**Quality Assurance Screening Test (QAST) General Information**

The Interpreter Certification and Resource Center (ICRC), which is under the The State of Oklahoma Department of Rehabilitation Services uses the Quality Assurance Screening Test (QAST) system to evaluate individuals who wants to become a certified interpreter in the State of Oklahoma.

The Oklahoma Department of Rehabilitation Services administers QAST to be in compliance with Title 56, Section 1992.2.

Title 56, Section 199.2 of Oklahoma statute directs the Department of Rehabilitation Services to establish policy and procedures for the evaluation and certification of interpreters for the deaf in Oklahoma, and authorizes the Department to charge a fee to recoup costs incurred in testing and certifying interpreters.

***History of Mid-America Quality Assurance Screening Test***

The Quality Assurance Screening Test (QAST) had it’s beginning in the early 1980s. Many individuals who pioneered the field of interpreting saw the need for a user friendly and affordable assessment process.

Gallaudet University Regional Center at Johnson County College in Overland Park, Kansas, sponsored a stakeholders’ meeting. Soon after the meeting, a team of professionals gathered to create the Mid-America Quality Assurance Screening Test. The team had two main objectives:

* To develop a certification system that would test skills and ethics of interpreters, and
* To establish standards at various skill levels.

The finished product was shared with each state involved in the process: Arkansas, Iowa, Kansas, Missouri, Nebraska, and Oklahoma.

The QAST continues successfully under the guidance of the Oklahoma Interpreter Certification Resource Center, housed in the Oklahoma Services to the Deaf and Hard of Hearing office. QAST requires a successful completion of a written ethics-based test, which is a state-developed test.

***Oklahoma QAST Process***

***QAST 411 training requirement***

ICRC implemented a QAST 411 training requirement before a candidate is eligible to take the QAST performance. The QAST 411 is a training that will be beneficial for candidates to become knowledgeable of ICRC/QAST procedures and their responsibilities when certified, NAD-RID Code of Professional Conduct standards, Level of Limitations, and governing laws for interpreters. Additionally, various ethical situations will be analyzed and discussed, which will offer guidance in what is expected on the QAST situational ethical portion (the interview).

The QAST 411 training is conducted via Zoom. <https://zoom.us/join>

Here are the steps to register and participate in the QAST 411 training via Zoom.

* Select a scheduled date and time and register. <http://www.okdrs.gov/icrc/workshop-reg>
* The ICRC staff will receive your registration and will confirm via email the scheduled date and time selected.
* You will receive a confirmation email with a direct zoom link to join the training. Important to save the email with the zoom link.
* The day of your selected training, go to <https://zoom.us/join>. Copy and paste the provided zoom link from the confirmation email (long link) into the blue blank box, then join. Be sure to allow video with audio.
* Participant is required to display their first and last name for credit/CEUs.
* Zoom is accessible via desktop computer, laptop, or compatible mobile phone (download the Zoom app to mobile phone).

***General Written Information***

* Must take and pass QAST written examination before eligible for the skill-based performance.
* Oklahoma residents - $50.00, Non-residents- $100.00. Proof of residency is required.
	+ - Money order accepted. Cash, debt, or credit cards not accepted.
* There is not a QAST written application, must make appointment with either of these sites by contacting via email or telephone:

 Oklahoma City Metro area,

 5005 N. Lincoln Blvd, #205, Oklahoma City, OK, 73105

LV Berglund, 405-522-7930, 1-800-833-8973, Lberglund@okdrs.gov or KNutt@okdrs.gov

Tulsa area – **LOCATION TEMPORARLY UNAVAILABLE** – **WILL NOT SCHEDULE**

8740 E. 11th Suite A, Tulsa, OK

Oklahoma School for the Deaf (OSD) – **LIMITED AVAILABITY**

1100 East Oklahoma Ave, Sulphur, OK

Anne Byrd abyrd@osd.k12.ok.us Must include in email subject: ICRC/QAST Written test

***Detailed Written Information***

* Consists of seventy-five (75) multiple-choice questions. Questions cover various issues

 such as: ICRC/QAST Limitations of Levels, various Interpreting situations, and Deaf Culture.

* Approximately takes 1 ½ - 2 hours, not timed.
* Must pass with 86% to be eligible for the QAST performance portion.
* If passing score of 86% is not achieved, must wait thirty (30) days before eligible to re-test.
* Written exam is valid for 3 years. An individual has 3 years from the written passing date to take the QA performance evaluation. If an individual fails to take the performance portion or does not receive QA level in the 3 years from written passing date, the individual must re-take the written before eligible for QA performance

 evaluation.

* Must be knowledgeable of required study material for the written portion.
* Study material listed at end of General Information page.
* Cell phones and personal belongs (bags, purses) will not be allowed in the testing room.
* There is a designed locked area for your cell phone and personal belongs during the exam.
* Please do not wear any type of scented products (cologne, perfume, essential oils, lotion, etc.)

***General Performance Information***

* Submit a QAST Performance Application and applicable fee to address on application.
* A candidate must provide a valid email on the application; candidate will receive QAST correspondence via email.
* QAST performance will only be reserved by submitting application and fee.
* Oklahoma residents -$125.00, Non-residents- $250.00.
* Proof of residency required.
* Personal check or money order accepted. Cash, debt or credit card not accepted.
* QAST Performance Application can be downloaded from DRS website

 <http://www.okdrs.org/ICRC> or contact ICRC Program Specialist, LBerglund@okdrs.gov

 ***Detailed Performance Information***

* Performance evaluations are administered monthly, except January and February.

Check the DRS/ICRC event calendar on the website for available dates and times. <http://www.okdrs.org/ICRC>

* Approximately a 3-5 month waiting period for QAST performance availably.
* QAST performance is divided into two interactive (transliterating and interpreting) performance

 sections, I-III and IV-V. A candidate can apply to take either the I-III performance evaluation or

 the IV-V performance evaluation.

* Must pass the ethics situational portion with 80% before skill levels will be awarded.
* Candidate is required to take the interview portion each time taking the performance.
* RID Code of Professional Conduct (CPC), ICRC/QAST Limitations of Levels, Oklahoma Educational Interpreter for the Deaf Act, and the Oklahoma Legal Interpreter Act will be provided in the warmup room for review.
* It is a video evaluation.
	+ - Video evaluation – The testing candidate and a Transliterator are the only ones in evaluation room. The evaluation will be recorded for three (3) evaluators to score at a later date. The candidate will receive evaluation results in approximately eight weeks.
* Candidate is allotted an hour warm-up opportunity before scheduled evaluation performance.
* Cell phones and personal belongs (bags, purses) will not be allowed in the warm-up or testing room. There is a designated locked room for cell phone and personal belongs during the evaluation procedure.
* There are three parts to performance: ethics situational interview, interactive interpreting (expressive signing and receptive voicing) and interactive transliterating (expressive signing and receptive voicing). It is important the candidate knows and can demonstrate the difference between interpreting and transliterating.
* Candidate can choose which performance portion to begin with: interview then interactive or interactive then interview.
* Candidate can choose which interactive portion to begin with: transliterating or interpreting.
* Certification is based on a skill level percentage per Transliterating and Interpreting.
* Entry Level Beginner Level I/I 50% - 69%
* Intermediate Level Beginner Level II/II 70%-84%
* Advanced Level Beginner Level III/III 85% - 100%
* Accomplished Level Level IV/IV 80%-89%
* Master Level Level V/V 90% - 100%

***Ethical Situations Portion***

 **What information about the ethical situations portion do I need to know?**

* Must pass with an 80% on the ethical situations portion before levels will be awarded.
* Study material required.
	+ - RID Code of Professional Conduct (CPC), Oklahoma QAST Limitations of Levels, Oklahoma

 Legal Interpreter for the Deaf and Hard of Hearing Act, and Oklahoma Educational Interpreter for the Deaf Act.

* + The RID CPC and QAST Limitations of Levels can be downloaded from the DRS website

 http://www.okdrs.org/ICRC or contact ICRC Program Specialist for study material.

* + Required study material listed at the end of General Information page.

**How can one demonstrate her/his knowledge during the ethical situations portion?**

Knowing how to handle or make ethical decisions is integrated into the Ethical Situations portion. It is firmly expected and required to see how an interpreter would make decisions, or handle a certain situation, by applying and supporting their decision and/or situation with RID CPC, QAST Level of Limitations, and/or Laws/Acts. The Interview focuses on attitude, composure, assignment readiness, and professionalism: any of any of these can play a role in making a professional ethical decision and how an interpreter presents himself or herself to the interpreting profession.

***Confirming a Scheduled Evaluation***

**What to expect after an application and fee is submitted?**

* Will receive a letter of tentative evaluation date and time, via email, after ICRC receives application and fee.
* Approximately four (4) weeks prior to the evaluation performance date, a candidate will receive a confirmation letter, via email, to accept or decline date and time of the performance.
* Return electronic confirmation letter by due date listed on letter. Verbal confirmation is not accepted.
* If confirmation is not received by due date, the candidate will be removed from evaluation date and time and be at risk of forfeiting the performance fee.

**What if a candidates needs to reschedule an evaluation?**

A candidate may request, without risk of forfeiting fee, in writing or e-mail to reschedule his/her performance evaluation three (3) weeks prior to scheduled evaluation. The new date must be within one (1) year of the original application date or the fee is forfeited.

**Will the fee be forfeited if an emergency occurs preventing a candidate from testing on his/her scheduled evaluation?**

If the candidate contacts the ICRC Program Specialist immediately, and has supportive documentation of justification, then the application and fee will not be forfeited. If cancellation is due to an emergency, (accident, sudden illness, or natural disaster) appropriate supportive documentation is required for rescheduling to the next available evaluation date.

**Is there a requirement in submitting an application and fee before a certification expires?**

Yes, to maintain QA levels, it is required to submit an application and appropriate fee 90 days prior to the levels expiration date. This will allow the certified interpreter to retain the QA levels until the next available evaluation date. If certification becomes invalid for non-compliance, a candidate must take and pass the written exam before eligible for the performance evaluation.

**Are there requirements for maintaining certification?**

Yes, an interpreter must satisfy 1 CEU and pay an annual renewal fee. The 1 (10 hours) Continuing Education units (CEUs) are due annually by December 31st  and the $50.00 renewal fee is due annually by January 31st. If either of the requirements are not met by the due date, QA certification will become invalid. It is the interpreter’s responsibility to keep track of their submitted CEUs; they can review their CEU transcript at <http://www.okdrs.gov/ICRC>

**What other requirements are there?** An interpreter is responsible for knowing the various laws that will affect the interpreting profession. The Oklahoma Educational Interpreter for the Deaf Act and the Oklahoma Legal Interpreter for the Deaf Act. Additionally, it is the interpreter’s responsibility to comply with the Oklahoma Educational Interpreter for the Deaf Act and register with the State Department of Education if they function in ANY capacity as a K-12 educational interpreter in the classroom. If the interpreter fails to follow the legal aspect, they may run the risk of having a formal grievance filed against them and their certification becoming invalid.

***INTERPRETER CERTIFICATION RESOURCE CENTER (ICRC) STAFF***

LV Berglund, ICRC Program Specialist. 405-213-5203, LBerglund@okdrs.gov

Keri Nutt, ICRC Program Technician, 405-246-0520 VP, KNutt@okdrs.gov

SDHH/ICRC, 5005 N. Lincoln Blvd, #205, Oklahoma City, OK , 73105, 1-800-833-8973

***STUDY REFERENCE MATERIAL***

**Written portion**

Frishberg, N. (1990). *Interpreting: an introduction (chapter 4 & 6)*. Alexandria, VA: RID Press

Humphrey, J.H. & Alcorn, B.J. (2001). *So you want to be an interpreter: an introduction to sign language interpreting* (4th ed.). Clearwater, FL: H&H Publishing

Mindess, A. (1999), *Reading between the signs: intercultural communication for sign language interpreters (Chapters 3,4, & 5).* Yarmouth, ME: Intercultural Press. **(MUST READ)**

*RID Code of Professional Conduct (CPC.* RID website. [www.rid.org](http://www.rid.org)

*Oklahoma QAST Limitations of Levels*. DRS/ICRC website. [www.okdrs.gov/ICRC](http://www.okdrs.gov/ICRC)

**Interview**

Frishberg, N. (1990). *Interpreting: an introduction (chapter 4 & 6)*. Alexandria, VA: RID Press

Humphrey, J.H. & Alcorn, B.J. (2001). *So you want to be an interpreter: an introduction to sign language interpreting* (4th ed.). Clearwater, FL: H&H Publishing

Mindess, A. (1999), *Reading between the signs: intercultural communication for sign language interpreters.* Yarmouth, ME: Intercultural Press.

*RID Code of Professional Conduct (CPC).* RID website. www.rid.org

*Oklahoma QAST Limitations of Levels.*  DRS website. <http://www.okdrs.org/ICRC>

*Oklahoma Legal Interpreter for the Deaf and Hard-of-Hearing Act.* https://okrid.org/resources-2/laws-and-links/

*Oklahoma Educational Interpreter for the Deaf Act.*  https://okrid.org/resources-2/laws-and-links/

**Performance**

Mindess, A. (1999). *Reading between the signs: intercultural communication for sign language interpreters.* Yarmouth, ME: Intercultural Press. \*Chapter 8: Techniques for Cultural Adjustments

Patrie, C. (1992). Fingerspelled word recognition skills in sign language interpreters: a

comparison between novice and experienced interpreters. *Journal of Interpretation*, 5-1, 1992, 51-90.

Spingarn, T. (2001). Knowledge of deaf community-related words, symbols and acronyms among hearing people: implications for the production of an equivalent interpretation. *Journal of Interpretation*, 2001, 69-84.

Taylor, M. (2002). *Interpretation skills: American sign language to English*. Alberta, Canada: Interpreting Consolidated.

Taylor, M. (1993). *Interpretation skills: English to American sign language*. Alberta, Canada: Interpreting