



APPLICATION INFORMATION

Summer 2024, Duluth (GA)

Bridging the Gap is a 40-hour professional development program that prepares bilingual individuals to work as medical interpreters. It is used to train novice and experienced medical interpreters, and it is accepted by both accredited national certifying bodies, the Certification Commission for Healthcare Interpreters (CCHI) and the National Board of Certification for Medical Interpreters (NBCMI). Additionally, Horizon Language Services provides language coaching effectively achieving 46 hours of training. No interpreting experience is required in order to take the class.

This course offering by Horizon Language Services covers:

- **Basic interpreting skills.** Roles, ethics, conduit and clarifier interpreting, managing the flow of the session.
- **Codes of ethics.** Codes of ethics and decision-making for interpreters in health care.
- **Integrated medical terminology, anatomy, and physiology.** Introduction to common terms, procedures, and specialties relating to human physiology and health.
- **Information on health care systems.** Introduction to the health care systems and types of healthcare providers.
- **Culture in interpreting.** Self-awareness, basic characteristics of specific cultures, traditional health care in specific communities, culture brokering.
- **Communication skills for advocacy.** Listening skills, communication styles, how doctors think, appropriate advocacy.
- **Professional development.** Effective communication, professional conduct, self-care, resources for professional growth.
- **Language coaching.** Interactive, guided interpreting exercises.

About the Class

Total tuition:	\$850 (Early bird pricing if registration completed by April 12: \$750) Includes non-refundable \$100 registration fee, course textbooks, bilingual medical glossary if available in your target language (if not available participants will receive an English-English glossary), the <i>Guide to Common Medications</i> , and a signed Certificate of Successful Completion, if applicable.
Training dates:	Saturdays, June 1st, 2024 through July 13th, 2024 8:00 a.m. to 4:30 p.m. Students must attend all hours of the training. Students will get a lunch break.
Location:	Kaiser Permanente Duluth Contact Center 3200 Breckinridge Blvd Duluth, GA 30096



Admission Requirements

Minimum age and education

Participants must be 18 or older and have a high school degree or the equivalent. Proof of high school graduation or GED, etc. is required.

Proof of language proficiency

Participants must be bilingual in English and at least one other language, and proof of proficiency in both languages is required to enroll in the class. Proof of proficiency can be **copies of any one of the following documents**:

- High school diploma or equivalent, or university/college degree from a school using the assessed language(s).
- 5 or more years of verified professional experience working in the language(s) being assessed.
- State or federal court interpreter certification.
- Oral language exam results with scores equivalent to ACTFL Advanced Mid-level or ILR Level 2.

If an applicant does not have any prior proof of language proficiency, the registration process will include an additional \$76 fee in order to complete a speaking and listening assessment. Registration and scheduling is facilitated by HLS, and will be administered by ALTA Language Services over video communication, on a weekday at a time that is convenient for the applicant. Once scheduled, the applicant will receive instructions to complete the assessment, which is approximately 20-25 minutes long. The maximum possible score is 12; a 9 or higher is required for admission.

Bridging the Gap Registration & Enrollment Procedure

1. Please submit the following documents to: contact@horizonlanguageservices.com
 - Completed registration form
 - Copy of high school diploma, GED certificate, or university/college degree (if available);
 - Proof of language proficiency (if available)

2. Submit \$100 non-refundable deposit using the following QR code or link:

<https://link.waveapps.com/eh4qw6-gqcam3>

For other payment options please select the appropriate checkbox within your application form and you will receive an invoice with additional payment information.

The need for a language assessment will be determined upon receipt of the deposit and all other required documentation. The language assessment will incur a separate \$76 fee and it will be scheduled upon receipt of fee payment.

3. Once we have received proof of language proficiency or proficiency assessment results, you will receive notification to the email address provided about the status of your application. You will also receive an email if you did not pass the language proficiency assessment.
4. Confirm your attendance and pay the tuition balance of \$750 (\$650 if following the early bird schedule).

Payment options and instructions will be included in the invoice for the remaining tuition.





Deadlines

In order to qualify for early bird pricing all application materials and payments *must* be received according to the early bird schedule.

April 19, 2024:

Early bird: April 5, 2024

- Application form
- Non-refundable deposit
- Proof of high school graduation
- Proof of language proficiency (if available), OR
- Submission of fee for language proficiency assessment

April 26, 2024:

Early bird: April 12, 2024

- Completion of language assessment(s) (if applicable)

May 3rd, 2024:

Early bird: April 19, 2024

- Remaining tuition fees

Refund Policy

HLS reserves the right to cancel or postpone a class that does not meet minimum enrollment. Unless a class is canceled by HLS, the \$100 registration fee is non-refundable. However, if a course applicant becomes unable to attend a course they had registered for, the registration fee can be held for one calendar year from the start date of the original course registered for.

For the remaining tuition, the refund policy is as follows:

Up to 1 week before class starts	100%
1-6 days before class starts	75%
After class starts	25%
<p>Note: Instead of a refund, applicants can choose to leave their balance paid to HLS to use for another class within 1 calendar year from the start date of the class originally applied for.</p>	

HLS reserves the right to remove any participant who interferes with or causes disruption in the learning environment. Refunds will not be issued to participants who are removed.



Certificates of Successful Completion

A Pre-Test and a Final Test will be given to measure participants' improvement before and after the training. **Certificates of successful completion will be awarded to participants who score 70% or better on the Final Test.** Participants will be notified via email about their test results within one month of completing the course. Certificates will be mailed within two months after the training.

Participants who do not pass the Final Test are permitted one retake within a 3-month period. If a participant does not pass the Final Test after the permitted re-take, CCHCP will not issue a certificate of successful completion.

Students must attend all hours of the training and pass the Final Test to earn a certificate of successful completion. This certificate can be used as proof of training for national certification and other bodies that require proof of training.

Receiving a BTG certificate of completion is proof that a participant is a trained medical interpreter. In order to become a nationally certified medical interpreter, participants who successfully complete the course should take and pass national certification exams through the National Board of Certification for Medical Interpreters (www.certifiedmedicalinterpreters.org) or the Certification Commission for Healthcare Interpreters (www.cchicertification.org). Some states may have their own state certification exams to be a state-certified medical interpreter.

Language Coaching

In addition to the 40-hour BTG curriculum, the training by HLS includes time reserved for interactive practice opportunities in-class. Also, whenever possible, HLS will bring experienced language coaches for each attendee's specific language. Submitting the application sooner than later increases the odds that a coach will be available and applicants will be notified before completing registration.

Additional Information

All our communication will be primarily by email so please make sure your email address is working and check it regularly.

If you have any questions please send an email to contact@horizonlanguageservices.com.

If you have not heard back in a reasonable amount of time, please call 678-421-4021.

**Please retain pages 1-4 for your records.
Do not send them with your completed registration form.
Please submit pages 5-6 together (even if page 6 is non applicable).**

Horizon Language Services looks forward to hearing from you!



APPLICATION FORM

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Please submit via email (both front and back pages).

Dates/Times

Saturdays, June 1st, 2024 through July 13th, 2024
8:00 a.m. to 4:30 p.m.

Location

Kaiser Permanente Duluth Contact Center
3200 Breckinridge Blvd
Duluth, GA 30096

First name: _____ Middle name: _____

Last name: _____

Address: _____

City/State/Zip: _____

Phone: _____ Cell phone: _____ Email: _____

Primary Language: _____

Second Language: _____ Third Language, if any: _____

Pronouns (he, she, etc.): _____

Who referred you? _____

Check if you have submitted the initial deposit online via link or QR:

Link: <https://link.waveapps.com/eh4qw6-gqcam3>

QR Code:

Check here to receive information for other payment options.



Please note:

- Language assessments are required for applicants without satisfactory proof of proficiency. Applicants will be notified if language assessment will be required upon receipt of application form and non-refundable \$100 deposit. The cost of such assessment is \$76, it is conducted by ALTA Language Services and both payment and scheduling will be facilitated through HLS.

If applicable, preferred day and time for language proficiency assessment (HLS will attempt to meet your preference but may be subject to availability):

- For payment of tuition remainder you will receive additional information upon completion of previous steps and acceptance into the program.



APPLICATION FORM

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Please submit via email (both front and back pages).

Only if applicable:

If someone else or another organization is paying for your course fees, please fill out the following section. If not applicable please enter N/A for the name of Sponsoring Organization and leave the rest blank.

Name of Sponsoring Organization: _____

Contact Name at Sponsoring Organization: _____

Address: _____

City/State/Zip: _____

Phone: _____ Fax: _____ Email: _____