

Appendix A

The Arizona Court Interpreter Credentialing Program (ACICP)

Policies

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Authority

Pursuant to Administrative Order No. 2016-02, the Administrative Director is responsible for administering the Arizona Court Interpreter Credentialing Program (ACICP). This includes the establishment and administration of program policies for the following: testing, award of credentials, reciprocity with other programs, and the processing of fees.

Contact information

Credentialing applicants are required to maintain current contact information in the online Arizona Court Interpreter Registry. Communication from ACICP will be done through email utilizing the email address marked as “primary” within the Court Interpreter Registry.

Tier Level Requirements

Tier 1

In order to achieve Tier 1, applicants must complete the following:

- Registration in the Registry
- Online Court Overview Class
- Online Ethics Class
- Written English Exam (80% passing score or higher)
- Oral Proficiency Interview (rating of advanced or higher)

Registration in the registry must occur before completing other Tier 1 components. The online classes may be taken in either order. Both online classes must be completed prior to applying to take either the written English exam or the oral proficiency interview. The written English exam and the oral proficiency interview may be taken in either order.

Once an applicant has met all of the requirements for the Tier 1 credential, "Tier 1" status will be designated in the interpreter registry. ACICP will send an email notifying the applicant of the change in status. The applicant will also receive a paper certificate from ACICP through the U.S. Mail (See Certificates).

Requirements for each component of Tier 1 are described below.

Online Classes

The online classes shall be provided through the Administrative Office of the Courts (AOC) Learning Management System. The AOC Education Services Division will maintain user ID's and passwords related to interpreter credentialing applicants.

Online Court Overview Class

This class is required for all contract interpreters, regardless of whether or not they have received reciprocity.

Individuals who are employed by a court as staff (not contractors) only need to complete this class if their direct supervisor indicates they need to take the class. This class is available to Arizona Judicial employees free of charge.

The class is considered complete when an applicant has reviewed all of the screens associated with the class. No testing component is required for completion.

Online Ethics Class

This class is required for all interpreters, including court staff and contractors.

The class is considered complete when an applicant has reviewed all of the screens associated with the class. Class participants are presented with questions as they work their way through the class, however, there is no specific score required to pass.

Applicants shall be provided notification of class completion through email.

ACICP will provide and maintain reference documents to assist interpreters in preparing for exams as part of the ethics class materials.

ACICP will provide and maintain audio files of court proceedings to assist interpreters in preparing for exams as part of the ethics class materials.

Education Services staff will provide reference documents and audio files through the learning management system, and provide access to these materials to any applicant who has access to the Online Ethics Class.

Written English Exam

The written English exam shall be administered in compliance with the policies set forth by National Center for State Courts Language Access Services Section (NCSC-LASS). An ACICP staff shall be on-site as the lead for each administration of the test. Testing will be conducted at designated locations.

The written English exam is comprised of multiple-choice questions. An applicant must score 80% or better correct answers to pass the exam.

NCSC-LASS Examination Policies require:

- No one will be admitted late to the exam.
- Anyone needing to leave during the exam will be escorted by a proctor (i.e., to use the restroom, to take medication, etc.)
- An applicant may only take each version of the written exam once in a calendar year.
- An applicant may only take a version of the written exam twice.
- As there are currently 2 versions of the exam, an applicant may only take a written English exam up to 4 times.
- Exam materials will be destroyed in accordance with the NCSC policy.

Oral Proficiency Interview (OPI or OPIc)

The oral proficiency interview will be proctored by court or ACICP staff. Proctors will check applicant identification and provide a room with a telephone for the applicant to use for the interview. ACICP staff will arrange for all scheduling with the applicant, the court, and the company conducting the interview. Interviews may be conducted using computer-based prompting or human interviewers. In either case, the rating will be done by human raters.

Following the interview, the AOC will receive scores directly from the company(s) providing the rating of the interviews. Interviews will be double-rated and will carry an "official" weight from the company which conducts them.

In order to achieve Tier 1 status, an applicant must score at the "Advanced" level or a score of 9, 10, or 11 depending on the rating scale of the OPI rating company.

Tiers 2 through 4

In order to advance beyond Tier 1, the applicant must sit for the Oral Interpreting Exam (OIE). This exam is provided by the NCSC and is currently (as of January 2016) available in the following languages:

Arabic	Khmer	Russian
Bosnian/Serbian/Croatian*	Korean	Somali
Cantonese	Laotian	Spanish
French	Mandarin	Tagalog
Haitian Creole	Marshallese*	Turkish*
Hmong	Polish	Vietnamese
Ilocano	Portuguese	

The asterisk (*) connotes those languages in which only an abbreviated exam is available.

The Oral Interpreting Examination tests three modes of interpretation: Simultaneous, Consecutive, and Sight Translation.

For other languages, please refer to "Tier A".

Applicants must sit for the entire oral interpreting examination if it is the first time they are taking the exam. If an applicant has previously passed one or two portions of the exam, and is carrying that passing score forward, the applicant may sit only for the mode(s) of interpretation they have not yet passed.

Scoring minimums apply to each mode of interpretation. An applicant must achieve the following to achieve Tier levels 2, 3, or 4.

Tier Level	Consecutive	Simultaneous	Sight Translation
Tier 2	60-69%	60-69%	Each section at least 55% with an overall score of 60-69%

Tier Level	Consecutive	Simultaneous	Sight Translation
Tier 3	70-79%	70-79%	Each section at least 65% with an overall score of 70-79%
Tier 4	80% or above	80% or above	Each section at least 75% with an overall score of 80% or above

Applicants who score 60 to 69% on the oral examination will receive a Tier 2 credential. This credential will expire and revert to a Tier 1 credential after 24 months pursuant to A.O. No. 2016-02. Applicants who previously achieved a Tier 2 credential and do not achieve a higher Tier within 24 months will revert to Tier 1 status and will remain at Tier 1 status until the applicant achieves a high enough score to receive a Tier 3 or Tier 4 credential. The 24 month period will not be extended.

Tier A

Applicants who work in languages for which there are no oral interpreting exams available, may achieve a Tier A credential. The Tier A credential is earned by achieving a score of Superior or a score of 12 on the OPI depending on the rating scale of the OPI rating company

A Tier A credential is permanent, however, if an oral interpreting exam becomes available in the working language, a Tier A interpreter would be required to take the oral interpreting examination in order to achieve a Tier 2, 3, or 4 credential.

Frequency of Offerings and Scheduling

The ACICP shall offer all components with reasonable frequency as determined by the ACICP Program Manager.

Identification

Applicants appearing for events (tests) in person will be required to show identification. Acceptable identification will include any picture ID issued by the U.S. government or state governments of the U.S. Examples include Driver’s License and passport.

Fees

Fees are established by Administrative Order No. [2016-02](#). The AOC shall also maintain a list of the fees on the ACICP website for reference by interpreter applicants.

Payment

Method of Payment

All payments will be taken electronically using an online payment system administered by the AOC.

Refunds

Applicants are required to pay the applicable fee prior to taking each class or exam. Fees are not refundable or waivable.

Reciprocity

Applicants applying for reciprocity will pay one fee which includes the fee for required online classes. In the event that reciprocity cannot be granted, no fees will be refunded.

Extenuating Circumstances

In the event of extraordinary circumstances for which the applicant is able to provide proof, fees paid may either be applied toward another examination or refunded at the sole discretion of the AOC Court Services Division Director.

If a fee is refunded, a \$25 administrative fee shall be retained.

Reciprocity and Transfer

Reciprocity

Arizona recognizes and provides reciprocity to those interpreters who have earned similar credentials elsewhere.

Seeking Reciprocity	Criteria	Arizona Tier Level
National Association of Judiciary Interpreters and Translators	Meet NAJIT's criteria for obtaining credential	Tier 4
Federal Court Interpreter Certification Examination	Meet FCICE's criteria for obtaining credential	Tier 4
National Center for State Courts Oral Interpreting Exam in another state	Meet Arizona's scoring criteria for either Tier 3 or Tier 4 credential	Tier 3 or Tier 4

The fee paid for reciprocity will include the costs associated with both online classes. Arizona requires that those who receive reciprocity take the online classes which will familiarize them with Arizona courts and the Arizona Interpreter Code of Conduct prior to the tier level being granted.

There is no reciprocal recognition for a Tier 2 credential.

Transfer

Arizona will recognize components of a credential which may have been completed elsewhere. A component may be transferred to and used by Arizona's ACICP. Components which may be transferred are listed below:

Component to Transfer	Criteria	Will Count as
National Center for State Courts Written Exam	80% or higher overall	Meets Written English Exam Requirement
Federal Court Interpreter Certification Examination Written Exam	Pass according to FCICE	Meets the Written English Exam Requirement
Oral Proficiency Interview	Must have taken within the last 2 years and Advanced or higher or 9, 10, or 11 depending on the rating scale of the OPI rating company	Meets the Tier 1 requirement for OPI
Oral Proficiency Interview	Must have taken within the last 2 years and Superior or 12 depending on the rating scale of the OPI rating company	Meets the Tier 1 and Tier A requirement for OPI
National Center for State Courts-Consecutive Oral Exam	Must have been taken within the last 2 years and have scored 70% or higher	Meets the requirement to carry a score forward and sit for remaining portions of the Oral Interpreting Exam
National Center for State Courts-Simultaneous Oral Exam	Must have been taken within the last 2 years and have scored 70% or higher	Meets the requirement to carry a score forward and sit for remaining portions of the Oral Interpreting Exam
National Center for State Courts Sight Translation	Must have taken within the last 2 years and must have scored at least 65% on each portion and at least 70% overall.	Meets the requirement to carry a score forward and sit for remaining portions of the Oral Interpreting Exam NOTE: sight translation is only transferred in as a complete entity, there will be no transfer of ½ of sight translation

All applicants are required to complete the online overview of courts class and the online ethics class. No out-of-state classes may be transferred to meet the on-line course requirements as these are specific to Arizona.

Verification

ACICP will be responsible for verifying scores with the granting authority in all situations except the OPI. The applicant will be responsible for submitting records of the OPI score along with their application for reciprocity or transfer.

American Sign Language (ASL)

American Sign Language (ASL) is not covered by the Arizona Court Interpreter Credentialing Program (ACICP). Licensure for ASL is handled by the Arizona Commission on Deaf and Hard of Hearing (ACDHH).

Rater Contracts

The AOC shall be responsible for contracting with raters. Raters shall be utilized in compliance with the NCSC-LASS guidelines which include contracting with two raters for each exam and ensuring that there is at least one lead rater involved.

Raters will be identified for each of the languages for which an Oral Interpreting Exam is available through the NCSC.

Rater invoices shall be paid utilizing ACICP funds.

ADA Accommodations

Applicants for interpreter credentialing may request an accommodation pursuant to the Americans with Disabilities Act (ADA). ACICP shall provide applicants with information and forms necessary to request the accommodation. ADA Accommodation requests shall be kept in a secure location as they may contain sensitive health-related information.

ADA Accommodations will be handled on a case-by-case basis. All accommodations will be reviewed with consideration given to whether the requested accommodation would be reasonable for a person carrying out the work of a court interpreter.

Certificates

Certificates will be mailed to recipients through U.S. Mail.

Multiple Working Languages

Applicants who have multiple working languages (languages other than English) only need to complete the online classes once and take and pass the English Written Exam once. The Oral Proficiency Interview and Oral Interpreting Examination will need to be taken and passed for each working language, depending on the availability of those exams for the working languages. If the oral interpreting exam is available, it must be taken to achieve a Tier 2, 3, or 4 in each working language. If the oral interpreting exam is not available in a working language, the OPI may be taken for that working language.

Re-Scoring

Written Exam

Quality Assurance will be done on 10% of all written exams. Any exam that is within 5 points of passing (above or below) will automatically be re-scored.

Oral Exam

Any examination in which two sections have met the requirements to pass into a Tier level in which the third section is below the criteria by one percentage point will be re-scored.

Appeals

Examination content and scores are not appealable. Applicants who believe test environment conditions affected test results may request a review by submitting a written description of the conditions to the ACICP manager. The decision of the ACICP manager may be appealed to the AOC Court Services Division Director whose decision is final.

Program Administration

The AOC will maintain applications online through its website which shall be used by applicants to request participation in classes or exams. Applicants shall submit applications electronically to the interpreters@courts.az.gov email address. ACICP staff will process applications and provide payment instructions to each applicant.

Credentialing applicants must self-register in the Arizona Court Interpreter Registry located at: <http://app.azcourts.gov/registry>. All required fields must be completed and the registration must be submitted for approval.

Applicants shall be provided notification confirmation, payment, and exam results through email.

ACICP staff are responsible for entering all results of classes and exams into the interpreter registry.

ACICP will be responsible for entering Tier levels as applicable into the interpreter registry. ACICP will be responsible for notifying applicants through email of their Tier level achievements and mailing paper certificates through the US Mail.

ACICP staff will be responsible for scoring the Written English exams, entering information regarding scores into the Interpreter Registry, and notifying the testing applicant of the results through email. ACICP staff will also be responsible for providing results to the NCSC.

The oral interpreting examination will be proctored by ACICP staff at superior court locations. ACICP is responsible for scheduling all exams with the applicants and the courts hosting the location. The examinations will be proctored in compliance with the following NCSC requirements:

- Applicants may not bring anything into the testing room with them
- Applicants must sign an oath indicating they will not share information about the exam
- A script will be followed once the exam begins

- Applicants may not sit for the same version of the exam more than once in a 6 month period.
- Exam materials will be destroyed in accordance with the NCSC policy.

Following the exam, ACICP will provide test recordings to the raters and to audit the raters' numbers.

AOC will be responsible for payments to OPI companies.

ACICP will be responsible for providing information regarding the scores of individuals to the NCSC.

The court interpreter registry shall be maintained on the AOC's website at <http://app.azcourts.gov/registry> . The registry shall support three user types:

- Interpreter Users
- Court Users
- AOC Users