

# Chapter 388-03 WAC

## RULES AND REGULATIONS FOR THE CERTIFICATION OF DSHS SPOKEN LANGUAGE INTERPRETERS AND TRANSLATORS

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### PURPOSE AND SCOPE

#### WAC 388-03-010 What is the purpose of these rules?

These rules:

- (1) Establish the qualifications for department certified and qualified interpreters and translators; and
- (2) Establish the requirements and procedures for administering and evaluating the department's interpreter and translator examinations.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-010, filed 2/22/00, effective 3/24/00.]

#### WAC 388-03-020 What is the scope of these rules?

These rules apply to any person who:

- (1) Seeks employment with the department as a bilingual employee;
- (2) Wishes to provide services to the department as an interpreter or translator; or
- (3) Provides department services to limited English proficient (LEP) clients.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-020, filed 2/22/00, effective 3/24/00.]

### DEFINITIONS

**WAC 388-03-030 What definitions are important to understanding these rules?** The following definitions are important to this chapter:

**"Authorized interpreter or translator"** means a person who has been certified by a certification agency recognized by the department.

**"Certified bilingual employee"** means a department employee who is certified, as bilingual, by passing a department fluency examination or a department recognized professional association and is required to use their bilingual skills in their work.

**"Certified interpreter for spoken languages"** means a person who has passed any of the following fluency examinations:

- (1) Department's social services interpreter or medical interpreter certification examination;
- (2) State of Washington office of the administrator for the courts interpreter certification examination;
- (3) Federal courts interpreter certification examination.

**"Certified translator for spoken languages"** means a person who has passed any of the following fluency examinations:

- (1) Department's translator certification examination;
- (2) American Translators Association (ATA) accreditation examination.

**"Code of professional conduct for interpreters and translators"** means department standards that must be met by all interpreters and translators when they provide language services to department programs and clients. Any violation of this code may disqualify an interpreter or translator from providing services to the department.

**"Department"** means the department of social and health services (DSHS).

**"Examination manual"** means the language interpreter services and translations section's professional language certification examination manual. To obtain a copy of this manual, telephone or write the LIST office at:

Department of Social and Health Services  
Language Interpreter Services and Translations  
P.O. Box 45820  
Olympia, WA 98504-5820  
(360) 664-6037

Or visit the LIST web site at: [http://asd.dshs.wa.gov/html/oar\\_list.htm](http://asd.dshs.wa.gov/html/oar_list.htm).

**"Interpretation"** means the oral or manual transfer of a message from one language to another language.

**"Language interpreter services and translations"** or

**"LIST"** means the section within the department that is responsible for administering and enforcing these rules and providing the services contained in this rule.

**"Limited English proficient (LEP) client"** means a person applying for or receiving department services, either directly or indirectly, who, because of a non-English speaking cultural background, cannot readily speak or understand the English language.

**"Qualified interpreter for spoken languages"** means a person:

- (1) Who has passed a department bilingual fluency screening test in a language other than a department certified language; or
- (2) Is authorized by the department pursuant to WAC 388-03-114 to interpret a language based on certification obtained from another state or country which is comparable to the certification process used by the department for its certified languages.

**"Source language"** means the language from which an interpretation and/or translation is rendered.

**"Target language"** means the language into which an interpretation and/or translation is rendered.

**"Translation"** means the written transfer of a message from one language to another.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-030, filed 2/22/00, effective 3/24/00.]

## CODE OF PROFESSIONAL CONDUCT

**WAC 388-03-050 What is the department's "code of professional conduct for language interpreters and translators"?** The "code of conduct" is the professional standard established by the department for all interpreters/translators providing language services to department programs and clients. Any violation of this code may disqualify an interpreter or translator from providing those services. Specifically, the code addresses:

(1) **Accuracy.** Interpreters/translators must always express the source language message in a thorough and faithful manner. They must:

- (a) Omit or add nothing;
- (b) Give consideration to linguistic variations in both the source and target languages; and
- (c) Conserve the tone and spirit of the source language.

(2) **Cultural sensitivity-courtesy.** Interpreters/translators must be culturally knowledgeable, sensitive, and respectful of the individual(s) they serve.

(3) **Confidentiality.** Interpreters/translators must not divulge any information obtained through their assignments, including, but not limited to, information from documents or other written materials.

(4) **Disclosure.** Interpreters/translators must not publicly discuss, report, or offer an opinion on current or past assignments, even when the information related to the assignment is not legally considered confidential.

(5) **Proficiency.** Interpreters/translators must pass the department's required bilingual fluency certification examinations or screening tests in order to meet the department's minimum proficiency standard.

(6) **Compensation.** Interpreters/translators must:

- (a) Not accept additional money, consideration, or favors for services reimbursed by the department through language services providers;
- (b) Not use the department's time, facilities, equipment or supplies for private gain or other advantage; and
- (c) Not use or attempt to use their position to secure privileges or exemptions.

(7) **Nondiscrimination.** Interpreters/translators must:

- (a) Always be neutral, impartial and unbiased;
- (b) Not discriminate on the basis of gender, disability, race, color, national origin, age, creed, religion, marital status, or sexual orientation; and
- (c) Refuse or withdraw from an assignment, without threat or retaliation, if they are unable to perform the required service in an ethical manner.

(8) **Self-evaluation.** Interpreters/translators must accurately and completely represent their certification, training, and experience.

(9) **Impartiality-conflict of interest.** Interpreters/translators must disclose to the department any real or perceived conflicts of interest that would affect their professional objectivity. Note: Providing interpreting or translating services to family members or friends may violate the family member or friend's right to confidentiality and/or may be a real or perceived conflict of interest.

(10) **Professional demeanor.** Interpreters/translators must be punctual, prepared, and dressed appropriately.

(11) **Scope of practice.** Interpreters/translators must not:

- (a) Counsel, refer, give advice, or express personal opinions to their interpreting/translating clients;
- (b) Engage in activities with clients that are not directly related to providing interpreting and/or translating services;
- (c) Have unsupervised contact with clients; and
- (d) Have direct telephone contact with clients unless requested by DSHS staff.

(12) **Reporting obstacles to practice.** Interpreters/translators must always assess their ability to perform a specific interpreting/translating assignment. If they have any reservations about their ability to competently perform an assignment, they must immediately notify their clients and/or employer and offer to withdraw without threat or retaliation. They may remain on the assignment until more appropriate interpreters/translators can be retained.

(13) **Ethical violations.** Interpreters/translators must immediately withdraw from assignments that they perceive are a violation of this code. Any violation of this code may disqualify them from providing services to the department.

(14) **Professional development.** Interpreters/translators must continually develop their skills and knowledge through:

- (a) Formal professional training;
- (b) On-going continuing education; and
- (c) Regular and frequent interaction with colleagues and specialists in related fields.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-050, filed 2/22/00, effective 3/24/00.]

**LIST RESPONSIBILITIES FOR CERTIFYING SPOKEN LANGUAGE INTERPRETERS AND TRANSLATORS**

**WAC 388-03-060 What is the responsibility of the language interpreter services and translations (LIST) section in certifying spoken language interpreters and translators?** Language interpreter services and translations (LIST) is the section within DSHS responsible for:

- (1) Establishing and publishing systems, methods, and procedures for certifying, screening and/or evaluating the interpretation and/or translation skills of bilingual employees, interpreters and translators who work with department clients, employees, and service providers;
- (2) Ensuring that certified or qualified bilingual employees and language service contractors are aware of DSHS's code of professional conduct for interpreters and translators.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-060, filed 2/22/00, effective 3/24/00.]

**CERTIFICATION/QUALIFICATION OF INTERPRETERS AND TRANSLATORS**

**WAC 388-03-110 What certification/qualification requirements apply to interpreters and translators?** (1) To be department certified, any department staff member serving in a bilingual capacity or any contracted interpreter/translator providing bilingual services to department clients must pass a bilingual fluency test. No bilingual duties

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will be assigned to any staff and no contract will be granted to any contractor without proper certification. Once certified:

- (a) Department employees in positions requiring bilingual skills are eligible for assignment pay;
  - (b) Applicants for bilingual positions with the department qualify for those positions if they have also passed the applicable department of personnel employment examination; and
  - (c) Individuals not employed by the department who wish to interpret and/or translate for department clients can be retained by contracted interpreting agencies.
- (2) Interpreters can be certified or qualified as:
- (a) Social services interpreters by the department; and/or
  - (b) Legal interpreters by the office of the administrator for the courts; and/or
  - (c) Medical interpreters by the department.
- (3) Translators can be certified by the department or by the American Translators Association (ATA).
- (4) When certified and/or qualified, interpreters and translators providing services to department programs and clients must comply with the department's code of professional conduct for interpreters and translators.

(5) Any violation of the code of professional conduct may disqualify an interpreter or translator from providing services to the department, regardless of whether their contract is directly with the department or indirectly through a language agency serving department clients.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-110, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-112 When do I become a certified or qualified interpreter or translator?** (1) For certified languages, you are considered certified once you pass the required tests.

- (2) The effective dates of your certifications are the dates shown on your score report letters.
- (3) If necessary, you can use your score report letters to verify your certification status.
- (4) Your certificates will be mailed to you within a month from the date you pass all examination requirements. It is your responsibility to:
  - (a) Inform the LIST section of any change of name and address;
  - (b) Check the accuracy of the information presented on your certificate; and
  - (c) Contact the LIST section if your certificate is not received within the normal time period.

(5) For screening languages, you are considered qualified once you pass both the written and oral tests. Instead of a certificate, an authorization letter will be issued to qualified interpreters who pass the required screening tests.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-112, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-114 Can I become a department certified interpreter or translator without taking a department examination?** There are three ways that you may gain department recognition as an interpreter or translator without taking the department's certification examinations.

(1) If you hold either a state of Washington office of the administrator for the courts interpreter certificate or a federal

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court interpreter certificate, the department will recognize you as a certified social services interpreter without requiring you to take its examination. However, you must formally submit a written request for recognition and attach a photocopy of your official certificate.

(2) If the American Translators Association (ATA) accredits you as a certified translator, the department will recognize you as a certified translator without requiring you to take its examination. However, you must formally submit a written request for recognition and attach a photocopy of your official certificate.

(3) If you hold either an interpreter or translator certification from another state or U.S. territory or another country that is comparable to DSHS certification and based upon similar requirements, LIST may recognize your certification. In your request for DSHS recognition, you must submit a photocopy of your official certificate and a copy of the official test manual containing evaluation criteria and passing benchmark. Your request should be submitted to LIST. LIST will decide all requests on a case-by-case basis.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-114, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-115 Who determines if my request is "sufficiently documented"?** The department determines if your request is sufficiently documented. It may request further proof of your qualification. In all cases, the department's decision regarding the sufficiency of your documentation is final.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-115, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-116 What if the certification documents requested by the language interpreter services and translations section are in a foreign language?** (1) All documents submitted to LIST in a foreign language must be accompanied by an accurate translation in English.

(2) Each translated document must bear the affidavit of the translator, sworn to before a notary public, certifying that the:

(a) Translator is competent in both the language of the document and the English language; and

(b) Translation is a true and complete translation of the foreign language original.

(3) Applicants must pay all costs related to translating any documents relevant to their request for department certification.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-116, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-117 What happens to my request for department recognition as an interpreter or translator?** When LIST receives your written request for recognition and the required documentation of your qualification, it will:

(1) Process your request as expeditiously as possible; and

(2) Give you written notification of its decision; and

(3) File your request and enter your name, if your request is approved, into its electronic data base of authorized interpreters and translators.

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[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-117, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-118 Does the department maintain lists of certified/qualified interpreters and translators?** (1) To enable contracted language agencies and department programs to locate and contact certified and/or qualified interpreters and translators, the department maintains lists of certified interpreters, certified translators, and qualified interpreters.

(2) These lists are published and distributed to department contracted language agencies, local department offices, LEP cluster coordinators and regional LEP coordinators.

(3) Any interpreter or translator who considers some information on the list to be confidential, such as mailing addresses and telephone numbers, can have that information removed by writing the Language Interpreter Services and Translations section at: P.O. Box 45820, Olympia, WA 98504-5820.

(4) These lists are updated quarterly to include newly certified and qualified interpreters/translators.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-118, filed 2/22/00, effective 3/24/00.]

## EXAMINATIONS—ELIGIBILITY AND REGISTRATION

**WAC 388-03-120 Who can take the department's interpreter/translator certification and screening examinations?** (1) You are eligible to take any DSHS interpreter/translator certification or screening examination if you are:

(a) Currently employed by DSHS in a bilingual position; or

(b) Applying for DSHS positions with bilingual requirements; or

(c) Currently working with DSHS programs through contracted language agencies; or

(d) Wishing to work with DSHS programs through contracted language agencies.

(2) There are no education and experience requirements for taking an examination. If you fit into one of the above listed categories, you are eligible to take an examination. However, you must remember that all written and oral tests administered by the department assess language proficiency at a professional interpreter/translator level.

(3) Screening tests will not be substituted for any certified language tests.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-120, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-122 What type of test is given by the department to certify and qualify interpreters and translators?** (1) Certification examinations evaluate bilingual proficiency and interpreting/translation skills by comparing your proficiency and skill to minimum competency standards.

(2) Minimum competency standards are determined by the nature of the work involved and by experienced practicing court interpreters/translators, social services interpreters/translators, bilingual professionals, and language specialists.

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(3) Five different types of tests are used to evaluate the bilingual proficiency and interpreting/translation skills of the following categories of people:

(a) Department employees and new recruits with bilingual assignments (employee test);

(b) Contracted interpreters providing oral interpretation services to department social service programs (social services interpreter test);

(c) Contracted translators providing written translation services to department social service programs (translator test);

(d) Medical interpreters providing interpretation services to department clients in medical settings (medical interpreter test); and

(e) Licensed agency personnel whose agency is providing contracted services to the department (licensed agency personnel test or LAP test).

(4) For a list of the specific types of examinations and languages tested (and other important testing information), see the most recent edition of the "professional language certification examination manual" published by the language interpreter services and translations section.

(5) Examinations for interpreters include written and oral components. Interpreters must pass the written test before they take the oral test.

(6) Examinations for DSHS bilingual employees usually include written and oral components and these can be taken on the same day.

(7) Examinations for translators include only a written translation component.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-122, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-123 What is a screening test?** (1) A screening test is a test administered by the department to candidates who wish to become "qualified interpreters." Qualified interpreters, also referred to as noncertificated language interpreters, are individuals who speak a language other than the department's seven certificated languages, which are Cambodian, Chinese (either Cantonese or Mandarin), Korean, Laotian, Russian, Spanish and Vietnamese.

(2) The scope of a screening test is narrower than the scope of a certificated language examination. Screening tests assess a candidate's English and target language skills but the broader, more comprehensive type of assessment used in a certificated language examination is not possible because of limited department resources.

(3) Screening tests are only available for social services interpreters and medical interpreters.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-123, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-124 How do I register for a certification or screening examination if I am a department employee or an applicant for a bilingual position with the department?** Normally, you can register over the telephone by calling the LIST section at (360) 664-6038. In the Yakima area, you should contact the DSHS Region 2 Personnel Office at:

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104 North 3rd Avenue  
Yakima, WA 98902  
(509) 575-2008

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-124, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-125 How do I register for a certification or screening examination if I am not a department employee or an applicant for a bilingual position with the department?** To register for a certification or screening examination you must follow these steps:

(1) Call the LIST office and request a copy of the examination manual, an examination application form and a schedule of upcoming test dates.

(2) Complete and return the examination application form with the required examination fee.

(3) Wait to receive your examination confirmation letter and pretest package from LIST. If you have not received your letter and package within fifteen working days after you mailed your application and payment, it is your responsibility to contact the LIST office. It is also your responsibility to inform LIST if your name, mailing address or telephone number changes.

(4) If you are only registering for the oral test or registering to retake a test, you do not need to call the LIST office. Simply complete the application form enclosed with your test score report letter and return it to LIST with the appropriate fee. A confirmation letter will be mailed to you when LIST receives your application and payment.

(5) Walk-in registration at a test site is not allowed under any circumstances.

(6) Telephone registration is allowed only for department employees and applicants for department bilingual positions.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-125, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-126 What does my pretest package contain?** Your pretest package contains directions to the testing site and a study guide that includes sample test questions, sample oral exercises, a list of important terminology and a copy of the department's code of professional conduct.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-126, filed 2/22/00, effective 3/24/00.]

**EXAMINATION—FEES**

**WAC 388-03-130 What examination fees must I pay?** The following examination fees apply to all languages tested by LIST:

**Testing for certificated languages:**

<b>Social services interpreter test</b>	
Written test	\$30.00 per attempt
Oral test	\$45.00 per attempt
Simultaneous test (retake only)	\$25.00 per attempt
<b>Medical interpreter test</b>	
Written test	\$30.00 per attempt

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Oral test	\$45.00 per attempt
<b>Translator test</b>	
Written test	\$50.00 per attempt

**Screening for noncertificated languages:**

<b>Social services or medical</b>	
Written screening	\$30.00 per attempt
Oral screening	\$45.00 per attempt, per language

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-130, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-132 How do I pay my examination fees?** (1) You may pay your examination fees with a personal check, certified check, cashier check or money order made out to the "department of social and health services." Do not send cash. LIST will not be responsible for lost cash payments sent through the mail.

(2) If your check or money order is for the wrong amount, LIST will return your payment and your application. You will have to resubmit your application with a correctly prepared check or money order.

(3) If your bank returns your personal check to LIST because of insufficient funds, LIST will not send you a score report letter until your check clears the bank.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-132, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-133 Are my examination fees refundable?** (1) All examination fees are nonrefundable except:

(a) If you die before taking the examination, your examination fees are refundable to your estate; or

(b) If you officially move out of Washington state before taking the examination, your examination fees can be refunded to you.

(2) If you fail to attend your confirmed test session(s) because of an emergency, your test session(s) may be rescheduled but your test fee will not be refunded. A rescheduling due to an emergency will be done only once and only if the emergency is properly documented. Examples of proper documentation would be official police reports or signed physician statements.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-133, filed 2/22/00, effective 3/24/00.]

**EXAMINATIONS—SCHEDULING**

**WAC 388-03-135 What requirements apply to the scheduling of interpreter and translator certification and screening examinations?** (1) LIST schedules all department interpreter and translator examinations. Normally, testing for all languages is conducted once a month, statewide, from February through November. No testing is offered in December and January due to potential hazardous driving conditions. (See the examination manual for details.)

(2) If you require special arrangements for taking your test due to a disability, you should indicate this special need during your initial contact with LIST.

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(3) LIST testing is currently offered at six statewide locations. (See the examination manual for details.) Testing site locations can change because of scheduling factors and varying demand for testing services. To stay informed, you should regularly consult LIST's master test schedule. Also, carefully read your test confirmation letter because it contains specific information on test date, test time, and test location.

(4) You must attend the test session(s) indicated in your registration confirmation letters. Except in bona fide emergency situations (see WAC 388-03-133(2)), you will not be allowed to reschedule your examination if you fail to attend your assigned test session(s). If you miss your scheduled examination for reasons other than an emergency, you may schedule another examination by reapplying to take the test and paying the appropriate testing fee.

(5) All requests for a change in testing schedule must be made within ten calendar days from the date your confirmation letter is sent; otherwise LIST considers your test appointment "confirmed" and your examination fees will not be refunded.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-135, filed 2/22/00, effective 3/24/00.]

**EXAMINATIONS—ADMINISTRATION AND SCORING**

**WAC 388-03-138 What procedural requirements apply to administering certification and screening examinations?** (1) The department has a "no-comment, no-return" examination policy. Once an examination is given, it becomes the property of the department and it will not be released to anyone, including test candidates.

(2) The department will not discuss specific examination content, including specific test questions or answers, with test candidates or any other party. Candidates can receive general critiques of their test performance if they submit a written request.

(3) Passing scores for the different examinations are established by the department based on bilingual fluency required by law, testing technicalities and the language needs of the department. Test scores will only be reported to candidates in writing. No score information will be released over the telephone to anyone.

(4) All interpreter and translator candidates must follow the test instructions. A failure to follow the instructions may result in an invalid test. Invalid tests will not be scored and, therefore, no test results will be reported to the candidate.

(5) If a candidate arrives late for the written test but decides to go ahead and take it, they will take the test during the remaining time allowed. The lost time resulting from their late arrival will not be made up.

(6) If a candidate arrives late for an oral test, they may lose their assigned time slot. A lost time slot resulting from a late arrival will not be made up.

(7) Tests will not be rescheduled because a candidate arrives late at a testing site except in the case of a bona fide emergency. If you are too late to take the test for some reason other than an emergency, you may schedule another examination by reapplying for the test and paying the appropriate fee.

(2/22/00)

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-138, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-140 What if a test candidate is suspected of cheating?** If a test administrator suspects cheating during an examination with reasonable evidence, the accused candidate may be declared ineligible for all interpreter and translator certification/qualification tests administered by the department.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-140, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-150 How does the department score my bilingual examinations?** (1) Depending on the nature of the test or test section, the department uses either an objective or a holistic scoring method to evaluate your examination.

(2) Please consult the examination manual for the evaluation indicators used by the department for each test or sub-test.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-150, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-152 When does the department mail my test scores?** Score report letters will be sent to candidates when they finish either portion (written or oral) of the test:

(1) For a written test, your scores should be available within two to four weeks from the date you took the examination.

(2) For oral tests, you should receive your scores within four to six weeks from the date you took the examination.

(3) If you wish your test scores mailed to a specific organization or individual, you must personally notify the department in writing and provide the name and mailing address of the organization or individual to whom your score should be sent.

(4) If you do not receive your score report letters within the suggested time periods, you should contact LIST at (360) 664-6037.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-152, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-154 Can I appeal my test scores?** You have two months, from the date your test score letter is sent, to appeal your test score. Note:

(1) Your appeal must be submitted to the department in writing.

(2) Your appeal will not be honored if it is filed beyond the two-month appeal period.

(3) You will not be allowed to reschedule an examination while your score is being appealed.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-154, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-156 How many times can I retake a failed test?** You can retake a failed examination until you pass it. However, if you fail a test three times, you must wait six months before taking it a fourth time and wait six months between each subsequent attempt. Each time you retake the test you must pay an examination fee.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-156, filed 2/22/00, effective 3/24/00.]

(2/22/00)

## DECERTIFICATION/DISQUALIFICATION OF INTERPRETERS AND TRANSLATORS

**WAC 388-03-170 Can the department deny or revoke my certification or qualification status?** The department may deny or revoke either your certification or qualification status if it is proven that you committed one or both of the following acts:

(1) You have not been truthful when dealing with the department; or

(2) You have violated the department's code of professional conduct.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-170, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-172 What procedures must the department follow if it denies or revokes my certification or qualification?** If it is alleged that you have not been truthful when dealing with the department or that you have violated the department's code of professional conduct, the department, before denying or revoking your certification or qualification, must:

(1) Immediately investigate the allegations made against you; and

(2) Within sixty days of receiving the allegation, determine if you committed the alleged violations; and

(3) Within five days of reaching its decision, give you written notification of the decision. The department's notification must be delivered to you by certified mail.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-172, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-174 Can I appeal the department's decision to deny or revoke my certification or qualification?** If the department denies or revokes your certification or qualification, you have the right to appeal its decision by using the adjudicative proceeding process in chapter 34.05 RCW and chapter 388-08 WAC. However, the department encourages you to first try to resolve your dispute through a less formal process like mediation.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-174, filed 2/22/00, effective 3/24/00.]

**WAC 388-03-176 How do I request an adjudicative hearing?** To request an adjudicative hearing, you must:

(1) File a written application with the department's board of appeals within twenty-one days of receiving the department's decision to deny or revoke your certification or qualification.

(2) Your written application must include:

(a) A copy of the department's decision that you are contesting; and

(b) A specific statement of the issue(s) and the law involved; and

(c) Your reasons for contesting the department's decision.

(3) Your written application must be delivered to the board of appeals in person, electronically by fax or by certified mail.

(4) Once the board of appeals receives your written application, an adjudicative hearing will be scheduled.

(5) The adjudicative hearing will be governed by the provisions of chapter 34.05 RCW, Administrative Procedure Act.

[Statutory Authority: RCW 2.43.010, 74.04.025, and 74.08.090. WSR 00-06-014, § 388-03-176, filed 2/22/00, effective 3/24/00.]