

# **THE COMMUNITY INTERPRETER**

Professional Training for Bilingual Staff and  
Community Interpreters

## **TRAINING OF TRAINERS**



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## Professional Training for Bilingual Staff and Community Interpreters

*A program of Cross-Cultural Communications*

Training interpreters is vital work. Community interpreters save lives, protect immigrants' rights and support equal access to public services. Yet without quality training, community interpreters are prone to errors that may put medical outcomes at risk, jeopardize a family's food stamps or increase the risk of domestic violence. The need for professional trainers is urgent.

THE COMMUNITY INTERPRETER is a 40-hour community interpreting program that takes new or practicing interpreters of any spoken language and grounds them in ethics, standards and professional skills. It is the only program of its kind in the U.S. offering national licensing for trainers. Graduates of its **Training of Trainers (TOT)** are given the tools and resources they need to train bilingual individuals to interpret safely and accurately, in keeping with the highest standards in the field.

For trainers who need a solid curriculum, THE COMMUNITY INTERPRETER TOT offers the following advantages:

- A comprehensive, nationally respected program with a 370-page manual, a workbook of about 100 pages, and an emphasis on role plays, skills building and other practice.
- The only national program that targets two neglected audiences:
  - Contract interpreters covering a broad sector of community services
  - Bilingual staff (also known as dual role interpreters)
- A program that can be tailored to audiences composed of:
  - Medical interpreters
  - Educational interpreters
  - Social services interpreters
  - Interpreters who serve all three sectors, or any other community services
- Clear guidance on the differences between community and legal interpreting.

### THE COMMUNITY INTERPRETER TOT

Since 2004, Cross-Cultural Communications (CCC) has provided its four-day Training of Trainers (TOT) for THE COMMUNITY INTERPRETER. Among the special features of this TOT:

- It is the only national program in the U.S. that addresses all sectors of community interpreting.
- Agencies may charge participant fees when they host the program.
- Licensing is granted in perpetuity, at no cost.

Supported by its training manual (4th edition, 2009), THE COMMUNITY INTERPRETER offers an interactive format that engages participants. The focus is pragmatic and participatory. Each training day centers on role plays, skills building and small group activities. Video vignettes and case studies round out the program.



### Our Newest Partner in Education and Training

In 2009, CCC proudly joined in partnership with Howard Community College (HCC), the most prestigious community college in Maryland. Graduates of the TOT may request Continuing Education Units and will hold certificates from both HCC and CCC.

## THE “SPECIAL EDITION” TOT: A 6-DAY PROGRAM

In response to repeated requests from across the U.S., in 2008 CCC created a “special edition” TOT. In the past, TOT participants were required to have first attended a prior five-day session of THE COMMUNITY INTERPRETER. However, many trainers or aspiring trainers have already attended other interpreting programs. This six-day TOT format allows graduates of other programs to attend this TOT according to the following schedule:

- The first two days of the six-day program offer a *compressed* version of THE COMMUNITY INTERPRETER designed for graduates of other interpreting programs. These two days include a representative sampling of activities, role plays and skills-building exercises from THE COMMUNITY INTERPRETER.
- The following four days adhere to the regular TOT format, dedicated to the training of trainers.

Participants who are graduates of other interpreter training programs and/or practicing interpreter trainers but have NOT formerly attended THE COMMUNITY INTERPRETER are eligible for this six-day program. In addition, prior graduates of THE COMMUNITY INTERPRETER may bypass the two-day introductory session and attend the regular, four-day TOT session. In either case, prior experience in any sector of adult education is strongly preferred. **Graduates of the six-day TOT will hold the same licensing rights as graduates of the four-day program.**

### TRAINING MATERIALS FOR THE TOT

Participants of the TOT for THE COMMUNITY INTERPRETER receive the following materials:

- 1) One copy of the participant manual (4th ed., 2009).
- 2) One copy of the trainer’s manual (4th ed. 2009).
- 3) An exercise workbook.
- 4) A written assessment and answer key that may be used as a pre-test and post-test.
- 5) Upon request, at no additional charge, licensed trainers may receive a participant handbook and trainer’s guide for a one-day “Medical Terminology for Interpreters” workshop.

### Who We Are

Cross-Cultural Communications (CCC) is the only training agency in Maryland dedicated to community interpreting and cultural competence. We provide training, technical assistance, research and consulting across the U.S.

### Mission

Our mission is to enhance equal access to public services for culturally and linguistically diverse populations.

### Training

In 2001, Cross-Cultural Communications provided its first medical interpreter training for the Johns Hopkins University School of Medicine in Baltimore. Today, CCC delivers seminars, workshops and training in medical and community interpreting, advanced skills for interpreters, medical terminology, cultural mediation, and **The Language of Justice**, a three-day legal interpreting program with its own TOT. CCC also offers a spectrum of cultural competence programs, including “How to Work with an Interpreter” and four cultural competence TOT programs.

### Our Clients

CCC’s clients across the nation include federal, state and local government, hospitals and health departments, national, regional and local nonprofits, legal services, the U.S. Armed Forces, interpreter agencies, victim service networks, social services, refugee resettlement agencies and school systems.

**Proper training not only transforms bilingual people into qualified interpreters; it also transforms the communities where they work and the lives they touch.  
Become a trainer of interpreters. Make a difference in *your* community!**

*For the schedule of the next TOT, or to register, please go to [www.cultureandlanguage.net](http://www.cultureandlanguage.net) and click on Training.*