

Certified Specialist Health Interpreter

Interpreting Test Candidate Instructions

OFFICIAL



**National Accreditation Authority
for Translators and Interpreters LTD**

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Reminder for candidates

- Familiarise yourself with the Certified Specialist Health Interpreter test page < <https://www.naati.com.au/certification/cshi/> >
- Read the Terms and conditions < <http://naati.com.au/resources/terms-conditions> >
- Understand the assessment process including how NAATI will assess your language use.

Equipment & system requirements

Please read the specifications carefully below.

You will need the following to sit this test:

Laptop or computer with the following:

- Working camera and microphone.
- Windows 10 or higher, Mac OS 11 (Big Sur) or higher, ChromeOS and most Linux distributions (64-bit Ubuntu 14.04+, Debian 8+, openSUSE 13.3+, or Fedora Linux 24+).
- Latest version of Google Chrome browser installed.
- You will be prompted to download and install the ProctorExam Google Chrome extension during your system check.
- *Note: The test platform requires the use of Google products. Candidates must be able to access and use these without interference to sit the test.*

Phone or tablet (in addition to the laptop or computer):

- With a working camera
- You will be prompted to download and install the ProctorExam app (34MB) during your system check. This app is compatible with Android 4.1 or higher or iOS (Apple) 10 or higher.
- *Note: Huawei P30, Google Pixel, Sony Xperia, Iphone 6 and OnePlus are not compatible with the ProctorExam app.*

Internet connection:

- At least 25mbps download speed, 10mbps upload speed, and internet speed (ping) of below 25 milliseconds
- You can check your internet speed on www.speedtest.net
- *Note: using a public WiFi network or computer with firewalls that block access to the test platform may result in access to the test being restricted.*

It is your responsibility to make sure your equipment is suitable and will function for the entire test. We recommend that your electronic devices be connected to a power source for the duration of your test. Note that small screens (such as laptop screens) may make it harder for you to see everything clearly.

Preparing for test day

What you need to do before test day

Completing a system check

The Certified Specialist Health Interpreter Interpreting Test is delivered online via NAATI’s testing platform, Televic. NAATI uses an online proctoring program called ProctorExam to make sure all tests are valid and are sat by the correct person.

Make sure you have the right equipment (see section: ‘Equipment & system requirements’ above).

Candidates with test sessions will receive an email approximately one week before the test day from ProctorExam with a link to the online platform and instructions on how to set up for your test.

When you click the link, you will be prompted to complete a system check. The system check must be completed using the same setup as you will use on your test day (i.e. same computer, phone, headphones, location, internet connection).

If you have not received this email from ProctorExam, check your spam/junk folder. If it is not there, please email us at onlinetesting@naati.com.au so that we can follow up for you.

Watch the below video for system check instructions < <https://youtu.be/tUPCHT66CWo> >

Please note: This video refers to the use of headphones. This refers to the Interpreting Test only. Headphones are not allowed in the Knowledge Test.

Sample materials and test preparation

NAATI has developed a preparation module to help you get ready for your test and familiarise yourself with the format. The module is available through NAATI Learn and anyone can access it for free.

The module provides you with:

- Access to the NAATI testing platforms for the Knowledge and Interpreting Tests.
- Practice materials.

To access the preparation module, click here < <https://learn.naati.com.au/>> You don’t need to create an account. Just select the CSHI Preparation Module from the dashboard.

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What you will need

Identity document

You must have a photo identity document (passport or Australian driver’s licence) ready when you begin your test. Click here to learn more about identity verification. < <https://www.naati.com.au/resources/identity-verification/> >

Resources

You are **not** allowed to use any resources or refer to any references during the test, except those provided through the testing platform during the test.

Paper and pen

You may have loose sheets of paper and a pen ready for taking notes if needed.

Food and water

You may wish to have food or water available for the test session as long as it does not interfere with your test performance.

What NAATI will & will not provide

During the test NAATI will provide:

- Full support for NAATI testing platforms including live chat with a NAATI staff member during the test or you can email onlinetesting@naati.com.au

NAATI will not provide:

- Technical support should you experience issues with your equipment
- Technical equipment, including laptop/tablet, mouse, adaptors and power cords/connectors
- Internet access
- Any other resource materials.

Test conditions

You must follow these conditions. If you do not, NAATI may cancel your test or not issue your test result. If this happens, you will not receive a refund of your test fee.

Leaving the test venue

Leaving the test environment during a test session is not allowed.

In exceptional circumstances, you may request a 5-minute bathroom break during your test. This must be requested via the live chat before leaving the room.

Behaviour on test day

You are expected to be courteous and respectful towards NAATI staff. You cannot communicate with other external parties (e.g. via chat) on the test day once your test has started.

Test materials

The test materials are provided through the online testing platform. Access to the test will require downloading of the ProctorExam extension for Google Chrome, which is available for free. Links will be provided as part of your joining instructions.

Use of electronic devices

You are only allowed to use the following electronic devices during your test:

- One laptop or computer on which you will access the test and input your responses within the test platform
- One mobile phone or tablet which will be used as a second camera.

See section: 'Equipment & system requirements' above.

You are not allowed to access the internet apart from taking the test or use any electronic devices apart from those used in taking the test. You must not use any communication and recording functions of devices used for your test during the test session.

No machine translation or use of artificial intelligence is allowed.

Confidentiality

All test materials are the property of NAATI. You are not permitted to make or record copies (paper or electronic) of any test material or reproduce the test or communicate the test content to a third party.

Any attempt to copy the test material will also result in disciplinary action being taken, which may involve the test being invalidated and a ban from any future NAATI test.

On test day

You will follow instructions received via email to begin your test on NAATI's online testing platform. Please ensure you use the same equipment as you used to complete your system check.

Watch the video for instructions on how to set up on test day: < <https://youtu.be/Y-ze7CTMsBY> >

Please note: This video refers to the use of headphones, but please disregard this. Headphones are not allowed in this test.

The test must be completed in a location that is free of distractions, background noise and other people. The test location will be checked at the start of the test.

You will need to provide proof of your identity by showing your identity document (passport or Australian driver's licence) to the camera when asked, prior to beginning your test.

The test will be audio and video-recorded for identity verification, assessment, and auditing purposes.

Test overview

Test description

The Interpreting Test component of the Certified Specialist Health Interpreter Test consists of four **interpreting** tasks:

- One Consecutive Interpreting (English into LOTE) – Monologue task
- One Consecutive Interpreting (LOTE into English) – Monologue task
- One Simultaneous Interpreting (English into LOTE) – Monolingual exchange task
- One Simultaneous Interpreting (LOTE into English) – Mental Health Monologue task

Each Certified Specialist Health Interpreter Interpreting test is bidirectional i.e. there are tasks into both English and LOTE; however, each task is in a single language direction.

Domains & topics

All tasks deal with high level interactions between specialists or between specialists and well-informed lay speakers, in different areas of the health domain focusing on specialist and hospital interactions. There will be one task on interpreting distorted speech in the area of mental health.

Duration

The start time is flexible. You may start the test at any point within 2 hours of the start time listed in your confirmation email (later only; you may not start earlier).

You will have 15 minutes to set up your device and read the initial instructions. Once your test starts you must complete it within 1 hour. Each interpreting task should take no more than 15 minutes to complete.

Test supervision & support from NAATI

The test will be audio and video-recorded for identity verification, assessment, and auditing purposes.

On your test day, NAATI's Digital Testing team will be available via live chat during your test to assist with any technical issues or you can get help by emailing onlinetesting@naati.com.au

Sitting the test

One Consecutive Interpreting (English into LOTE) – Monologue Task

For the consecutive interpreting monologue task, you will use consecutive mode to interpret a 3-part monologue from English into LOTE delivered from an audio recording. The monologue is about 500 words long, and each segment will be no more than 200 words.

One week prior to the test you will receive the interpreting brief for the consecutive monologue task so that you can prepare. Twenty-four (24) hours before the test you will receive a Patient Summary Sheet with details on the patient’s condition and other relevant information. On the day of your test, you will not have any preparation time for this task.

Before the task begins, the interpreting brief will be played. The monologue that you need to interpret will begin on the next page. The Patient Summary Sheet will be displayed on the screen, and you will begin interpreting no more than 5 to 10 seconds after each of the three segments has been played. You will hear a chime sound indicating that you can start interpreting. You cannot ask for any clarifications, repeats, or pauses of the recording.

You are required to complete interpreting all three segments within 15 minutes after the monologue begins.

One Consecutive Interpreting (LOTE into English) – Monologue Task

For the consecutive interpreting monologue task, you will use consecutive mode to interpret a 3-part monologue from LOTE into English delivered from an audio recording. The monologue is about 500 words (English equivalent) long, and each segment will be no more than 200 words.

One week prior to the test you will receive the interpreting brief for the consecutive monologue task so that you can prepare. On the day of your test, you will not have any preparation time for this task.

Before the task begins, the interpreting brief will be played. The monologue that you need to interpret will begin on the next page. You will begin interpreting no more than 5 to 10 seconds after each of the three segments has been played. You will hear a chime sound indicating that you can start interpreting. You cannot ask for any clarifications, repeats or pauses of the recording.

You are required to complete interpreting all three segments within 15 minutes after the monologue begins.

One Simultaneous Interpreting (English into LOTE) – Monolingual Exchange Task

For the simultaneous interpreting monolingual exchange task, you will use simultaneous (chuchotage) mode to interpret an exchange between three English speakers into LOTE for a third party. The exchange will be delivered from an audio recording. You do not need to whisper. The exchange is about 800 words long.

One week prior to the test you will receive the interpreting brief for the simultaneous monolingual exchange task so that you can prepare. On the day of your test, you will not have any preparation time for this task.

Before the task begins, the interpreting brief will be played. The monolingual exchange that you need to interpret will begin on the next page. You will begin interpreting as soon as possible after the monologue

begins and continue to interpret for the duration of the monologue. You cannot ask for any clarifications, repeats or pauses of the recording.

You are required to complete interpreting within 30 seconds after the end of the monolingual exchange.

One Simultaneous Interpreting (LOTE into English) – Mental Health Monologue Task

For the simultaneous interpreting mental health monologue task, you will use simultaneous (chuchotage) mode to interpret a monologue of disjointed speech in the mental health domain (e.g. schizophrenia) from LOTE into English delivered from a recording. You do not need to whisper. The monologue is about 300 words (English equivalent) long.

One week prior to the test you will receive the interpreting brief for the simultaneous monologue so that you can prepare. On the day of your test, you will not have any preparation time for this task.

Before the task begins, the interpreting brief will be played. The monologue that you need to interpret will begin on the next page. You will begin interpreting as soon as possible after the monologue begins and continue to interpret for the duration of the monologue. You cannot ask for any clarifications, repeats, or pauses of the recording.

You are required to complete interpreting within 30 seconds after the end of the monologue.

Assessment & results

Assessment

To sit the Interpreting Test, you must have already passed the Knowledge Test.

At least 2 NAATI examiners will independently assess your performance in the test. They will assess each task separately, using assessment rubrics with 5 bands (with Band 1 representing the highest level of performance and Band 5 the lowest). Your task performance will be marked against each criterion, as outlined below.

For the **Consecutive Interpreting – Monologue** and **Simultaneous Interpreting – Monolingual Exchange** tasks, NAATI examiners will assess your:

- **Transfer competency:** Meaning transfer skill, Application of interpreting mode, and Rhetorical skill; and
- **Language competency:** Language proficiency enabling meaning transfer into the target language; and
- **Thematic competency:** Subject matter specific knowledge

For the **Simultaneous Interpreting – Mental Health Monologue into English** task, NAATI examiners will assess your:

- **Transfer competency:** Meaning transfer skill, Application of interpreting modes and Rhetorical skill; and
- **Language competency:** Language proficiency enabling meaning transfer into the target language

Refer to our [language policy](https://www.naati.com.au/resources/language-policy-interpreting/) < <https://www.naati.com.au/resources/language-policy-interpreting/> > to understand how the examiners will assess your use of language in the test.

You need to achieve at least Band 2 for each criterion, and you must pass all the interpreting tasks to pass the test.

You can read the assessment rubrics here < <https://www.naati.com.au/wp-content/uploads/2023/07/Certified-Specialist-Health-Interpreter-Assessment-Rubrics.pdf> >

Results & receiving your credential

NAATI aims to issue results for Interpreting Tests within 8-10 weeks of the test date. We will issue results as they are finalised, so some candidates will receive their results earlier than others even if they sit the test on the same day.

You must pass the Knowledge Test to be eligible to sit the Interpreting Test. Knowledge Test results are valid for 3 years after the date you passed your test to allow you time to re-sit the Interpreting Test if needed.

If you pass the Interpreting Test, we will issue your Certified Specialist Health Interpreter credential.

Supplementary testing

You must attempt all tasks and pass at least three interpreting tasks to be eligible to apply for a supplementary test. You must apply for the supplementary test from your myNAATI account within 30 days of receiving your test results. The supplementary test will involve re-sitting only the failed task.

If you pass the supplementary test, NAATI will award you the Certified Specialist Health Interpreter credential. If you fail the supplementary test, this means you have failed the test. You can apply for another Certified Specialist Health Interpreter test with NAATI if you want to sit the test again.