

A Foreign Language Service

We Bring Understanding to the World©



Professional Interpreter Network

The A Foreign Language Service Professional Interpreter Network is a resource pool of accredited professional interpreters with experience in over 400+ languages. Our OnDemand Over the Telephone interpreting (OPI) professionals are available in 130 languages. Presently our Video Relay Interpreter qualified team support the top 30 global languages and growing.

Every interpreter available in this network has been individually vetted by our interpreter cloud staff to ensure that whenever you enable access to this network you do so with the confidence that the interpreter you connect your clients with has been admitted to the network via a thorough and detailed recruitment process. Each interpreter is pre-screened and validated with background checks to review their language proficiency, education, work experience and professional certifications and associations.

Over the Telephone interpreting (OPI) professionals and Video Remote Interpreting (VRI) professionals in the Professional Interpreter Network are further vetted for technology readiness and are given additional training for each modality including competency in the use of scheduling technology for the support of both OPI and VRI. Interpreters are also instructed in VRI protocol in terms of conducting calls in a secure and private location with appropriate background environment and professional attire.

The Professional Interpreter Network ensures your customers will only be connected to interpreting professionals who are:

- 100% fluent in their supported language pairs
- Qualified & Experienced to support specific industries
- Bound by confidentiality agreements with medical interpreters always required to be HIPAA compliant.
- At a minimum of 2 years in the field experience.

Medical Interpreters in general possess “Bridging the Gap” or equivalent medical interpreting training. They may further be selected with either The National Board of Certification for Medical Interpreters Certified Medical Interpreter (CMI) designation or with the Certification Commission for Healthcare Interpreters Certified Healthcare Interpreter (CHI) and Core

Certified Healthcare Interpreter (CCHI) designation, or both. ASL interpreters in the network are all RID certified.

For US local and national government, insurance and legal/finance interpreting services we include candidates with Federal Court Interpreter Certification program completion and Department of Human Services (DHS) and Department of Social and Human Services (DSHS) certified interpreter designations.

INTERPRETER SELECTION AND VALIDATION PROCESS

- Full review and confirmation of interpreter's resume, cover letter, and interpreting experience.
- Interpreter undergoes telephone interview with A Foreign Language Service cloud staff and we conduct verification of references and experience.
- A Foreign Language Service cloud staff conduct and confirm fluency and interpreting proficiency with verbal linguistic testing. Where proficiency cannot be sufficiently verified via our cloud staff will generally request evidence that a successful ACTFL Oral Proficiency Interview has taken place.
- Identity and security background checks where applicable.
- Technology readiness and Video Remote Interpreting protocols and procedural training.

