



**Human Subjects Protection
Program Investigator Guidance
June 2024**

CHLA Requirements for Certified Translations and Use of Interpreters for Human Research and Clinical Trials

CHLA Policy

CHLA POLICY NUMBER: PC – 006.0: Communication Assistance details specific requirements for certified translation of written communication and who may serve as an interpreter.

CHLA Policy requires certified translation of written consent forms and other research materials provided to research participants and their families. Certified translations can be done in-house at an hourly rate or externally from a list of CHLA-approved translation vendors.

When obtaining translations of consent and assent forms, wait until the English version of the document has been approved by the IRB. Once approved, submit the clean, unstamped Microsoft Word version of the document found in section 24 of the approved iStar application to the translation vendor. The IRB approval stamp and watermark should only be applied by the IRB and should never be included for inadvertent translation by the translation vendor.

CHLA requires qualified interpreters for verbal communication.

- CHLA Policy PC – 006.0: Communication Assistance
- CHLA Policy HR-23.0: Bilingual Assessment and Training Program

Definitions

- **Translation:** Refers to written communication.
- **Interpreting:** Refers to verbal communication.
- **Qualified Interpreter (QI):** Refers to a CHLA staff interpreter, Interpreting Champion, or contracted agency interpreter.
- **Spanish Interpreting Champion:** Refers to CHLA staff who have successfully completed the Interpreting Skills Assessment (ISA) and scored 70 or higher, as well as the required prerequisites. Spanish is the only language offered for interpreting champions. **NOTE:** This option qualifies a staff member to pursue National Certification in Spanish interpreting.
- **Bilingual Employee (BE):** Refers to CHLA Staff who have taken the CHLA Language Proficiency Assessment and scored three or higher. A BE can consent with certified, fully translated consent form documents. They are not considered qualified interpreters and cannot interpret or translate.

- **Certified Translation:** Translation of written communication by a certified translator.

Options for the use of Qualified Interpreters

- CHLA allows **Interpreting Champions** to interpret consent conference discussions even if on the study team. **NOTE:** If they are on the study team and interpreting a short form consent conference, an independent witness is required to sign consent.
- CHLA allows CHLA **Staff Interpreters** to interpret consent conference discussions.

For example, if an investigator speaks English and a participant speaks Spanish, a staff interpreter or interpreting champion who speaks English and Spanish interprets their conversation or reads the English consent and then translates it into the participant's preferred language.

Options for Phone or Video Remote Interpretation

- **Phone Interpreting:** Study teams can call a **Voyce Medical Interpreter** at ext. 16454 or LanguageLink at ext. 26454.
- **Video Remote Interpreting:** After installing the **Voyce app** (from the App Store), follow the language and gender selection prompts to connect to a **qualified medical interpreter**.

How to Become a CHLA Interpreting Champion or a Bilingual Employee (BE)

- CHLA faculty and staff members who are interested in becoming bilingual employees (BE) or a qualified interpreter (Interpreting Champion) should review:

CHLA Policy HR-23.0: Bilingual Assessment and Training Program. Download the application of interest, then contact Language & Cultural Services (languageassessment@chla.usc.edu) to take the Bilingual Assessment to become a BE or attend the Certified Medical Interpreter program to become an Interpreting Champion.

Contact Language & Cultural Services

- General Questions: Call 12596
- Translation Services: Email translationrequest@chla.usc.edu
- Language Proficiency Assessment: Email languageassessment@chla.usc.edu or call 13764.