

Registered Interpreter Frequently Asked Questions (FAQs)

Why is CMMI Institute implementing this?

Quality concerns that have been escalated to the CMMI Institute include: 1) some interpreters have no knowledge of the CMMI, 2) some have never taken CMMI training, 3) interpreters have been disruptive to the appraisal delivery, 3) interpreters are assisting interviewees to provide the correct answers to questions rather than translating directly what was said to allow the appraisal team to make the correct interpretation of the answers, or 4) they don't understand the intent/context of some CMMI terminology.

Is there a fee associated with this?

There is a \$500 application fee, but there are no annual support fees.

Is this limited to China?

This capability is being introduced in China since it is also the only country where LAs have reported use of interpreter services.

Is CMMI Institute trying to put current interpreters out of business?

Absolutely not - our goal is to protect the CMMI brand by ensuring quality in model and method interpretation. We can only do this by testing the people who work so closely with our lead appraisers in the field.

Must interpreters be sponsored by a CMMI Licensed Partner?

No, in fact, it is preferred that interpreters be independent to avoid real or perceived conflicts of interest.

Can Registered Interpreters be independent working on their own?

Yes, as long as all qualifications, training and certification, and a successful interview have been met; and the registration granted.

Can CMMI Licensed Partners still use their own interpreters?

Yes, we recognize that companies have invested in training interpreters. However, those currently interpreting must seek the Registered Interpreter role to continue appraisal participation.

Who is "required" to use an interpreter?

Any non-Chinese speaking Lead Appraiser delivering appraisals where the primary spoken language is Chinese.

When does this go into effect?

Candidates can begin the training at any time. However, CMMI V1.3 Certified Associates, would have to upgrade to V2.0 to participate in CMMI V2.0 appraisals. Registered Interpreters are required for V2.0 delivery if the Lead Appraiser does not speak Chinese.

What are the qualifications to participate?

- 1) Demonstrate Mastery of the English Language
- 2) Pass one of the following professional qualifications
 - a. China Accreditation Test for Translators and Interpreters (CATTI)
 - b. National Accreditation Examinations for Translators and Interpreters (NAETI)
 - c. Shanghai Foreign Language Spoken Translator Certification Exam
- 3) Become a Certified CMMI Associate
- 4) Pass an Interview with a CMMI Institute Subject Matter Expert

If a candidate has been interpreting for a long time, do they still have to become registered and will CMMI Institute waive any of the requirements?

Yes, registration is required. Questions regarding waivers can be directed to quality@cmmiinstitute.com.

If a candidate has been interpreting for a long time, do they still need to take the training and participate in the interview?

Yes, CMMI Institute will check for mastery of CMMI verbiage and ability to translate in an appraisal environment.

Do candidates have to come to the United States for an interview?

No, interviews can be conducted virtually, and members of the Center of Excellence in Beijing will observe. CMMI Institute does reserve the right to modify the delivery requirements.

How will the interview be conducted and what is the purpose of the interview?

An English-speaking Lead Appraiser will lead an interview session in a simulated appraisal environment. The interview is intended to test the candidate's ability to 1) interpret the intent of the model and method in an appraisal environment, 2) accurately translate what was said by the appraisal participants, and 3) judge if the candidate can progress at the same rate as the appraisal delivery and control the environment if he/she needs to catch up.

Can candidates choose their interviewer or use someone they've interpreted for already?

No, CMMI Institute will identify someone who has been prepared to test this capability.

Who decides if the candidate passes the interview?

The subject matter expert conducting the interview and the representative from the China Center of Excellence together decide

What happens if a candidate fails the interview?

The interviewer will provide feedback and if there is an area in which the candidate can improve, then the candidate can retake the interview. If their English/Chinese speaking skills are not sufficient, they will not qualify to retake the interview for another year.

Do candidates have to pay another application fee for a re-interview?

Yes

Can an interpreter participate on any appraisal?

Yes, as long as the appropriate model view or High Maturity (HM) training has been successfully completed (e.g. interpreting for a Services appraisal requires Services training and HM requires HM training).

Can an interpreter participate as both an interpreter and an Appraisal Team Member (ATM) at the same time?

No, interpreters cannot serve both roles. Interpreter will be a new role in the appraisal system and the interpreter must be added to the appraisal delivery as a participant. All other ATM requirements must be met without counting the interpreter.

Can a Chinese speaking Certified CMMI Lead Appraiser participate on an appraisal as both the interpreter and an Appraisal Team Member?

If a Registered Interpreter is required and used for the appraisal, they must not be a ATM. Their role must remain exclusively that of an Interpreter. However, if a Chinese speaking CMMI-Certified Lead Appraiser is selected to participate as an ATM, they *may* also fulfill the role of interpreter, but the Appraisal Team Leader must then: 1) notify Quality at quality@cmmiinstitute.com, 2) document it as a known Conflict of Interest in the appraisal plan, and 3) document this dual role as a risk and include a mitigation plan that addresses the risk. Both the conflict(s) of interest and mitigation plan(s) must include details on how the ATL will verify and validate that person's ability to perform both roles successfully in accordance with all the ATM and appraisal team consensus requirements throughout the entire appraisal.

Do candidates have to have their own copy of the model?

Yes, either the English or Chinese translated version licensed solely to the candidate will be verified via the CMMI Institute model viewer download.

Must interpreters upgrade with new product releases?

Yes, this is a renewal requirement.

What are the renewal requirements?

- 1) There is a three-year validity period – as described in the Certified CMMI Associate Role
- 2) Participate on at least one appraisal per year
- 3) Participate in all product upgrade trainings
- 4) Be an interpreter in good standing. LAs will provide feedback on interpreter participation and they will be held to the same standards as all CMMI professionals that sign the Code of Professional Conduct.

Who is responsible for maintenance and proper use of the Registered Interpreter role?

Once a candidate becomes a Registered Interpreter there is a three-year validity period associated with it. The CMMI Institute Quality team will be responsible for reviewing requirements for renewal.

Must interpreter candidates sign the Code of Professional Conduct?

Yes, this is required to become registered.

How will Lead Appraisers find or identify Registered Interpreters?

When the new appraisal system is released, LAs can add interpreters to an appraisal by searching the database for those who hold the role. Until the system is available a list of interpreters will be housed in the Partner Resource Center (PRC).

How will Lead Appraisers provide feedback on interpreter performance?

Lead Appraisers will provide interpreter feedback to the CMMI Institute at the end of each appraisal delivery. A feedback form will be provided.

How will the feedback be used?

The feedback will be used by Quality to ensure that the model and method are being interpreted correctly. It will also be used to check feedback if ethics and compliance issues arise, an appraisal is audited, or violations have been reported. In extreme cases, an Interpreter can have their registration removed if they have violated the CMMI Institute Code of Professional Conduct.

Where can appraisers find a list of Registered Interpreters?

When the new appraisals system is released, there will be a search field like the one used to add appraisal team members. Until then, a list will be published in the resource center. Appraisers can always contact partner@cmmiinstitute.com for support.

How can Certified Lead Appraisers add another appraiser as both an interpreter and an ATM?

Chinese-speaking Certified Lead Appraisers will have to add the role of Registered Interpreter in the new appraisal system. Those interested in this capability can also request to be added to the list published in the resource center. Contact quality@cmmiinstitute.com to be added to the list and to be recognized during the V2.0 appraisal manual review period.

Will Interpreters be included in Partner communications and receive the same benefits as other certifications (e.g. invitation to attend annual workshop)?

No, Registered Interpreter is considered a support role much like that of the ATM. It is not considered a professional role like Instructor or Lead Appraiser.

Can interpreters be used to deliver licensed courses?

No, this is not allowed.

How should Registered Interpreter candidates get started?

Visit our webpage at <https://cmmiinstitute.com/learning/cmmi-registered-interpreter> to get started.

Additional Questions?

Contact info@cmmiinstitute.com