



The Mayor's Office of Operations and
The Citywide Training Center
present



NYCertified

New York City's Language Assessment and Training Program

In order to serve New York City's diverse population, it is important that City employees provide quality services to our 1.8 million limited English proficient (LEP) customers. The Mayor's Office and the Citywide Training Center (CTC) invite all multilingual City employees to participate in the NYCertified program. This program is designed to ensure the availability and the quality of interpretation and/or translation skills of the City's language bank volunteers who serve the City's LEP customers.

As a NYCertified volunteer interpreter and / or translator, you will be able to:

- Participate in a language proficiency assessment and attend a training in interpretation and/or translation
- Develop the necessary skills to provide quality interpretation and/or translation for limited English proficient (LEP) customers
- Engage and network with an emerging community of language bank volunteers
- Make a difference within New York City by volunteering their language skills

There are two different tracks that you can choose from – **interpretation** (which will assess your oral proficiency) or **translation** (which will assess your written proficiency).

Proficiency Assessments

Through case examples and practical exercises, the language proficiency assessments focus on how well you can use your foreign language skills while speaking or writing. Both the oral and written assessments are facilitated by Language Testing International (LTI), the exclusive licensee of the American Council on the Teaching of Foreign Languages (ACTFL).

The **Oral Proficiency Interview** (OPI) is a phone-based assessment between a Certified ACTFL/LTI tester and a language bank volunteer. It assesses language proficiency in terms of the volunteer's ability to use the language effectively and appropriately in real life situations. It lasts 20-30 minutes.

The **Business Writing Test** (BWT) is a booklet-based assessment. It measures how well a volunteer spontaneously uses his/her writing abilities in a language when encountering different situations (without access to revisions and/or editing tools). It lasts 90 minutes.

Training

Each training session will be 7 hours long (lasting one day) and it is designed to assist you in learning how to interpret or translate more effectively while discovering new approaches and solutions for the many challenges you may face when interpreting or translating at work. The trainings are taught by certified instructors who will focus on the roles and responsibilities of the volunteer interpreter and/or translator.

Interpretation Training

LPA-1001	Days of Training: 1	0 CEU	No Charge	Date: TBA
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SEMINAR OBJECTIVES:

- Modes of interpretation
- Interpreter code of ethics and standards of practice
- Analytic listening skills
- Cultural mediation skills
- Memory retention
- Note-taking

Translation Training

LPA-1002	Days of Training: 1	0 CEU	No Charge	Date: TBA
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SEMINAR OBJECTIVES:

- Basic components of translation
- Translation techniques and strategies
- Translation quality, ethics, and standards
- The translation process
- Accuracy and ethics
- Tools and online resources

Registration

In order to register for NYCertified, visit us on our CityShare page at <http://Cityshare.nycnet/nycertified>. There you will be instructed to create a profile on the Citywide Volunteer Language Bank. Once you do this, and receive supervisory approval, the Citywide Training Center will contact you to schedule your proficiency assessment.

Once you pass your proficiency assessment, CTC will notify you of the upcoming dates for a translation or interpretation. You can then sign up for the training by completing a Citywide Training Center Application.

Upon successful completion of the language assessment and training program, and with the recommendations of the Mayor's Office, volunteers will receive a certificate indicating that they are NYCertified as a volunteer interpreter or translator.

Target audience: Any City employee with foreign language skills is encouraged to participate in the NYCertified program. Volunteers must obtain supervisory approval to participate.

NOTE: City Employees commit their time and language skills outside of their primary job responsibilities to the Language Bank on a voluntary basis. Employees must gain Supervisory approval to participate with the understanding that their primary job responsibilities will not conflict with their volunteer work.