



# BUSINESS PRACTICES FOR INTERPRETERS

3-0-3

Date: 1/2/2012

**COURSE NUMBER:** ITP 214

**PREREQUISITE(S):** ITP 110

**CO-REQUISITE(S):** N/A

**COURSE DESCRIPTIONS**

This course will explore various aspects of being a working community interpreter such as working with interpreting services, pricing and costs, community agencies, tax advantages and planning, protecting oneself physically, current practices of interpreting services, and how they impact the independent contractor.

**TEXTBOOK(S):** Humphreys, L. The Professional Sign Language Interpreter's Handbook, 3<sup>rd</sup> edition. Sign Language Interpreting Media, Inc., 2007. ISBN#978-0-9724161-2-2

**REFERENCE(S):** Richards, T. (2008). Establishing a Freelance Interpretation Business: Professional Guidance for Sign Language Interpreters, 3<sup>rd</sup> ed. Hillsboro, OR: Butte Publications.  
Internal Revenue Service Small Business/Self-Employed Virtual Small Business Tax Workshop, available at <http://www.irs.gov/businesses/small/article/0,,id=200274,00.html>

**OTHER REQUIRED MATERIALS, TOOLS, AND EQUIPMENT:** Computer with Internet access, Internet Explorer 5.0 or higher or other current browser, Java, word processing software (must be able to save Word format), Windows Media Player, Flash Player, and anti-virus software.

**METHOD OF INSTRUCTION:** This course will use online lecture notes, assigned readings and online quizzes, class discussion and media. Student participation will be required.

**GRADING SYSTEM:**

93	-	100	=	A
85	-	92	=	B
77	-	84	=	C
70	-	76	=	D
Below	-	69	=	F

**GRADE  
CALCULATION  
METHOD:**

Midterm and Final Exams	=	25%
Projects	=	50%
Discussions/Participation	=	25%
	=	<u>100%</u>

**CONFIDENTIALITY:**

All students' e-mail addresses may be available to other students in the class. Although some assignments in an online course may encourage or require peer communication, the instructor will make every effort to protect the confidentiality of any personal communication (for example, grades). However, you should recognize that e-mail and other electronic media are not secure; there is no guarantee of the privacy of your e-mail or other personal information.

**APPROPRIATE  
ONLINE BEHAVIOR:**

The use of Spartanburg Community College's website, e-mail service or course management software for creation and/or distribution of material not pertaining to course participation is prohibited and is grounds for dismissal according to College policy under "disruptive behavior." Such actions, include, but are not limited to:

- Inappropriate use of email and discussion boards for:
  - ✓ Harassment
  - ✓ Unlawful solicitation
  - ✓ "Spamming"
  - ✓ "Flaming"
- Use of online editing tools within the course management software to:
  - ✓ Create offensive material
  - ✓ Link to inappropriate materials

**ATTENDANCE  
POLICY:**

An electronic e-mail is required from each student to the instructor by the end of the drop/add period. At this time the Instructor will drop the student from the course if it is not received.

Attendance in an online course is defined by correspondence/interaction as required by the instructor. Students are responsible for accessing the web class weekly to meet the course requirements [three contacts per week is the minimum requirement] of exams, discussion board and paper submissions.

Instructors maintain attendance records. However, it is the student's responsibility to withdraw from a course. A student who stops attending the online class and fails to initiate a withdrawal will remain on the class roster. *With this in mind, for every assignment, test or exam not completed while still enrolled in the course the student will receive a grade of zero and the final*

*course grade will be calculated accordingly.*

**Withdrawal Policy:** During the first 75% of the course, a student may initiate withdrawal and receive a grade of W. A student cannot initiate a withdrawal during the last 25% of the course. Extenuating circumstances require documentation and approval by the appropriate department head and academic dean.

**ACADEMIC CONDUCT:**

**ACADEMIC DISHONESTY:** Students are expected to uphold the integrity of the College's standard of conduct, specifically in regards to academic honesty. All forms of academic dishonesty including, but not limited to, cheating on assignments/tests, plagiarism, collusion, and falsification of information will call for disciplinary action. Disciplinary action imposed may include one or more of the following: written reprimand, loss of credit for assignment/test, termination from course, and probation, suspension, or expulsion from the College. For further explanation of this and other conduct codes, please refer to the Student Handbook.

**CLASS/LAB PROCEDURES:**

Students are responsible for maintaining 3 discussion postings per week on the current module. One must be an original posting, one must be a response to another student, and the third may be either an original or a reply. Learning in this course is student-centered, and students will get out of the course what they put into it.

**ACCOMMODATIONS:**

Students who need special accommodations in this class because of a documented disability should notify Student Disability Services by calling (864) 592-4818, toll-free 1-800-922-3679; via email through the SCC web site at [www.sccsc.edu/resources/disabilities](http://www.sccsc.edu/resources/disabilities); or by visiting the office located in the East Building Room 30-B on the SCC Central campus. Contacting Student Disability Services early in the semester gives the College an opportunity to provide necessary support services and appropriate accommodations.

**COURSE OUTCOMES & OBJECTIVES:**

Upon satisfactory completion of this course, the student will be able to:

- I. Compare and contrast the different types of interpreter certification.
  1. Research the process for certification by RID, NAD, EIPA, State QA boards
  2. Explain the differences in levels of certification
  3. Explain the importance of certification to establish credentials
  4. Describe the benefits of obtaining certification
- II. Identify the laws that affect interpreting.

1. Explain federal laws which helped to establish interpreting as a profession.
  2. Research state laws which regulate certification of interpreters in educational and community settings.
  3. Recognize laws that supersede the code of professional conduct.
- III. Apply the basic principles of small business accounting.
1. Analyze basic profit and loss statements using spreadsheet or small business software
  2. Recognize the “hidden” costs of conducting business as an interpreter
  3. Identify essential equipment and the related costs for an interpreter
  4. Relate the importance of accounts receivable and tracking to success in business
  5. Contrast tax laws for employees, independent contractors and small business owners
- IV. Apply professional standards of conduct to varied interpreter scenarios.
1. Apply the code of professional conduct to varied interpreter situations.
  2. Explain the role of an interpreter to someone unfamiliar with the process.
  3. Discuss professionalism within (and extraneous to) the code of professional conduct.
  4. Define appropriate interpreter attire.
  5. Explain the role of communication in professional behavior.
  6. Apply principles of customer service to the role of the interpreter.
- V. Develop the appropriate forms and marketing materials needed for an interpreter in private practice.
1. Discuss the difference between a small business practice, independent contractor and employee.
  2. Identify the forms needed to sustain a small business
  3. Research examples of invoices, order forms, and other small business forms
  4. Evaluate the role of technology in streamlining business forms
  5. Produce a packet of business information to be presented to customers
- VI. Describe the marketing methods for an interpreter in private practice.
1. Identify basic marketing principles that apply to interpreters
  2. Outline the interpreter’s “market”
  3. Identify the various media that contribute to effective marketing for an interpreter.
  4. Analyze the cost effectiveness of marketing media
  5. Relate the importance of customer service and retention to marketing
- VII. Recognize the hazards facing freelance interpreters.
1. Recognize the importance of maintaining proper physical,

emotional and mental health

2. Identify the physical risks associated with interpreting (repetitive motion, dangerous situations)
3. Explain the stress that interpreting situations can place on emotional health
4. Discuss the need for team interpreting in lengthy assignments
5. Identify strategies for staying physically, emotionally and mentally healthy