Bridging the Gap
Interpreter Training Program Application Information

University of Michigan Health System - Interpreter Services Program
2025 Traverwood Dr., Suite A4, Ann Arbor, MI 48105
Phone: 734-936-7021, Fax: 734-998-2199

Please complete one application form per participant.

Bridging the Gap (BTG): A Basic Training for Medical Interpreters

The course 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 is often a prerequisite for employment as a professional interpreter. Starting in 2012, Bridging the Gap certification will be mandatory for all interpreters working at the University of Michigan Health System (UMHS).

This course covers:

**Basic interpreting skills.** Roles, ethics, conduit and clarifier interpreting, managing the flow of the session

**Information on health care.** Introduction to the health care system, anatomy, basic medical procedures

**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

Bridging the Gap Pre-enrollment Information and Requirements:

1. All applications are accepted on a first come, first serve basis.
2. All applicants must submit a completed application and the entire course tuition to enroll.
3. All applicants (including UMHS interpreters) whose language skills have not already been assessed by Interpreter Services must pass a language proficiency assessment to be accepted into the course.
4. The course tuition for external applicants is $650.
5. UMHS interpreters will be charged a reduced tuition of $450 until the end of 2009. Starting in 2010, they will be charged the same tuition as external applicants.
6. Course tuition for all applicants includes a non-refundable deposit of $100 that covers students’ language proficiency assessment (if necessary) and processing fees.
7. All applications with full tuition must be received at least four weeks prior to the start of training, to provide enough time for applicants to meet their language proficiency requirements.
Bridging the Gap Enrollment Procedure:

1. Submit completed application form and payment of entire course tuition by check, money order or credit card at the time of your enrollment. Credit card payment can be made by VISA or MASTERCARD, in person or by telephone. Checks/money orders must be payable to UMHS Interpreter Services Program, and can be submitted by mail or in person to KC Cato via any of the following:

   Mail: 2025 Traverwood Dr., Suite A4, Ann Arbor, MI 48105, ATTN: KC Cato
   Fax: (734) 998-2199
   In Person: See address above

   *** If you pay by check/money order, please submit two separate checks/money orders: one for the non-refundable $100 deposit, the other for the remainder of your course tuition.

2. FOR UMHS INTERPRETERS WHO HAVE COMPLETED A LANGUAGE ASSESSMENT:
   If an Interpreter Services staff member already assessed your language skills when you were hired, you will be accepted into the course without a new assessment. When you submit your application, you must provide the name of the staff member who assessed you, and the date the assessment took place. If you were hired without being assessed by a staff member, you must take a language assessment to enroll in BTG, following the procedure below.

3. FOR APPLICANTS WHO HAVE NOT COMPLETED A LANGUAGE ASSESSMENT:
   When we receive your completed application form and your deposit/course tuition, we will send you instructions via email on how to proceed with the language proficiency assessment. This assessment is administered by an independent evaluator authorized by the Interpreter Services Program. You will call the evaluator at a scheduled date and time, at a specified phone number.

   You will receive an email message to confirm your acceptance in the course as soon as we get your assessment results from our authorized evaluator. If you pass the assessment, you must confirm your attendance in the upcoming course by email. You will also receive an email message if you do not pass the language proficiency assessment. If you do not pass the assessment, you will not be able to enroll in the upcoming course. We will return your course tuition, minus the non-refundable $100 deposit. You are welcome to re-apply for future courses and re-take the language proficiency assessment at a later date.

4. FOR ALL APPLICANTS: If you withdraw from the course a week or less before the course start date, you will be charged a $250.00 late cancellation fee.

Please note: All students will take a written exam before and after the course. You will be sent your final exam results by email one week after the end of the course. Certificates of completion will be awarded to students who score 70% or higher on the final exam. Certificates of completion will be mailed to students two weeks or more after the course ends.

During the course, the instructor will communicate with students primarily by email, so please make sure to provide us a functioning email address that you check regularly. We cannot be responsible for non-receipt of important training information due to unreliable or unchecked email. If you have not received an expected email from us in a reasonable amount of time, please call Jane Miller at (734) 936-7021. Retain these two pages of information for your records - do not mail them with your completed application form, which is included below.

Thank You!
Bridging the Gap (BTG) Medical Interpreter Training
APPLICATION FORM

Please type or print carefully when filling out application. Check the box next to the course you are applying for. NOTE: All BTG courses go from 8:30 AM to 4:30 PM.

☐ February 2009, Consecutive Tuesdays 2/3, 2/10, 2/17, 2/24 and 3/3 –
Special Extended Enrollment Deadline: January 12, 2009
Enrollment Deadline: April 3, 2009
☐ October 2009, Monday to Friday, 10/12, 10/13, 10/14, 10/15, 10/16 –
Enrollment Deadline: September 4, 2009

Name: _____________________________________________________________
Job Title: ___________________________________________________________
Address: ___________________________________________________________
City: _______________________ State: _____________ Zip: _________________
Phone: _________________________    Fax: ______________________________
Email: ______________________________ Cell: ___________________________
Primary language: ___________ Second language: _________________________
Other languages spoken, if any __________________________________________

FOR UMHS INTERPRETERS WHO’VE COMPLETED LANGUAGE ASSESSMENT:
Date of language assessment / Name of interviewer: ___________________________

FOR ALL APPLICANTS WHO HAVEN’T COMPLETED LANGUAGE ASSESSMENT:
Preferred day/time for language assessment: _________________________________

If you are being sponsored by an organization, please fill out the following:
Name of Sponsoring Organization: ________________________________________
Contact Name at Sponsoring Organization: _________________________________
Address: _____________________________________________________________
City: ____________________________ State: ____________ Zip: _______________
Phone: ______________ Fax: ________________ Email: ______________________