

THE CALIFORNIA STATE UNIVERSITY
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Date: August 16, 2006

Code: HR 2006-19

To: CSU Presidents

From: Jackie R. McClain 
Vice Chancellor
Human Resources

Subject: **Updated Classification and Qualification Standards – Interpreter Series, Realtime Captioner Series, and Computer-Aided Transcribers (Unit 9)**

Human Resources is pleased to announce implementation of new and updated Classification and Qualification Standards for the Interpreter Series, Realtime Captioner Series, and Computer-Aided Transcriber classifications listed below.

- Interpreter Series:
 - Interpreter I (7170)
 - Interpreter I – 8/12 (7200) – *New*
 - Interpreter II (7169)
 - Interpreter II – 8/12 (7201) – *New*
 - Lead Interpreter (7168)
 - Lead Interpreter – 8/12 (7202) – *New*
- Realtime Captioner Series:
 - Realtime Captioner (7191) – *New*
 - Realtime Captioner – 8/12 (7220) – *New*
 - Lead Realtime Captioner (7192) – *New*
 - Lead Realtime Captioner – 8/12 (7221) – *New*
- Computer-Aided Transcriber (7180) – *New*
- Computer-Aided Transcriber – 8/12 (7210) – *New*
- Hourly Interpreter/Realtime Captioner/Computer-Aided Transcriber (7193) – *New*

Pursuant to the Side Letter of Agreement (Attachment 1) reached between the California State University (CSU) and the California State University Employees' Union (CSUEU), the new and updated classification standards are effective August 2, 2006. Implementation instructions will be provided to campuses in technical letter HR/Salary 2006-14. New salary schedule information will be announced in a forthcoming pay letter, and changes to the salary schedule will be implemented in the near future.

Distribution:

Human Resources Directors
Vice Presidents, Academic Affairs
Vice Presidents, Student Affairs

Associate Vice Presidents/Deans of Faculty Affairs
Disabled Student Services Directors

Final Classification and Qualification Standards are attached and incorporate feedback from campus management and employees during the systemwide review process.

New 8/12 Pay Plan

With the implementation of the Interpreter Series, Realtime Captioner Series, and the Computer-Aided Transcriber classifications, a new 8/12 pay plan was created to meet the unique campus work schedule requirements for employees appointed in these classifications. Please note:

- Employees appointed to an 8/12 pay plan are eligible for core and supplemental benefits pursuant to HR/Benefits 2004-09 under regular eligibility criteria (half-time for at least six months and one day).
- The timebases of employees in the 8/12 pay plan can be changed, including reduced, without the layoff provisions applying.

Additional information regarding the 8/12 pay plan is provided in HR/Salary 2006-14.

Hourly Interpreter/Realtime Captioner/Computer-Aided Transcriber Classification

Employees appointed to the Hourly Interpreter/Realtime Captioner/Computer-Aided Transcriber (Hourly (INT/RTC/CAT) classification are eligible for benefits, leave, and retirement programs as provided in Attachment A in the Side Letter of Agreement.

This memorandum also is available on Human Resources Administration's Web site at: <http://www.calstate.edu/HRAdm/memos.shtml>. Questions regarding this coded memorandum may be directed to Human Resources Administration at (562) 951-4411.

JRMcC/pc

Attachments

July 31, 2006
Side Letter of Agreement
Implementation of Interpreter Series, Realtime Captioner Series, and
Computer-Aided Transcribers
Effective August 2, 2006

This Memorandum of Understanding (MOU) constitutes the entire agreement between the California State University (CSU) and the California State University Employees' Union (CSUEU) and satisfies all bargaining obligations resulting from meeting and conferring pursuant to HEERA and Article 17 of the parties Collective Bargaining Agreement (Agreement) on the issue regarding impact of CSU's implementation of updated classification standards for the Interpreter Series (class codes 7168, 7169, and 7170) and the following new classifications in Unit 9: Realtime Captioner (class code 7191), Lead Realtime Captioner (class code 7192), Computer Aided Transcriber (class code 7180), and Hourly Interpreter/Realtime Captioner/Computer Aided Transcriber (class code 7193). This agreement also addresses academic year classifications for the Interpreter Series (class codes 7165, 7166, and 7167) and the newly proposed 8/12 classifications for the Interpreter Series (class codes 7200, 7201, and 7202), Realtime Captioner (class code 7220), Lead Realtime Captioner (class code 7221), and Computer Aided Transcriber (class code 7210). The CSUEU was provided copies of the classification standards used as the subject of discussion between the parties pursuant to provision 17.12 of the Agreement.

In accordance with the foregoing the parties hereby agree as follows:

- The Subject Classifications will be implemented effective August 2, 2006. The salary ranges effective on the implementation date are attached. Any General Salary Increase (GSI) negotiated between CSU and CSUEU will be applied to the attached salary ranges.
- Twelve month, 11/12, 10/12 pay plans will be available for the Interpreter Series, Realtime Captioner Series, and the Computer Aided Transcriber classification upon implementation. (8/12 pay plan is also available, as outlined below.)

Interpreter Series Implementation

- To better reflect the nature of work performed, the classification titles were changed from Interpreter/Transliterator to Interpreter.
- Implementation of the updated classification standards will not result in any adverse impact to incumbent employees and will not impact any employee's employment status (probationary, permanent, temporary), anniversary dates or seniority points.
- An employee whose base salary is below the new salary range minimum will be moved to the applicable salary range minimum for their classification. Pursuant to Article 20 of the Agreement, campus management may elect to provide these employees an in-range progression above the salary rate minimum of the new range.

- Anniversary dates for employees who meet the following criteria will be set to August 2006:
 - If, as of August 1, 2006, the employee's base salary is at or above the old SSI Maximum; and,
 - If, on implementation of the new salary ranges effective August 2, 2006, the employee's base salary is below the new SSI Maximum.

Realtime Captioner, Lead Realtime Captioner, and Computer Aided Transcriber Implementation with a Timebase for 12 month, 10/12 and 11/12 Classifications and Ranges

- Current employees with a timebase who have been identified as Realtime Captioners, Lead Realtime Captioners, or Computer Aided Transcribers and who are in "in lieu" classifications shall be converted to the appropriate new classification effective August 2, 2006. Campuses shall process the employee conversion to the new classification no later than August 31, 2006.
- Reclassification provisions as outlined in Article 9 and Anniversary Date provisions as outlined in Article 20 of the Agreement will apply for employees reclassified to one of the new classifications from an in-lieu classification with a lower salary range. For other in lieu classifications, a higher salary range is defined when the salary range maximum of the new classification is 2.5% higher than the salary range maximum of the in lieu classification. The conversion from an Interpreter II, Range A, to the Realtime Captioner classification, Range A, is considered a lateral transfer. Similarly, the conversion from an Interpreter II, Range B, to the Realtime Captioner classification, Range B, is considered a lateral transfer. In these instances, salary increases are not awarded upon conversion. However, pursuant to Article 20 of the Agreement, campus management may elect to provide an in-range progression.
- For part-time employees, all hours worked in excess of the designated timebase are compensable at the equivalent straight-time rate. Any hours worked in excess of 40 in a workweek are subject to overtime as provided in Article 19 of the CBA.
- There will be no adverse impact to employees as a result of the implementation of the new classifications. In cases where an employee is in an in-lieu of classification with a higher SSI Maximum or Salary Range Maximum than that of the new classification, the employee may be grandfathered in the current classification to ensure no adverse impact; however, an employee may voluntarily elect to be reclassified. The decision by an employee to make such an election pursuant to this paragraph must be made no later than 60 days after the notice of eligibility to be reclassified.
- Incumbents in in-lieu of classifications who, as a result of this agreement, transfer into one of the new classifications will not have any change to their probationary, permanent or temporary status. Incumbents who are serving a probationary period in an in-lieu of classification will continue serving the remainder of the probationary period in the new classification. The probationary period provisions outlined in Article 9 will apply to employees who are otherwise reclassified or promoted to this classification.

- Seniority points for incumbents in in-lieu of classifications will be transferred to the new classification. Seniority points for those employees otherwise reclassified/promoted into the new classifications will be handled according to existing provisions in the Agreement.

Classification Conversion from Academic Year to 8/12 Pay Plan

Given the unique nature of interpreting, realtime captioning and computer-aided transcribing work, work schedules are based on the instructional schedule of a given campus' academic calendar. CSU and CSUEU want to provide health benefits to those non-exempt employees whose work schedules are closely aligned with the academic year calendars at their respective campuses. As such, the parties agree to the following:

- The CSU will create the following new classifications:
 - Interpreter I – 8/12 – class code 7200
 - Interpreter II – 8/12 (with ranges A and B) – class code 7201
 - Lead Interpreter – 8/12 – class code 7202
 - Realtime Captioner - 8/12 (with ranges A & B) – class code 7220
 - Lead Realtime Captioner - 8/12 – class code 7221
 - Computer Aided Transcriber - 8/12 – class code 7210
- Salary ranges for 8/12 pay plan classifications are attached. The annual pay for employees in the 8/12 classifications will be based on 8 months of work, paid in 12 equal installments, adjusted for periods of non-compensable absences, as appropriate.
- The 8 months of work encompasses a work schedule span of approximately 9 months for semester campuses, adjusted for academic breaks between terms when work is not scheduled. For example, the employee may work from September to May (9 month span for academic year) but does not work over the approximate 1 month break between the fall and spring terms. As such, the employee is paid for 8 months of work.
- 8/12 pay plan employees are paid during academic breaks. Employees are not placed on an unpaid leave of absence, or inactive payroll status.
- For continuity of pay and benefits, employees in 8/12 classifications are appointed on an annual basis only. In the event the timebase is later reduced, layoff provisions in Article 24 shall not apply. For semester campuses, appointments begin at the beginning of the state pay period for the fall term (e.g., September). For quarter system year-round campuses, appointments are made on an annual basis, are closely aligned with the academic year calendar cycle, but do not have to commence with the fall term.
- The employee's timebase is reflective of the hours worked. For part-time employees, all hours worked in excess of the designated timebase are compensable at the 12-month straight-time rate. Because these classifications are non-exempt, any hours worked in excess of 40 in a workweek are subject to overtime. A separate hourly/intermittent position in the equivalent 12 month classification will be established in order to pay employees for any hours worked in excess of their timebase. This hourly position also may be used to accommodate time

worked outside the standard state pay period (e.g., hours worked in the August pay period when the 8/12 appointment begins the September pay period).

- 8/12 pay plan employees do not accrue vacation but are eligible for all other leave benefits, as outlined in Articles 15 and 16 of the Agreement. Pursuant to Article 21 and the Government Code, employees in these classifications are eligible for health and retirement benefits. In order to receive benefits, 8/12 pay plan employees must meet established eligibility criteria (e.g., appointed half-time or more, for at least 6 months and a day).
- Campus management may hire additional positions.
- The parties agree to work together to assess the business need for a 9/12 pay plan for future implementation and will research the feasibility of implementing a 9/12 pay plan in the middle of the 2006/07 academic year.

Conversion of AY employees to 8/12 Pay Plan Classifications

- Current employees in Interpreter academic year classifications (class codes 7165, 7166, 7167) will be converted to the equivalent 8/12 pay plan classification beginning with the September 2006 pay period. This conversion will be considered a lateral transfer. The employees' pay shall not be reduced as a result of the conversion. Pursuant to provision 9.23, salary increases are not awarded upon conversion. However, pursuant to Article 20 of the Agreement, campus management may elect to provide an in-range progression.
- An employee whose base salary is below the new salary range minimum will be moved to the applicable salary range minimum in their new classification. Pursuant to Article 20 of the Agreement, campus management may elect to provide these employees an in-range progression above the salary rate minimum of the new range.
- There will be no adverse impact to employees as a result of the conversion to the new 8/12 classification. Incumbents in an Interpreter academic year classification who, as a result of this agreement, transfers into one of the new 8/12 classifications will not have any change to their probationary, permanent or temporary status. Incumbents who are serving a probationary period in an in-lieu of classification will continue serving the remainder of the probationary period in the new classification. Seniority points will be transferred to the new classification.
- Anniversary dates for employees who meet the following criteria will be set to September 2006:
 - If, immediately prior to the conversion, the employee's base salary is at or above the old SSI Maximum (before any 2006/07 GSI) in the academic year class; and,
 - If, on conversion to the new 8/12 classification effective September 2006 pay period, the employee's base salary is below the new SSI Maximum.
- The parties agree to abolish the Interpreter academic year classifications (class codes 7165, 7166, 7167) when the classifications are vacated.

- In the event campus management determines the business need to convert an existing AY employee to a 10/12 or 11/12 pay plan and has sufficient funding, campus management may elect to convert the AY employee to the 10/12 or 11/12 pay plan. The above provisions regarding seniority points, anniversary dates, and status (probationary, permanent, temporary) shall apply.

Equipment for Realtime Captioners and Computer Aided Transcribers

- Given the nature of realtime captioning computer-aided transcribing work, employees in these classifications often provide their own equipment and software. However, at the employee's request, a campus may opt to provide equipment and/or software to the employee in order to conduct work at the CSU.

Hourly Rate Classification

- The CSU agrees to create an hourly-rate classification titled Hourly Interpreter/Realtime Captioner/Computer-Aided Transcriber (Hourly INT/RTC/CAT) (class code 7193). The salary range will be as follows:
 - Salary Range Minimum: \$15.00 per hour
 - Salary Range Maximum: \$125.00 per hour
- Employees in this classification are not subject to the terms of Article 2.12(f). Employees in this classification are eligible to accrue leave (~~except vacation~~) and are eligible for some benefits (see attachment A.) Employees in this classification are eligible for retirement, pursuant to Article 21. This may include CalPERS retirement benefits, pursuant to the Government Code and CalPERS' eligibility requirements.
- Effective August 2, 2006, all hourly/intermittent employees in the following classes will be converted to the Hourly INT/RTC/CAT classification (class code 7193):
 - Interpreter I
 - Interpreter II
 - Computer-Aided Transcriber
 - Realtime Captioner
 - Per Diem – Technical (7931)
- The movement from the prior classification to the new classification is considered a lateral transfer. The employee's pay shall not be reduced as a result of the conversion. Pursuant to Article 9, no salary increases are awarded upon conversion. Pursuant to Article 20, after conversion, campus management may elect to provide these employees an in-range increase.
- The following provisions apply for employees who were previously reclassified into the Per Diem classification (7931) and who will now be moving to the new Hourly INT/RTC/CAT class:

- Any sick leave accrued in the Interpreter classification will be reinstated upon conversion to the new Hourly INT/RTC/CAT classification.
 - If the employee received a vacation payout but did not cash the check, the check may be returned to the campus HR Office and the corresponding vacation hours will be reinstated. If the employee cashed the vacation payout check, no vacation hours will be reinstated.
- Employees in these classifications are eligible for Service Salary Increases (SSI), when negotiated between the CSU and CSUEU. Pursuant to provision 20.26(e), employees in these classifications do not have an Anniversary Date as their SSI eligibility is based on the number of hours worked in the classification over the preceding 3-year period. Hours worked in prior hourly positions with the same job duties (e.g., Per Diem class, Interpreter class, other in lieu class) will count toward the required number of hours for the purposes of SSI eligibility.
- This provision shall not include hourly positions for employees who have a primary position with a timebase.
- The parties agree to abolish the Per Diem – Technical classification in Unit 9 (class code 7931) once the classification is vacated.
- Upon implementation of this side letter, the Interpreter/Transliterator I and II classifications will be removed from Appendix B of the CSU/CSUEU collective bargaining agreement.

1/s/ Paul Keidlen (JA) 7/31/06
For CSU Date

1/s/ Steven L. Gaxer 8/4/06
For CSUEU Date

Hourly Interpreter/Realtime Captioner/Computer-/Aided Transcriber

Potential Leave Credits and Other Benefits

Hourly Interpreter/Realtime Captioner/Computer-Aided Transcribers are eligible for some leave credits under the terms of the collective bargaining agreement and Title 5. These potential leave credits may include, but are not limited to:

Article 14 (Vacations and Holidays) and HR/Leaves 2002-01:
Vacation and Holidays

Article 15 (Leaves of Absence with Pay) –
Sick Leave

Article 16 (Leaves of Absence without Pay) and Family Medical Leave
Family Medical Leave

Article 22 (Professional Development)
Training Opportunities as required or as needs of department permit

Hourly Interpreter/Realtime Captioner/Computer-Aided Transcribers are eligible for some benefits that may include, but are not limited to:

Non-Industrial Disability Insurance (22.11)

Industrial Disability Leave

Part-Time Employees Retirement Plan (21.30) or PERS

**Interpreter, RTC and CAT Salary Ranges
Effective August 2, 2006**

Interpreter Series								
Class	Current Salary Range Minimum	Current SSI Max	Current Salary Range Maximum	Current Range Spread	New Salary Range Minimum	New SSI Max (midpoint)	New Salary Range Maximum	New Range Spread
Interpreter I (class code 7170)	21,696	47,184	72,636	235%	27,600	55,398	83,196	201%
<i>Monthly</i>	1808	3932	6053		2,300	4,617	6,933	201%
Interpreter II (class code 7169)								
<i>Range A</i>	51,960	67,740	83,532	61%	51,960	72,780	93,600	80%
<i>Monthly</i>	4330	5645	6961		4,330	6,065	7,800	
<i>Range B</i>	59,628	77,892	96,156	61%	59,628	81,816	104,004	74%
<i>Monthly</i>	4969	6491	8013		4,969	6,818	8,667	
Lead Interpreter (class code 7168)	54,564	77,772	100,968	85%	54,564	84,480	114,396	110%
<i>Monthly</i>	4547	6481	8414		4,547	7,040	9,533	

* New rates reflect 12-month rates only. 10/12 and 11/12 pay plans will also be provided, based on 12-month rates. Subject to rounding.

**Interpreter, RTC and CAT Salary Ranges
Effective August 2, 2006**

Realtime Captioner Series* and Computer-Aided Transcriber								
Class	Current Salary Range Minimum	Current SSI Max	Current Salary Range Maximum	Current Range Spread	New Salary Range Minimum	New SSI Max	New Salary Range Maximum	New Range Spread
Computer Aided Transcriber (New - class code 7180)	n/a	n/a	n/a	n/a	29,376	38,628	47,880	63%
<i>Monthly</i>					2,448	3,219	3,990	
Realtime Captioner (New - class code 7191)								
<i>Range A</i>	n/a	n/a	n/a	n/a	53,004	74,232	95,472	80%
<i>Monthly</i>					4,417	6,186	7,956	
<i>Range B</i>	n/a	n/a	n/a	n/a	60,828	83,460	106,080	74%
<i>Monthly</i>					5,069	6,955	8,840	
Lead Realtime Captioner (New - class code 7192)	n/a	n/a	n/a	n/a	55,656	86,172	116,688	110%
<i>Monthly</i>					4,638	7,181	9,724	

* New rates reflect 12-month rates only. 10/12 and 11/12 pay plans will also be provided, based on 12-month rates. Subject to rounding.

New ranges are set at 2% higher than the Interpreter classification due to equipment and software provided by RTCs.

**Interpreter, RTC and CAT Salary Ranges
Effective August 2, 2006**

8/12 Pay Plan								
Class	Current AY Range Minimum	Current AY SSI Max	Current AY Range Maximum	Current Range Spread	New Salary Range Minimum	New SSI Max	New Salary Range Maximum	New Range Spread
Interpreter I (New - class code 7200)	14,184	30,852	47,496	235%	18,400	36,932	55,464	201%
<i>Monthly</i>	1182	2571	3958		1,533	3,078	4,622	201%
Interpreter II (New - class code 7201)								
<i>Range A</i>	33,972	44,292	54,612	61%	34,640	48,520	62,400	80%
<i>Monthly</i>	2831	3691	4551		2,887	4,043	5,200	
<i>Range B</i>	38,988	50,928	62,868	61%	39,752	54,544	69,336	74%
<i>Monthly</i>	3249	4244	5239		3,313	4,545	5,778	
Lead Interpreter (New - class code 7202)	35,676	50,856	66,012	85%	36,376	56,320	76,264	110%
<i>Monthly</i>	2973	4238	5501		3,031	4,693	6,355	
Computer Aided Transcriber (New - class code 7210)	n/a	n/a	n/a	n/a	19,584	25,752	31,920	63%
<i>Monthly</i>					1,632	2,146	2,660	
Realtime Captioner (New - class code 7220)								
<i>Range A</i>	n/a	n/a	n/a	n/a	35,336	49,488	63,648	80%
<i>Monthly</i>					2,945	4,124	5,304	
<i>Range B</i>	n/a	n/a	n/a	n/a	40,552	55,640	70,720	74%
<i>Monthly</i>					3,379	4,637	5,893	
Lead Realtime Captioner (New - class code 7221)	n/a	n/a	n/a	n/a	37,104	57,448	77,792	110%
<i>Monthly</i>					3,092	4,787	6,483	

**Interpreter, RTC and CAT Salary Ranges
Effective August 2, 2006**

Hourly Interpreter/Realtime Captioner/Computer Aided Transcriber								
Class	Current Salary Range Minimum	Current SSI Max	Current Salary Range Maximum	Current Range Spread	New Salary Range Minimum	New SSI Max (midpoint)	New Salary Range Maximum	New Range Spread
Hourly INT/RTC/CAT (New - class code 7193)	n/a	n/a	n/a	n/a	15.00	70.00	125.00	733%



Interpreter Series

Classification Title	Class Code	Date Established	Date Revised
Interpreter I	7170/7165	06-30-82	08-02-06
Interpreter II	7169/7166	12-15-84	08-02-06
Lead Interpreter	7168/7167	07-01-99	08-02-06
Interpreter I - 8/12	7200	08-02-06	
Interpreter II - 8/12	7201	08-02-06	
Lead Interpreter - 8/12	7202	08-02-06	
Hourly Interpreter/Realtime Captioner/Computer-Aided Transcriber	7193	08-02-06	

OVERVIEW:

Interpreters facilitate communication between Deaf, Hard-of-Hearing, Deaf-Blind, and hearing consumers. To facilitate communication, interpreters use American Sign Language (ASL), Signed English, transliterating, and/or another manual sign system, and also may provide oral and tactile interpreting services. Interpreters must be able to adjust to a broad range of consumer needs and preferences and work comfortably with a wide spectrum of interpreting services which requires a high degree of linguistic, cognitive, and technical skill. Interpreters must be able to convey accurately the register, tone, intent, and content of the consumer's message.

Three classifications are defined within the series. Movement to a higher classification and/or skill level within a classification is based on the duties, skills, education, training, certifications, and experience of the incumbent. Interpreters possessing higher levels of skills typically are assigned the more complex interpreting assignments.

Interpreter I - Provides interpreting services primarily for instructional classes involving standard complexity factors such as the type of communication system needed, difficulty of the subject matter, speed of interpreting required, and number of consumers served simultaneously.

Interpreter II - Provides interpreting services in more complex situations, often involving high levels of interaction such as advanced level classes, discussions, seminars, conferences, and/or a variety of platform settings. Services may involve highly technical or specialized subject matter that require higher levels of skill and more advanced and fluent interpreting techniques.

Lead Interpreter - In addition to providing interpreting services, the Lead Interpreter provides lead work direction to and coordination of those who provide interpreting and related services to Deaf and/or Hard-of-Hearing consumers.

While interpreters primarily serve students, they also may provide interpreting services for others in the campus community, including faculty, staff, and university guests. Interpreters most often are scheduled to support one or more students for an assigned class and their assignments may involve serving different students in various classes. In addition, some assignments may involve team interpreting to provide training or relief opportunities.

Individual, short-term assignments may require providing services at conferences, meetings, and/or other university or academic-related events/activities. Descriptions of work activities are meant to illustrate the general range of work functions performed; they are not meant to be all-inclusive or restrictive. Work assignments may involve related activities.

INTERPRETER I

Under general supervision, the Interpreter I provides interpreting services to facilitate communication most often in a classroom or related instructional settings and activities. Assignments may involve technical or specialized subject matter and vocabulary. Individual assignments may vary based on the specific skills of the interpreter and the needs of students or other consumers. More difficult tasks may involve interpreting technical or specialized subject matter and vocabulary, which require using specialized signs, accommodating consumer requests for varied language preferences, and interpreting fast spoken material. Specific complexity and skill factors include:

- ◆ Type of interpreting or communication system needed;
- ◆ Difficulty or unique nature of the subject matter and vocabulary;
- ◆ Speed of interpreting required; and,
- ◆ Number of Deaf and/or Hard-of-Hearing consumers served simultaneously.

TYPICAL QUALIFICATIONS:

Assignments vary in the type and extent of knowledge and abilities in terms of subject matter and vocabulary required, but common requirements include the following knowledge, abilities, and background:

Knowledge:

Assignments require working knowledge of the process of interpretation; ASL and/or an English sign system as required by the student(s) or the assignment; the methods and techniques used in communicating with Deaf and Hard-of-Hearing consumers; the Registry of Interpreters for the Deaf (RID) code of professional conduct; the vocabulary used in the courses to which the Interpreter is assigned; and a demonstrated knowledge of Deaf Culture.

Abilities:

Incumbents must be able to hear spoken English and use ASL, Signed English, and/or another manual sign system to effectively generate language; interpret and transliterate between both ASL and sign systems and spoken English at a speed required by the assignment, which may involve a variety of settings such as a classroom, conference, and/or one-on-one meeting; and work with students from diverse backgrounds.

Education and Experience:

Any combination of formal training and relevant documented interpreting experience that demonstrates assurance of the skills appropriate for the level of the assignment(s) is required. Typically, sufficient interpreting training or experience requires graduation from an interpreter training program and/or relevant documented interpreting experience. In addition, a wide acquaintance with academic higher education through attendance at a post-secondary educational institution may be essential to fully comprehend and accurately interpret the concepts, language, and vocabulary used in the assigned instructional, academic, and/or administrative situations.

INTERPRETER II

The Interpreter II is distinguished from the Interpreter I by performing more complex assignments requiring a combination of higher levels of training, skills, certification, and experience. Assignments for the Interpreter II often involve high levels of interactive discussions requiring the interpreter to rapidly switch between spoken English and sign language or manual sign system and vice versa. These assignments may include, but are not limited to, the following:

- ◆ Advanced level or highly complex classes requiring significant and rapid interaction using highly technical or specialized subject matter and vocabulary;
- ◆ Discussion situations in classrooms, conferences and workshops involving advanced and/or complex topics requiring significant sign-to-voice and voice-to-sign translations; and,
- ◆ More complex interpreting situations such as conferences, workshops, seminars, theatrical, and/or other platform settings where multiple consumers, including students, faculty and staff are served simultaneously.

In order to provide Deaf or Hard-of-Hearing students the same access to instruction provided for hearing students (taking into consideration language and cultural differences), the skilled Interpreter II adapts terminology, language, instruction, concept, theory, and emotion to convey all aspects of the lecture, teaching material, and experiences. Classes or seminars taught with specialized vocabulary, ideas, or concepts can be relayed successfully to the student only if the interpreter has knowledge of the complex subject matter to a degree that provides for fluent, accurate, and specific translation in the language mode that the Deaf or Hard-of-Hearing consumer can understand readily.

Other duties for the Interpreter II may include mentoring other interpreters, providing training at employee in-service programs, and advising other interpreters on technical issues. Two skill/pay levels are defined within this classification and are distinguished by the level of certification required as described under Typical Qualifications.

TYPICAL QUALIFICATIONS:

Knowledge:

In addition to the knowledge required of the Interpreter I, both skill/pay levels of the Interpreter II require thorough knowledge of the interpreting process; demonstrated understanding of the special communication needs of Deaf or Hard-of-Hearing consumers; comprehensive understanding of Deaf Culture; working knowledge of platform interpreting techniques; working knowledge of the vocabulary, terminology, and basic information in a variety of subjects; and specific knowledge of specialized vocabulary and techniques used in interpreting professional and technical subject matter.

Abilities:

In addition to the abilities required of the Interpreter I, both skill levels of the Interpreter II must be able to interpret effectively at a level that requires using unique terminology and language; effectively shift between ASL or a manual sign system to spoken English and vice versa in highly interactive situations, such as discussions, workshops, seminars and platform settings; interpret difficult and complex terms, concepts, ideas and emotions; learn unique subject matter, theories, and terminology; provide accurate, thorough, and comprehensive services; and be responsive to students' communication needs and preferences.

Education and Experience:

Generally, wide acquaintance with academic higher education through attendance at or graduation from a four-year college or university may be essential to provide interpreting services at the level required for the position assignments. In addition, two years of relevant documented interpreting experience in a variety of settings usually are needed to perform at the level required for position assignments.

Certification Requirements:

The following certifications are required for each of the two skill levels within this classification:

Salary Range A:

Incumbents must possess and maintain skills certification in **either** interpreting or transliteration as issued by the National Registry of Interpreters for the Deaf (RID) **and/or** certification at Level 3 by the National Association for the Deaf (NAD) or comparable certification. NAD certification at Level 4 is preferred.

Salary Range B:

Incumbents must possess and maintain skills certification in **both** interpreting and transliteration from RID **and/or** certification at a Level 4 from NAD or comparable certification. NAD certification at Level 5 is preferred.

LEAD INTERPRETER

Under general direction, the Lead Interpreter provides lead work direction and coordination to individuals providing interpreting and related support services for Deaf and/or Hard-of-Hearing consumers. In addition, Lead Interpreters regularly perform interpreting services. Incumbents must possess skills comparable to or higher than those identified for an Interpreter II in order to effectively assess student needs, evaluate the language and interpreting skills of interpreters, and make successful matches between students and interpreters.

Lead work direction typically involves assigning and scheduling employees, taking into consideration a student's needs and preferences and the employee's skills; arranging for substitutes; orienting and training new employees in university procedures; providing instructions on work procedures; facilitating and participating in in-service training activities; assisting in the recruitment and selection of employees through skill evaluations; monitoring work quality and providing input to performance evaluations; reviewing timesheets; and serving as a resource to employees on technical, confidential, and sensitive matters.

TYPICAL QUALIFICATIONS:**Knowledge:**

In addition to the knowledge required of the Interpreter II, the Lead Interpreter must possess knowledge of standard supervisory and training techniques; demonstrate a thorough understanding of student and classroom needs in a university setting; possess a thorough knowledge of nationally recognized certification requirements, such as those recognized by RID and NAD; and possess a thorough understanding of appropriate interpreter protocols and the RID Code of Professional Conduct. Lead Interpreters also should be familiar with Assistive Listening Devices.

Abilities:

In addition to the abilities required of the Interpreter II, the Lead Interpreter must be able to facilitate and provide technical skills training; demonstrate organizational skills related to scheduling; assess student needs and interpreter skills to make effective matches between students and interpreters; demonstrate fluency of ASL and English vocabulary and ability to voice and match the appropriate register to the situation; and provide lead work direction to others.

Education and Experience:

In addition to the education and experience required for the Interpreter II, the Lead typically requires a broader acquaintance with academic higher education through attendance at or graduation from a four-year college or university in order to effectively understand student needs in various university settings and ensure effective delivery of interpreting services. Incumbents must have sufficient experience to demonstrate skills and abilities necessary to provide lead work direction, including effectively evaluating capabilities of interpreters. Typically, three to four years of relevant experience are required.

Certification Requirements:

Lead Interpreters must possess and maintain skills certification in **both** interpreting and transliteration from RID **and/or** certification at a Level 4 from NAD or comparable certification is required. NAD certification at Level 5 is preferred.

Special note on certifications: *Certification requirements will be updated to reflect the new NAD-RID National Interpreter Certification program after it is implemented and fully operational.*



Realtime Captioner Series

Classification Title	Class Code	Date Established
Realtime Captioner	7191	08-02-06
Lead Realtime Captioner	7192	08-02-06
Realtime Captioner - 8/12	7220	08-02-06
Lead Realtime Captioner - 8/12	7221	08-02-06
Hourly Interpreter/Realtime Captioner/ Computer-Aided Transcriber	7193	08-02-06

OVERVIEW:

This series is comprised of two classifications, Realtime Captioner and Lead Realtime Captioner. Incumbents provide communication access realtime translating services (CART) to consumers such as Deaf or Hard-of-Hearing individuals, and/or other disabled individuals, including students, faculty, staff, and university guests. Incumbents facilitate communication by using court reporting methods, a steno machine, realtime technology, software, and a laptop computer to create realtime word-for-word text of spoken English. Incumbents further facilitate communication by assisting consumers with concurrent participation in the communication process by voicing questions or comments that the consumer has entered into the system.

Realtime Captioners are distinguished from Computer-Aided Transcribers by their technical training in and use of court reporting steno methods, theories, and software to provide realtime word-for-word transcriptions. Additionally, incumbents are distinguished from Notetakers in that they are actively involved in facilitating interactive communication between the consumers and others through the use of computerized systems, realtime technology and software.

REALTIME CAPTIONER

Realtime Captioners provide immediate verbatim translation of spoken English into text using court reporting methods, a steno machine, realtime technology, software, and a laptop computer. The consumer(s) reads the text on a laptop computer screen or other display device as it is being created in such settings as the classroom, student-teacher conferences, and/or other academic, instructional or administrative situations. The Captioner does not summarize information, but provides a complete transcription of all spoken words and environmental cues. Incumbents often provide consumer(s) with an electronic disk, e-mail, or hard copy version of the final, edited transcript.

To ensure the efficiency and accuracy of translations, Realtime Captioners must research technical terminology related to assignments and continually develop and modify custom software dictionaries. Assignments may be specialized or technical in nature and may require additional preparation for comprehension and accurate translation. Some assignments may involve team captioning to provide relief opportunities. Because system software and dictionaries are highly customized, incumbents may provide their own software and equipment.

Two skill levels/salary ranges are defined for this classification. Placement in the second skill level and salary range is based on obtaining industry-recognized certification as outlined under Typical Qualifications.

TYPICAL QUALIFICATIONS:

Knowledge:

Incumbents must possess a thorough knowledge of court reporting methods and theories, realtime software and technology, realtime captioning computer systems and equipment, and the industry-recognized code of ethics; comprehensive knowledge of the English language, including grammatical structures, syntax, spelling, vocabulary, and punctuation; working knowledge of the language and vocabulary used in the assigned translating situations; and general knowledge of Deaf and Hard-of-Hearing Culture.

Abilities:

Incumbents must be able to caption at a minimum rate of 180 or more words per minute with a high level of accuracy; proficiently use, maintain, and troubleshoot court reporting steno equipment, realtime software, and computer systems and equipment; develop, maintain, and proficiently use a thorough dictionary that enables accurate and fluid translation; effectively listen for continuity, sense, and detail while translating; proficiently write in realtime in a conflict-free manner using punctuation and sustaining accuracy in fast-paced stressful situations; use advanced editing skills; work effectively with consumers; and maintain confidentiality.

Education and Experience:

Formal training in court reporting and steno methods to meet position requirements is required, with graduation from a court reporting school preferred. In addition, typically six to twelve months of experience providing realtime captioning services, preferably in a higher education setting, is necessary to perform at the level required for the translating assignments in the university setting. Additional post-secondary education in a four-year college or university setting may be necessary to fully comprehend and provide accurate translations of the language and vocabulary used in various academic, instructional, and/or administrative situations.

Certification Requirements and Salary Range Placement:

Salary range placement is based on the certification of the Realtime Captioner.

Salary Range A:

Incumbents must meet the typical qualifications outlined above.

Salary Range B:

In addition to meeting the requirements outlined above, incumbents typically have two or more years of captioning experience and must possess one of the following certifications:

1. State of California Certified Shorthand Reporter certificate; or,
2. Court Reporting Certificate of Completion; or,
3. Certified CART Provider through the National Court Reporters Association (NCRA) (preferred); or,
4. Possess a comparable industry certification.

Equipment:

Because the dictionaries of these systems are highly customized, Realtime Captioners often provide their own equipment and software, including realtime-capable steno machine, laptop computer, display monitor for consumers, current software for realtime translation, realtime cables, and other items for set up (e.g., extension cords, extra battery, power surge protector).

LEAD REALTIME CAPTIONER

Under general direction, Lead Realtime Captioners provide lead work direction and coordination to individuals providing realtime captioning and related services and support (service providers) to Deaf and/or Hard-of-Hearing and/or other disabled individuals. In addition, Lead Captioners regularly perform realtime captioning services. Incumbents must possess skills comparable to or higher than those identified for a Realtime Captioner to effectively assess student needs, evaluate the skills of realtime captioners, and make successful matches between students and service providers.

Lead work direction typically involves assigning and scheduling other employees, taking into consideration a student's needs and preferences and the skills of the service provider; arranging for substitutes; orienting and training new employees in university procedures; facilitating and participating in in-service training; assisting in the recruitment and selection of employees through skill evaluations; monitoring work quality and providing input to performance evaluations; reviewing timesheets; and serving as a resource to other service providers on technical, confidential, and sensitive matters.

TYPICAL QUALIFICATIONS:

Knowledge:

In addition to the knowledge requirements for a Realtime Captioner, the Lead must possess knowledge of standard supervisory practices and techniques; demonstrate a thorough understanding of student and classroom needs in a university setting; and possess a thorough knowledge of industry recognized certification requirements and code of ethics.

Abilities:

In addition to the abilities required of the Realtime Captioner, the Lead must be able to facilitate and provide technical training; demonstrate organizational skills related to scheduling; assess student needs and service provider skills to make effective matches between students and service providers; demonstrate a high level of captioning capabilities; and provide effective lead work direction.

Education and Experience:

In addition to the education and experience of a Realtime Captioner, the Lead Captioner may require a broader acquaintance with academic higher education through attendance at or graduation from a four-year college or university in order to effectively understand student needs in various university settings and ensure effective delivery of services. In addition, incumbents must have sufficient experience to demonstrate the skills and abilities necessary to provide lead work direction, including effectively evaluating capabilities of providers. Typically, two to three years of relevant experience are required.

Certification Requirements:

Possession and maintenance of the certifications cited under the Realtime Captioner, Salary Range B, are highly preferred, but not required.

Equipment:

Because the dictionaries in these systems are highly customized, incumbents often provide their own equipment and software, including realtime-capable steno machine, laptop computer, display monitor for consumers, current software for realtime translation, realtime cables, and other items for set up and ensuring minimal interruption of translating (e.g., extension cords, extra battery, power surge protector).



Computer-Aided Transcriber

Classification Title	Class Code	Date Established
Computer-Aided Transcriber	7180	08-02-06
Computer-Aided Transcriber - 8/12	7210	08-02-06
Hourly Interpreter/Realtime Captioner/ Computer-Aided Transcriber	7193	08-02-06

OVERVIEW:

Computer-Aided Transcribers use a laptop computer and computer-aided speech-to-print transcription system to provide communication access services to consumers such as Deaf or Hard-of-Hearing individuals, or persons with disabilities including include students, faculty, staff, and university guests. Incumbents facilitate communication by creating realtime meaning-for-meaning text of spoken English, which is simultaneously displayed on a screen visible to the consumer. Transcribers also assist consumers with concurrent participation in the communication process by voicing questions or comments that the consumer has entered to the system.

Computer-Aided Transcribers are distinguished from Realtime Captioners by the methods, systems and software used. While Computer-Aided Transcribers use computer-aided speech-to-print transcription systems to create meaning-for-meaning transcriptions, the Realtime Captioner is distinguished by the use of court reporting steno methods, equipment, and realtime technology to provide realtime word-for-word transcriptions. Incumbents are distinguished from Notetakers in that Transcribers are actively involved in facilitating interactive communication between the consumers and others through the use of computerized systems and realtime technology and software.

TYPICAL ACTIVITIES:

Computer-Aided Transcribers use a laptop computer and computer-aided speech-to-print transcription system, which enables incumbents to create meaning-for-meaning, realtime transcriptions of spoken English, in such settings as the classroom, student-teacher conferences, and/or other academic, instructional or administrative situations. Transcribers may use a combination of speed typing, automatic speech recognition, text condensing strategies, and phonetic and/or spelling abbreviations to produce realtime transcriptions. Consumers read the text on another computer screen or other device as it is being created. While Computer-Aided Transcribers provide a meaning-for-meaning transcription, it is close to verbatim. Transcribers capture all spoken content, but are trained to omit such things as false starts, repetitions, and other non-meaningful speech. In addition, incumbents often provide consumer(s) with an electronic, disk, e-mail, or hard copy version of the final, edited transcript.

TYPICAL QUALIFICATIONS:

Knowledge:

Incumbents must possess a thorough knowledge of the specialized computer-aided speech-to-text software and transcription system they are using, including a thorough knowledge of standard spelling and/or phonetic abbreviations, text condensing strategies, and automatic speech recognition involved in creating meaning-for-meaning translations; working knowledge of the computer equipment used, language and vocabulary used in assigned translating situations, and the industry's code of ethics; and familiarity with Deaf and Hard-of-Hearing Culture.

Abilities:

Incumbents must be able to proficiently use specific speech-to-text software and word condensing strategies to ensure the accuracy of transcriptions; speed type at a minimum rate of 55 to 60 words per minute; demonstrate proficient English grammar and editing skills; maintain confidentiality; and work in stressful situations requiring constant attentiveness. Incumbents must possess strong listening skills, phonetic aptitude, and language skills to ensure transcription of the full meaning intended by the speaker(s).

Education and Experience:

Familiarity with academic higher education: attendance at a post-secondary institution may be necessary to understand and provide accurate transcriptions of the language and vocabulary used in the various academic, instructional, and/or administrative situations. Typically, three to six months of related experience, preferably in a higher education setting, are necessary to meet the requirements of most transcribing assignments.

Certification:

Certification in the applicable computer-aided transcribing system is preferred.