

1 World Education and Language Center
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Bridging The Gap/BTG Course Frequently Asked Questions

- 1. What is the language proficiency test?** This is an online oral exam to assess the speaker's second language skill level. The test takes 30-60 minutes to complete and can be taken in our office between 10 and 4 on weekdays or on the weekend if necessary, with special arrangements. *There will be an extra fee of \$32, if weekend testing is required*
- 2. When will I receive the certificate?** Once you complete the course and pass the written final exam, your name will be sent to the Cross Cultural Health Care Program in Seattle, Washington. After approximately 1-2 weeks we will receive your printed certificate. You may pick up this document at our office or we can mail it to you.
- 3. When do the classes meet?** 1WTT Offers a variety of times to take these classes: over weekends, one day a week for a month, one full week, or for our 64 hour Medical Interpreting, a month of Fridays with 3 Saturdays or an extra weekend (see October, 2019). We can teach just for your group, too - a minimum of 9 students is required (we may add up to 3 students, if agreeable).

The course is taught in 5 full-day classroom sessions. The locations vary by demand. Our December class will be at the Drury Inn & Suites Denver Stapleton
4550 North Central Park Blvd Denver, CO 80238 P: 303-373-1983

4. **How many students are in each class?** The minimum number is 12 students and the maximum is 24.
5. **Is the class taught in English?** Yes, all the course content is taught in English.
6. **What is taught?** Communication challenges, and how the interpreter can best navigate in his/her role through the differing roles through the linguistic, cultural, confusing and systemic obstacles and challenges properly, utilizing the code of ethics for medical interpreters, as the standards of practice required and recognized to perform as a professional medical interpreter.

This is done through daily study, discussion and true-to-life exercises that employ theory into real-life practice. The BTG course has a working foundation of medical terminology, anatomy and physiology of the different body systems. Included are common procedures, testing and specialists specific for each body system the interpreter may come across in their work. Videos are utilized to facilitate learning, in addition to the 445 page book, that includes excellent study guide tools and tips to aid in learning the medical word roots and general information.

Professional interpreting concepts are also taught and practiced routinely in class: basic professional habits, practices and critical core skills like how to manage the flow of an interpretation session, culture, cultural “bumps” and cultural competency. There is more information about the profession in general.

The 64 hour course includes information about the Health Care disparities in the United States: it delves deeper into the Cultural Disparities for the LGBTQIA populations. For the first time; there are several in-depth sections to support the interpreter in working in behavioral health settings; with extensive resource information for a lifetime of reference.

Coursework will be assigned and completed in the classroom across all days of instruction. Homework will be assigned, and participants should plan on spending 1-2 hours per class day completing homework and reviewing outside of the class

7. **Who is the instructor?** Carolina Weaver, RN, BSN, facilitates the course, with over 30 years of medical and interpreting experience supporting her instruction. She also has 12 years dedicated experience in the behavioral health field, including Psychiatric ICU experience and Drug and alcohol rehabilitation, also covered in this section.

8. **Where is the class held?** Most of the time it will be held in North Denver locations such as in Thornton, Westminster, or Lafayette, Colorado.

We also offer in South/Central Denver and occasionally in locations such as the Western Slope and Colorado Springs upon demand.

Our default location of North Denver is convenient to DIA, and accessible from many gateways. If you prefer to be on-site – to allow for more study and relaxing time instead from a distance, you can reserve a at a discounted price. For the Candlewood Suites: simply reference our name: 1 World Translation and Transport. The December/January class will be at Drury Inn and Suites which is right between the airport, downtown Denver and close to the shopping and the light entertainment district of Stapleton. Inexpensive rooms can be found at Drury through Expedia last time we checked- this is the only way to reserve.

For our other classes: most will be held at the cost-saving, home-like Candlewood Suites in Thornton at 120th Ave and just east of I-25. The suites at Candlewood have full kitchens, laundry facilities so it feels just like home and go for \$119.00 for us only. Great savings on food costs if you are up to cooking and not eating out. It also provides the convenience of staying at the class property. There are other options like *Airbnb* and there is another hotel nearby with kitchens for less- we can recommend: The Cottonwood Suites in Broomfield, just to the west, also near 120th Ave.

***We are open to holding our class in Grand Junction, Alamosa, Colorado Springs and other locations on demand and if enough students: 9-12 must be guaranteed. If a meeting room can be provided, this is quite helpful in keeping costs down. Call us.*

9. **What is the cost of the course?** The cost of the course is \$575 after 11/15/18. This fee covers the course in its entirety, including language proficiency test, text and materials, instruction, testing, snacks beverages and the certificate. The amount listed above is our end-of-year discount price. In 2019 the rate goes up to \$575 for the 40 hour course and \$775 for the 64 hour course.
10. **When do I have to make payment?** A \$200 deposit is due on the day you take the language proficiency test. We will give you a book if we have one in stock and ask that you begin studying/reading the first few chapters!

Full payment is due before the course begins; however, it is possible to arrange for a payment plan for a small additional fee.

11. **Can I make payments or payment arrangements?** You can arrange to divide your tuition up in 3 separate payments if you wish. The first payment must be made on the day of the language test. The second payment is due on the first day of class and the third payment is due by arrangement within 60 days of the 1st day of class. An additional \$25 is due for each of the last two payments if you choose this option.

12. **What if I don't pass the final exam?** You will have the opportunity to retake the exam (free of charge). If you do not pass the exam, you may re-take the course at a highly discounted rate. This has never happened before. You will have the book and language testing done. We cannot provide a letter stating that you attended the course- it is not permitted by the course authors.
13. **Will this course make me a certified medical interpreter?** Bridging the Gap is the most requested certificate for medical interpreters. Upon completion of this course, you may call yourself a trained qualified medical interpreter.

Only interpreters who have passed one of the two national certification exams can use the credentials of Certified Medical Interpreter (CMI) or Certified Healthcare Interpreter (CHI). For more information on certification please visit the web sites for the Certification Commission for Healthcare Interpreters (CCHI) and the National Board of Certification for Medical Interpreters (NBCMI). You will be a certificate holder.

14. **How do I pay for the course?** You can pay by cash, money order, cashiers check or credit card. We can take credit card payments by phone or at our office. We accept: Visa, MasterCard & American Express (the latter with a 2.5% added charge).

We look forward to sharing our knowledge and expertise in this wonderful field.

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