



**Interpreting in Specialized Settings:**

**A Maturity Rubric**

**A Project of the National Consortium of Interpreter Education Centers,  
Effective Practices Team**

***Working DRAFT***

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# Interpreting In Specialized Settings: A Maturity Rubric

(Note: This rubric assumes pre-requisite mastery of entry-to-practice competencies)

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Element	Proficiency		
	Basic	Accomplished	Distinguished
	<p><i>Interpreter possesses the basic foundation necessary to provide quality service in low-risk and routine situations occurring in the specialized setting</i></p>	<p><i>Interpreter possesses the level of experience, expertise and competence necessary to provide quality service in some complex situations where the risk is low to moderate</i></p>	<p><i>Interpreter has an exemplary level of experience, expertise and competence and is able to consistently provide quality service in a wide range of settings, including those that</i></p>
<b>Domain 1: System Knowledge</b>			
<p><b>Knowledge of System-Based Standards</b></p> <p><i>Knowledge of the system that surrounds the setting, the standards impacting the system and the inter-relatedness of various system elements on operations and procedures</i></p>	<p>Interpreter displays a basic understanding of standards and practices of the professionals in the system.</p>	<p>Interpreter knows system concepts and core standards and practices well, can understand the inter-relationship between most procedures and actions at various phases of the system, and is able to generally appreciate implication of this understanding for interpreting.</p>	<p>Interpreter thoroughly knows system concepts, core system standards and practices, can readily appreciate the inter-relationship between procedures and actions at various phases of the system and the implication for interpreting.</p>
	<p>The level of knowledge allows the interpreter to manage routine procedures.</p>	<p>This level of knowledge allows the interpreter to manage routine and moderate risk procedures in an effective manner.</p>	<p>This level of knowledge allows the interpreter to manage routine, moderate and high-risk procedures in an effective manner.</p>
	<p>Interpreter refers matters involving non-routine procedures and standards to a more qualified colleague. Procedures and actions or the implication of these for interpreting.</p>	<p>On occasion due to multiple complex factors will refer to a more qualified colleague.</p>	<p>Rarely needs to refer to a more qualified colleague.</p>

<p><b>Application of System Protocol</b></p> <p><i>Ability to apply knowledge of the system to interface with system personnel in a manner that fosters positive collaboration</i></p>	<p>Interpreter has a basic understanding of the protocol associated with the system and can apply protocol in situations that are low risk and routine.</p>	<p>Interpreter has a good understanding of the protocol associated with the system and generally incorporates the appropriate protocol when working within the system.</p>	<p>Interpreter has a thorough understanding of the protocol associated with the system and consistently incorporates this protocol as part of the interactional style used when working with and within the system.</p>
	<p>As the situation becomes more complex, requiring more sophisticated layers of protocol, Interpreter is able to establish appropriate boundaries and secure the assistance of a supervisor, mentor, or more qualified colleague.</p>	<p>When confronting the need to apply new or expanded protocol is generally able to negotiate with system personnel.</p>	<p>The ability to apply the system protocol situates Interpreter as a knowledgeable professional during interface with the system.</p>
<p><b>System Discourse Genre and Specialized Terminology</b></p> <p><i>Knowledge of the use of specialized language forms and terminology unique to a setting</i></p>	<p>Interpreter's has a basic understanding of the discourse genre, style and specialized terminology associated with the system.</p>	<p>Interpreter has a thorough knowledge of the discourse genre, style and specialized terminology used within the system and can understand the information communicated in a wide range of low-moderate risk situations within the system, rarely needing to negotiate meaning.</p>	<p>Interpreter exceptional knowledge of the system's discourse genre, style and specialized terminology and can understand the information communicated in a wide range of moderate-complex situations within the system, rarely needing to negotiate meaning.</p>
	<p>The level of knowledge is routine and relates to low-risk content that allows for the interpreter to negotiate meaning fairly regularly.</p>	<p>The level of knowledge equips the interpreter to work within low-risk to moderate risk situations, rarely needing to negotiate for meaning.</p>	<p>This knowledge equips the interpreter to work within moderate-complex/high-risk situations within the system, rarely needing to negotiate meaning.</p>
<p><b>Intra-System Communication Skills</b></p> <p><i>Ability to apply the specialized form of language and terminology unique to this setting, much as an "insider" would do</i></p>	<p>Interpreter has basic communication skills that enable her to facilitate most low-risk system-based interactions.</p>	<p>Interpreter has good communication skills and is able to use the discourse of the system to facilitate most system-based interactions.</p>	<p>Interpreter has excellent communication skills and is able to fluently use the discourse of the system to facilitate system-based interactions.</p>
	<p>As the complexity of interaction increases, the interpreter often needs more time for explaining or re-negotiating and may have difficulty handling confusion or resistance expressed by system professionals.</p>	<p>As a result, Interpreter is able to generally create a collaborated relationship with the system professionals and mitigate most misunderstandings that may arise.</p>	<p>As a result, Interpreter is able to consistently create a collaborated relationship with the system professionals and mitigate any misunderstandings that may arise.</p>

<b>Domain 2: Disposition and Reflective Practice</b>			
<p><b>Interactions with Consumers</b></p> <p><i>Ability to interact effectively and respectfully with a wide range of consumers</i></p>	<p>Interpreter's interactions with consumers are generally positive.</p>	<p>Interpreter's interactions with consumers are routinely effective.</p>	<p>Interpreter's interactions with consumers elicit a high percentage of favorable feedback from consumers.</p>
	<p>Interpreter demonstrates respect and adaptability for diversity factors including language choice, race, ethnicity and cultural orientation.</p>	<p>Interpreter has forged professional relationships with a wide range of consumers, demonstrating respect and adaptability for a wide range of diversity factors.</p>	<p>Good relationships are evident across a wide range of consumers with varying backgrounds and experiences. Interpreter consistently demonstrates a thorough appreciation of diversity factors in all professional interactions.</p>
	<p>Consumers accept the interpreter as a novice in the field, and frequently offer encouragement and advice.</p>	<p>Consumers accept the interpreter as a valued member of the community.</p>	<p>Consumers accept the interpreter as a valued member of the community.</p>
<p><b>Collaboration with Peers</b></p> <p><i>Ability to interact effectively and respectfully with a wide range of peers</i></p>	<p>Interpreter's interactions with peers are generally positive.</p>	<p>Interpreter's relationships with colleagues are collaborative, and there is some exchanging of ideas and resources and collaborated work.</p>	<p>Interpreter supports interpreter peers and shares ideas with them readily. Interpreter is interested in what they are doing and wants to collaborate regularly.</p>
	<p>Interpreter participates in collegial exchanges and teamed work when specifically asked or required</p>	<p>Interpreter actively initiates participation in collegial exchanges and is a facilitator of communication among colleagues.</p>	<p>Interpreter actively promotes collaborated work, learning among colleagues and community building.</p>

<p><b>Reflection on Interpreting Performance</b></p> <p><i>Ability to review performance, evaluate elements, and incorporate resulting hypotheses into new situations</i></p>	<p>Interpreter's reflections on performance, interactions with professionals and consumers are generally accurate with respect to mastery or lack thereof.</p>	<p>Interpreter's reflection on performance and interactions with professionals and consumers leads to evolving use of alternate methods and the selective adjustment of behaviors and actions.</p>	<p>Interpreter's reflection on performance and interactions with professionals and consumers leads to immediate adjustments, re-examination of assumptions, plans to try a modified approach in the future, and /or other action as warranted.</p>
	<p>Appropriate adjustments and re-interpretation is limited to a quick review with no differentiation or checking.</p>	<p>Adjustments and re-interpretation are transparent but enhance accuracy and reliability of performance.</p>	<p>Adjustments and re-interpretation are seamless and consistently enhance accuracy and reliability while fostering deeper levels of consumer confidence.</p>
<p><b>Professional Growth</b></p> <p><i>Ability and initiative taken in furthering one's own growth as well as that of the field</i></p>	<p>Interpreter participates in professional development activities when participation is convenient, required, or needed for recertification.</p>	<p>Interpreter actively participates in professional development activities and takes advantage of opportunities to learn and apply new knowledge and skills.</p>	<p>Interpreter is constantly engaged in professional growth activities and is highly motivated to become a better Interpreter.</p>
	<p>Interpreter demonstrates minor change as a result of incidental learning during required professional development activities.</p>	<p>Interpreter leaves professional development planning to others.</p>	<p>Interpreter engages in self-initiated study and collaboration with peers, and contributes to the profession through action research, mentoring, training, sharing resources, and/or teaching.</p>

<b>Domain 3: Planning and Task Management Functions</b>			
<p style="text-align: center;"><b>Self-Care</b></p> <p><i>Knowledge and application of strategies conducive to physical, emotional, and mental health</i></p>	Interpreter behavior shows evidence of consideration of ergonomic factors in interpreter health and performance.	Interpreter decision-making on ergonomic issues is driven by knowledge and experience of best practices in self-care.	Peers see interpreter's practice as exemplar.
	Interpreter is reliant on attitudes, values and opinions of supervisors / mentors in evaluating work taken and done.	Interpreter pursues consultation with peers on a regular basis.	Interpreter has formal and/or informal mentoring experience with other interpreters and is regularly approached with requests to mentor/give feedback.
	Interpreter demonstrates a moderate degree of job satisfaction.	Interpreter demonstrates a high degree of job satisfaction.	Interpreter demonstrates a high degree of job satisfaction.
<p style="text-align: center;"><b>Advance Preparation</b></p> <p><i>Systematic organization and preparation of information pertaining to upcoming work</i></p>	Interpreter is dependent on advice and counsel from others on matters pertaining to advance preparation.	Interpreter takes a proactive role in soliciting and organizing information relevant to upcoming work.	Peers see Interpreter's systematic approach to advance preparation for upcoming work as exemplar.
	Lack of consultation occasionally affects the quality of the interpreter's work.	Interpreter engages in consultation as appropriate.	Colleagues frequently seek interpreter's advice and counsel on matters pertaining to upcoming work.
	Lack of adequate preparation occasionally affects the quality of Interpreter's work.	Lack of adequate preparation is a rare occurrence.	Interpreter shows evidence of preparation based on extrapolation from prior experience

<p><b>Monitoring and Self Awareness</b></p> <p><i>The ability to assess the quality of the work being done and to employ strategies that enable effective communication</i></p>	<p>Interpreter's self-monitoring is done on a conscious and consistent basis.</p>	<p>Interpreter's self-monitoring shows evidence of being internalized; it is consistently integrated into the interpreter's practice.</p>	<p>Interpreter's significant successful experience at self-monitoring has developed into a sense of self-efficacy.</p>
	<p>Interpreter frequently consults with mentors / supervisors to confirm the accuracy of these self-perceptions.</p>	<p>Interpreter consistently monitors, identifies, and repairs breakdowns in the interpreting processes and applies a range of communicative interventions and negotiations to enable effective communication.</p>	<p>Interpreter monitors, identifies, and repairs breakdowns in the interpreting processes and applies a sophisticated range of communicative interventions and negotiations to enable effective communication.</p>
	<p>Interpreter's interventions are generally effective in establishing and maintaining a positive work environment.</p>	<p>Interpreter enjoys consistent success in establishing and maintaining a positive work environment.</p>	<p>Interpreter is authoritative in establishing working conditions that maximize the effectiveness of the interpreting process.</p>
<p><b>Process-related decision making</b></p> <p><i>The application of critical thinking skills and problem-solving strategies in the professional arena</i></p>	<p>Interpreter has a basic knowledge of problem-solving principles and resources needed to analyze and address impediments to effective interpreting.</p>	<p>Interpreter is versed in a variety of problem-solving principles and resources needed to analyze and address impediments to effective interpreting.</p>	<p>Interpreter is very well versed in a variety of problem-solving principles and resources needed to analyze and address impediments to effective interpreting.</p>
	<p>At times, Interpreter struggles to make effective decisions when conflict arises.</p>	<p>Interpreter rarely struggles in making effective decisions.</p>	<p>(standard is encompassed in description above)</p>
	<p>Interpreter employs a limited range of strategies and tactics for managing professional conflicts, boundary issues, and power dynamics.</p>	<p>Interpreter employs a range of strategies and tactics for managing professional conflicts, boundary issues, power dynamics, and personal safety and is generally successful in making informed and strategic decisions.</p>	<p>Interpreter employs a sophisticated range of strategies and tactics to make informed and strategic decisions about professional conflicts, boundary issues, and power dynamics.</p>

<b>Domain 4: Interpreting Performance</b>			
<p><b>Consecutive Interpreting Performance</b></p> <p><i>The ability to render accurate and reliable interpretations using a consecutive interpreting format</i></p>	<p>Interpreter possesses a basic command of consecutive interpreting skills but inconsistently chooses consecutive interpreting or a blended approach to ensure accurate communication.</p>	<p>Interpreter possesses a fluent command of consecutive interpreting skills and usually chooses consecutive or blended approaches appropriately to ensure accurate communication.</p>	<p>Interpreter possesses an excellent command of consecutive interpreting skills that includes when to use consecutive interpreting or a blended approach to ensure accurate communication.</p>
	<p>Interpreter inconsistently communicates assertively and collaboratively in interactions to create the conditions that allow for a consecutive format (e.g., describing how the removal of language barriers can enhance the communication process).</p>	<p>Interpreter usually communicates assertively and collaboratively in interactions to create the conditions that allow for a consecutive format (e.g., describing how the removal of language barriers can enhance the communication process).</p>	<p>Interpreter communicates assertively and collaboratively in interactions to create the conditions that allow for a consecutive format (e.g., describing how the removal of language barriers can enhance the communication process).</p>
<p><b>Simultaneous Interpreting Performance</b></p> <p><i>The ability to render accurate and reliable interpretations using a simultaneous interpreting format</i></p>	<p>Interpreter possesses a basic command of simultaneous interpreting skills but inconsistently chooses simultaneous interpreting or a blended approach to ensure accurate communication.</p>	<p>Interpreter possesses a fluent command of simultaneous interpreting skills and usually chooses simultaneous or blended approaches appropriately to ensure accurate communication. .</p>	<p>Interpreter possesses an excellent command of simultaneous interpreting skills that includes when to use simultaneous interpreting or a blended approach to ensure accurate communication.</p>
	<p>Interpreter inconsistently communicates assertively and collaboratively in interactions to create the conditions that allow for a simultaneous format (e.g., describing how the removal of language barriers can enhance the communication process).</p>	<p>Interpreter usually communicates assertively and collaboratively in interactions to create the conditions that allow for a simultaneous format (e.g., describing how the removal of language barriers can enhance the communication process).</p>	<p>Interpreter communicates assertively and collaboratively in interactions to create the conditions that allow for a simultaneous format (e.g., describing how the removal of language barriers can enhance the communication process).</p>
<p><b>Sight Translation</b></p> <p><i>The ability to render accurate and reliable real-time translations from system-based print materials into ASL</i></p>	<p>Interpreter demonstrates a basic understanding of sight translation practices but inconsistently offers to perform it as needed (e.g., knows when the presence of system-based staff is or is not needed; recognizes the relevance of system-related documents).</p>	<p>Interpreter demonstrates a general understanding of sight translation practices and generally offers to perform it as needed (e.g., knows when the presence of system-based staff is or is not needed; recognizes the relevance of system-related documents).</p>	<p>Interpreter demonstrates an excellent understanding of sight translation effective practices and readily and consistently offers to perform it as needed (e.g., knows when the presence of system-based staff is or is not needed; recognizes the relevance of system-related documents).</p>

<p><b>Team Interpreting</b></p> <p><i>The ability to work collaboratively with a colleague in real-time to generate an accurate and reliable interpretation</i></p>	<p>Interpreter has basic team interpreting skills when working with hearing colleagues.</p>	<p>Interpreter has well developed team interpreting skills when working with hearing colleagues.</p>	<p>Interpreter has excellent team interpreting skills that includes extensive experience working with hearing, deaf, and spoken language interpreters.</p>
	<p>Interpreter has limited experience in working with deaf interpreter colleagues and spoken language interpreter counterparts.</p>	<p>Interpreter has some experience working with deaf interpreter colleagues or spoken language interpreter counterparts.</p>	<p>(standard is encompassed in the description above)</p>
	<p>Interpreter inconsistently advocates for team interpreting when it is needed.</p>	<p>Interpreter generally advocates for team interpreting when it is needed.</p>	<p>Interpreter has a thorough understanding of when and why team interpreters are needed, how to effectively advocate for and secure an appropriate team member.</p>