

# Certified Specialist Health Interpreter

Knowledge 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](http://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](mailto: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](mailto: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 environment

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 Certified Specialist Health Interpreter Knowledge Test assesses your broad medical interpreting knowledge which is necessary to work across a wide range of medical specialties.

The test is delivered online and is comprised of 60 questions of different types divided into four parts. The test will be in English, and you should answer all questions in English.

## Domains & topics

The Knowledge Test assesses candidate's knowledge in the following domains and topics:

- Medical terminology and general medical knowledge
- Knowledge of the Australian health system and processes
- Ethics, culture, and the role of the interpreter in the health context
- Advanced interactional management
- Research and preparation

There will be at least one question on interpreting in the field of speech pathology.

## Duration

You will have 2.5 hours to complete the test. You will have an extra 15 minutes to set up your device and read the initial instructions.

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

Once your test starts, the Knowledge Test must be completed within the 2.5 hours. You will not receive additional time for reading or toilet breaks.

Your answers will automatically save and once you have completed the test you will submit it for marking through the portal. You will need to click 'Finish' at the end of the test, before also clicking ProctorExam's 'Finish exam' button.

## 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 or you can get help by emailing [onlinetesting@naati.com.au](mailto:onlinetesting@naati.com.au)

# Sitting the test

## Health Knowledge Test

The Knowledge Test is an online test consisting of 60 questions (a selection of multiple choice, match, drag and drop and short answer questions).

The test is made up of four parts:

- Part 1: Multiple choice (38 questions)
- Part 2: Match or Drag and Drop (10 questions)
- Part 3: Short answer (6 questions)
- Part 4: Scenario (6 questions with a mix of multiple choice, match, drag and drop and short answer)

The Knowledge Test does not require a deep knowledge of particular medical sub-fields, but rather is intended to test the broad medical interpreting knowledge necessary to be able to work across a wide range of medical specialities. These questions come from a range of sub-domains, and will include questions on:

- General medical knowledge and medical terminology such as:
  - Anatomy
  - Physiology
  - Pharmacology
- Knowledge of the Australian health system and processes
- Ethics and culture
  - AUSIT Code of ethics
  - Guide for Clinicians Working with Interpreters in Healthcare Settings (Migrant and Refugee Women's Health Partnership)
  - Mental Health Interpreting Guidelines for Interpreters (Language Loop VITS/Monash University)
- The role of the interpreter in the health context
  - The role of health professionals
  - How an interpreter's role interacts with health professionals
- Advanced interactional management
  - Interpreting for adults and children
  - Interpreting for multiple interlocutors
  - Conflict management
- Advanced Research Skills
  - Preparation for an interpreting assignment
  - Knowledge of available resources

If you experience any difficulties moving through the test, you can contact the NAATI Digital Testing team via live chat. You cannot ask for any clarifications regarding the test content.

You are **not** allowed to use any resources or refer to any references during the test.



# Assessment & results

## Assessment

All questions in the Knowledge Test are automatically marked by the testing platform. There is a total of 120 marks available, divided across 60 questions in four parts.

The question types in the Knowledge Test are weighted differently.

- Multiple choice questions in Part 1 are worth one mark each.
- Match and drag and drop questions in Part 2 are worth four marks each.
- Short answer questions in Part 3 are worth two marks each.
- In Part 4, there is a mix of these question types which may carry a different weighting. The mark for each question will be specified in the question.
- It is possible to gain partial marks for all question types.

Candidates will receive overall scores for each part of the test, as well as a total score. You must gain an overall score of 70% to pass the test.

## Results & receiving your credential

NAATI aims to issue results from Knowledge Tests within 4-6 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.

## Supplementary testing

A supplementary test is not available for the **Knowledge Test**.