

# BRIDGING THE GAP

## Medical Interpretation Training Program

### FREQUENTLY ASKED QUESTIONS

#### Q1. WHEN AND WHERE WILL THE BRIDGING THE GAP CLASS BE OFFERED?

Bridging the Gap Training is a 40-hour medical interpretation training program. Sessions are available during the Spring, Summer, and Fall. Classes run from 9:00 am – 5:00 pm each day. For an updated listing of our course dates, please visit our website at [www.muschealth.org/interpreter](http://www.muschealth.org/interpreter). The program will be held at the following location: MUSC Community Training Center, Suite 301-A, 1 South Park Circle, Charleston, SC 29407

#### Q2. WHAT ARE THE PRE-REQUISITES TO ATTEND THIS CLASS?

Participants must be 18 years of age or older and must meet the minimum requirements (score of 10, on a scale of 0 –12) of an oral language proficiency assessment (LPA) in both English and one other language to gain acceptance in the class. Interpreters for individuals who are Deaf or Hard of Hearing (ASL) are exempted from the oral language proficiency assessment but will be required to submit a RID Certificate at the time of registration for the class.

#### Q3. IS THERE A COST FOR THE ORAL LANGUAGE PROFICIENCY ASSESSMENT (LPA)?

There is a non-refundable registration fee of \$150 due at the time of registration for the LPA which includes the listening fluency exams for both English and one other language. Information on how to schedule the oral LPA will be sent to applicants via email once the online enrollment is complete and the registration fee has been received by MUSC Health.

#### Q4. WHY ARE PARTICIPANTS REQUIRED TO TAKE AN ORAL LANGUAGE PROFICIENCY ASSESSMENT?

The oral language proficiency assessment (LPA) provides an overall evaluation of participants' fluency and comprehension in a specific language. Participants must score a minimum of 10 (scale 0-12) on the oral LPA in order to gain entry to the class.

#### Q5. WHAT HAPPENS IF I DO NOT RECEIVE A MINIMUM SCORE OF 10 ON THE ORAL LANGUAGE PROFICIENCY ASSESSMENT?

If an interested participant does not receive a minimum score of 10 on the oral language proficiency assessment administered by ALTA Language Services, he/she will not be eligible to participate in the Bridging the Gap medical interpretation program at MUSC Health. The cost of the oral LPA will NOT be refunded. Because fluency does not change in a short period of time, there will be a 6-month minimum wait period for participants who would like to retake the oral LPA. Participants who are interested in retaking the oral LPA will be required to repay the \$150 non-refundable processing fee in order to gain entry in a subsequent class.

[www.muschealth.org/interpreter](http://www.muschealth.org/interpreter)



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### Q6. ARE THERE ADDITIONAL COSTS ASSOCIATED WITH THE PROGRAM?

The entire cost of the program is \$675 (\$150 for oral LPA and \$525 for the course). A nonrefundable payment of \$150 must be submitted at time of the online registration. The remaining balance of \$525 must be paid by credit/debit card or company purchase order (PO).

Credit/debit card payments will be accepted by calling (843) 792-9055 from 7:00am to 3:00pm, Mondays through Fridays. **Applicants will not be registered for the class until full payment has been made.** Companies paying for multiple employees may pay by credit card or by check.

Please make checks payable to Medical University Hospital Authority and send to:

**ATTN: Carol Hanton, Interpreter Services, 169 Ashley Ave,  
Room 462 E4, MSC 338, Charleston, SC 29425**

### Q7. WHAT IS THE DEADLINE TO REGISTER FOR THE PROGRAM?

Applicants must submit completed online enrollment and non-refundable deposit at least one weeks prior to the start date of the course

### Q8. WHAT IS THE CANCELLATION POLICY FOR THIS PROGRAM?

A refund request must be submitted in writing at: [interpretertraining@musc.edu](mailto:interpretertraining@musc.edu). Refund requests submitted before the one-week training registration deadline will be subject to a \$50 cancellation fee. Refund requests submitted in the one-week period from the day of the registration deadline up until 11:59PM of the day before the training will be subject to a cancellation fee in the amount of 50% of the training program fee. Refunds will not be given after this deadline

### Q9. WHAT IF I AM A MUSC EMPLOYEE, CAN I RECEIVE A DISCOUNT OR TAKE THE CLASS FOR FREE?

MUSC team members should contact Antwan Walters, Coordinator, Interpretation Services at 843-792-5078 or via [interpretertraining@musc.edu](mailto:interpretertraining@musc.edu)

### Q10. IS THIS CLASS JUST FOR PERSONS WHO SPEAK SPANISH OR CAN SPEAKERS OF OTHER LANGUAGES APPLY?

While the majority of participants are persons who speak Spanish the class is open to all languages, including American Sign Language Interpreters. The class instruction is delivered in English and participants will be interpreting in both English and their target language during role-play exercises.

### Q11. WHAT HAPPENS IF I DO NOT ATTEND ALL OF THE CLASSES?

In order to gain a Certificate of Completion, participants must attend all classes and pass a written examination that will be given at the end of the program. No tuition credits will be offered if the participant attends any portion of the training and then discontinues attendance for the remainder of the class, including no-shows. Unfortunately, no exceptions can be made to this policy.

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## Q12. WHAT HAPPENS IF I DO NOT PASS THE FINAL EXAM?

In the event that a participant does not pass the Bridging the Gap exam given at the end of the course, he/she will be given another opportunity to retake the exam within 90 business days after failing the first exam. No refunds or tuition credits will be given in the event that a participant does not pass the final examination.

## Q13. WILL WE HAVE A BREAK FOR LUNCH?

In addition to the small breaks that will be provided throughout the class each day, participants also will be given a one-hour lunch break. There are many restaurants in the area from which to choose.

## Q14. WHAT IS THE DIFFERENCE BETWEEN A CERTIFICATE OF TRAINING AND A NATIONAL MEDICAL INTERPRETER CERTIFICATION?

After successfully completing this Bridging the Gap course participants will be issued a joint Certificate of Completion from the Cross Cultural Health Care Program (CCHCP) and MUSC Health. The certificate allows participants to immediately begin working as medical interpreters. Furthermore, it provides the 40-hour pre-requisite training that is needed for the national certification examination.

For more information about national certification for medical Interpreters please visit <http://www.cchcertification.org/> or <http://www.certifiedmedicalinterpreters.org/>.

## Q15. HOW DO I REGISTER FOR THIS PROGRAM?

- Step 1: Applicants within the hospital can register for the class at <http://myquest.musc.edu>. Applicants outside of the hospital can register for the class at <http://musclearning.musc.edu>.
- Step 2: Create an account. Once your account is created, log into your account. In the search toolbar, type **Bridging the Gap** and click on the course. Read the course information and select desired course date and enroll.
- Step 3: Your enrollment in the program is contingent upon meeting the course prerequisites, course fees are paid in full and successfully pass an oral language assessment. A \$150.00 non-refundable deposit is required to reserve a seat. Deposit must be submitted at the time of registration.



THE CROSS CULTURAL  
HEALTH CARE PROGRAM

BRIDGING THE GAP Medical Interpretation  
Training Program is administered in cooperation with  
the Cross Cultural Health Care Program.

[www.muschealth.org/interpreter](http://www.muschealth.org/interpreter)



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