, and the textbook and other readings are also in English, but some of the activities will be completed in the non-English language.

Where can I find the required textbook?

Each learner is required to obtain a copy of *The Medical Interpreter: A Foundation Textbook for Medical Interpreting* by Marjory A. Bancroft et al. It can be found at [Cross Cultural Communications](#) or other online vendors. It is not included in the enrollment fee. All other course materials will be provided by Rutgers electronically at no extra charge.

Can I skip a week and do double the work another week?

No, each module opens on a Thursday, and activities are due by the following Wednesday at 11:30 p.m. Any learner who does not meet a deadline is administratively withdrawn from the course. Learners with extenuating circumstances are encouraged to reach out to Hank Dallman at dallmann@rwjms.rutgers.edu.

Section 3: Cancellation Policy

Are any of these fees refundable?

The registration installment (and testing fee, if applicable) is nonrefundable, but the course enrollment installment (\$600) can be refunded under the following conditions:

- Request to withdraw must be made before the course-specific deadline. The deadline for withdrawal is listed on the course enrollment webpage and is typically nine (9) days after the course start date.
- Any changes (e.g., withdrawal or course cycle change) must be initiated in writing to Hank Dallman at dallmann@rwjms.rutgers.edu.

How is the enrollment installment refunded?

After the course-specific withdrawal deadline, Rutgers will notify NJHA of learners to be refunded. The refund will be made directly to the credit card used to make the enrollment installment payment.

What happens if a learner needs to change course dates?

The learner should follow the instructions above to withdraw from the original course cycle before the deadline, resulting in a refund. They can then enroll in another course cycle, paying the associated enrollment installment. They will not need to pay the registration installment (\$150) again.

What is Rutgers' attendance policy?

If a learner does not adhere to course module deadlines, they will be administratively withdrawn from the course and will forfeit all registration and enrollment fees.

Section 4: After Completing the Course

Will I be a certified interpreter after completing this course?

Upon successful completion of the course, learners are considered "Qualified Interpreters" and will have official certificates of healthcare interpreter training and language proficiency assessment in the non-English language. Both certificates serve as prerequisites for national healthcare interpreter certification.

How will I obtain the certificate of course completion?

After completion of the course, NJHA will distribute certificates to successful learners, with a copy to the partner institution coordinator if applicable and requested. Once received, learners and partner institution coordinators are responsible for the handling of these certificates, as NJHA will not be maintaining copies of certificates.