EMCI QA Assessor Training

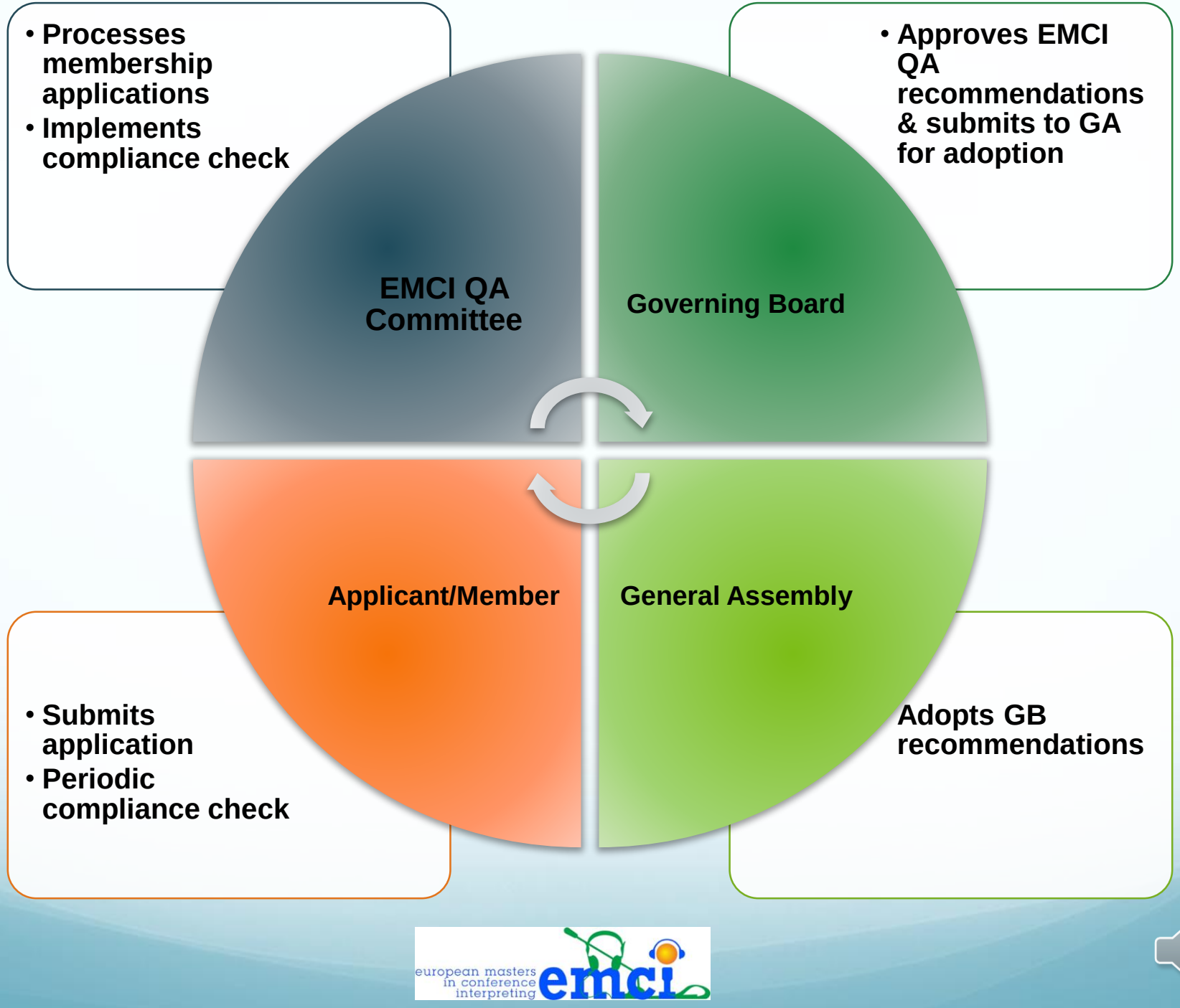
20.03.2015

Virtual seminar

EMCI QA Framework

The EMCI QA Framework is designed to ensure compliance with EMCI Quality Assurance Standards as laid down in the following documents:

- **EMCI Statutes**: Article 5.2, Article 5.3
- **EMCI Core curriculum** (in its entirety)
- **EMCI QA Standards** (in their entirety, but with special reference to all of Article 3)


• Processes membership applications
• Implements compliance check
EMCI QA Committee
• Approves EMCI QA recommendations & submits to GA for adoption
Governing Board
Applicant/Member
• Submits application
• Periodic compliance check
General Assembly
Adopts GB recommendations

EMCI
Application
EMCI
Compliance
EMCI
Membership

New member application

Legal basis:

EMCI Statutes: Article 5.2, Article 5.3

EMCI Core curriculum (in its entirety)

EMCI QA Standards (in their entirety, but with special reference to all of Article 3)

Length of procedure from start to finish:

16-24 months

3 Stages:

1. Document submission and document check
2. Course visit & Final exam attendance
3. Approval stage

Periodic compliance

Legal basis:

EMCI Statutes: Article 5.2, Article 5.3

EMCI Core curriculum (in its entirety)

EMCI QA Standards (in their entirety)

Length of procedure from start to finish:

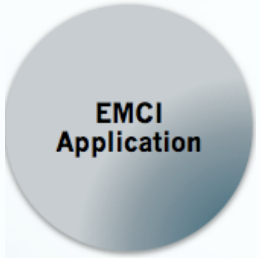
1-6 months

3 Stages:

1. Document submission and document check
2. *Course visit & Final exam attendance (only if needed)*
3. Approval stage

EMCI QA Assessors

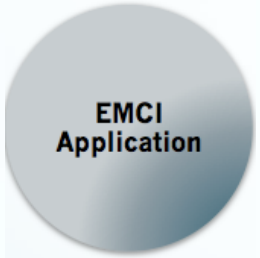
- **General requirements**:
  - Regular trainer at EMCI member institution
  - Excellent understanding of curriculum design, legal/academic frameworks, program management in conference interpreting
  - Excellent working knowledge of English; working knowledge of the applicant institution's official language desirable (at least one of the two visiting assessors shall have a working knowledge of the applicant institution's official language)
  - In-depth understanding of EMCI core legal documents (Statutes, Core curriculum, EMCI-QA Standards)
  - Neutrality and impartiality
  - Ability to work to deadlines



Procedure

1st Round document check:

- Applicant institution submits all documents to the GB (indicated on the web site)
- GB forwards all documents to the EMCI QA via the EMCI Forum (QA Committee Updates where a new thread is created by the EMCI QA committee for each new applicant and all relevant documents are stored).
- GB informs EMCI QA that the application fee has been paid.
- EMCI QA assigns first round of file assessment to one of its members (appointed assessor).
- Appointed assessor checks whether all documents for first-round assessment have been received. In case of missing documents, EMCI QA can communicate directly with applicant institution to request they be sent.
- Appointed assessor then compares the content of the documents against the EMCI QA Standards and notes discrepancies, missing information or lack of clarity for each of the documents submitted. The content of the applicant institution's web site also needs to be consistent with the documentation submitted by the applicant. At times applicants produce documents in response to the EMCI QA requirements, in which case support for a particular item needs to be found in other official documents and/or the web site. This is the substantive part of the assessment procedure and requires considerable attention to detail and investment in time. (1st Round document check)
- Once completed, appointed assessor then submits a draft report to the EMCI QA as a whole for verification and feedback.



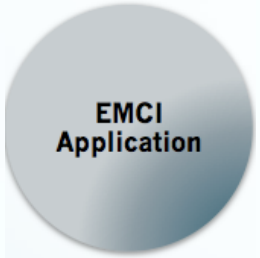
Procedure

1st Round document check:

- The first-round report is then finalized and sent to the GB. If additional information is needed from the applicant, an official letter requesting this information together with an attachment that lists all items that need to be submitted is sent to the applicant by the EMCI QA chair. It is suggested that the institution be given 1-2 months to respond, but a clear deadline needs to be indicated.

- Upon receipt of the additional documents, the appointed assessor repeats the procedure described in 6 and 7. (2nd Round document check)

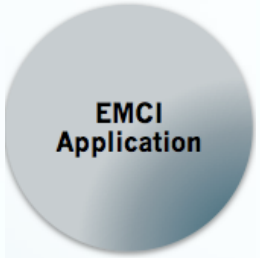
- An interim EMCI QA report is then issued for the applicant institution. This report includes a clear recommendation with regard to the next phase of the application process (attendance at admission and/or final exams, visit of the institution outside of exam sessions, etc.) and forwarded to the GB.



Procedure

2nd Round on-site check preparations:

- GB includes this interim EMCI-QA report on the agenda of the next GA for adoption. EMCI QA recommends assessors to be sent in line with the recommendations included in the report and the GA approves the selection.
- EMCI QA informs the applicant institution of the names of the assessors appointed for the two visits (course/institutional visit, final exam visit).
- Assessor(s) make practical arrangements with the applicant institution for attending exams or for an institutional visit (selection of appropriate dates, travel and accommodation, visa procedures, if applicable). EMCI-QA provides guidance both to the applicant institution and appointed assessors and stands by for any queries.
- EMCI QA puts together a complete file for assessor(s) visiting the applicant institution, including notes on items that merit particular attention and that remained somewhat unclear or required change in order to become compliant with the EMCI QA Standards.

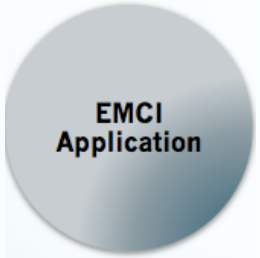


Procedure

2nd Round on-site check:

- Assessor(s) submit a detailed report on their visit directly to the EMCI QA. In order to maintain consistency assessor(s) can use the reporting procedures laid down for regular members (EMCI QA Exam check list; EMCI QA Check list). All documents should be forwarded to EMCI-QA scanned as well as via regular mail in paper form.

- Appointed assessor for the applicant file in question reviews the submitted information and issues a Draft final report to be reviewed by members of the EMCI QA committee. Appointed Assessor liaises with assessors involved in course and exam visits in order to resolve inconsistencies or request additional information about the applicant institution.



Procedure

3rd Round Approval phase:

- The Draft final report so reviewed is then submitted to the GB with a clear recommendation from the EMCI QA.
- The GB puts this Draft final report on the agenda of the next GA for adoption. The procedures outlined in the EMCI Statutes apply.
- If the report recommended unconditional admission of the applicant institution the GB then informs the institution of the decision. The institution will still need to submit in writing a confirmation that it will comply with Art. 5.2.v.
- Should an application procedure be at a very advanced stage, but either the course visit or the final exam visit are still outstanding, the EMCI-QA may decide to issue a Pre-Final report and submit it to the GB who may decide to circulate it to the GA.
- Once the GA has voted and an applicant has become a member of the EMCI, the entire application file is archived on the EMCI web site under the relevant heading.
- In case the Draft final report of the EMCI QA did not recommend admission and, if this recommendation was upheld by the GA, the GB will then inform the applicant institution that not all requirements had been met and that the application file has been returned to the EMCI QA for follow-up.

EMCI Compliance

Procedure

1st Round document check:

- EMCI member institutions submit completed compliance questionnaire on-line
- EMCI-QA Committee verifies completed questionnaires
- EMCI-QA Committee checks compliance with EMCI-QA Standards

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EMCI Compliance

Procedure

2nd Round verification with members:

- EMCI-QA Committee requests additional information from members as needed
- EMCI-QA Committee recommends onsite attendance at final exams and/or course visit as needed

EMCI Compliance

Procedure

2nd Round verification with members:

- EMCI QA informs the member institution of the name(s) of the assessor(s) appointed for the visit(s) (course/institutional visit and/or final exam visit).
- Assessor(s) make(s) practical arrangements with the member institution for attending exams or for an institutional visit (selection of appropriate dates, travel and accommodation, visa procedures, if applicable). EMCI-QA provides guidance both to the member institution and appointed assessor(s) and stands by for any queries.
- EMCI QA puts together a complete file for assessor(s) visiting the member institution, including notes on items that merit particular attention and that remained somewhat unclear in the compliance questionnaire and which could not be resolved during the written procedure.

EMCI Compliance

Procedure

3rd Round on-site check:

- Assessor(s) submit a detailed report on their visit directly to the EMCI QA. Assessor(s) use the reporting procedures laid down for regular members (EMCI QA Exam check list; EMCI QA Check list). All documents should be forwarded to EMCI-QA scanned as well as via regular mail in paper form.
- EMCI-QA issues a Draft final report. Appointed Assessor liaises with assessors involved in course and exam visits in order to resolve inconsistencies or request additional information about the member institution.

EMCI Compliance

Procedure

4th Round approval phase:

- The Draft final report so reviewed is then submitted to the GB with a clear recommendation from the EMCI QA.
- The GB puts this Draft final report on the agenda of the next GA for adoption. The procedures outlined in the EMCI Statutes apply.
- Once the GA has voted on a recommendation of compliance membership in the EMCI is automatically renewed for a 3-year period. The entire application file is archived on the EMCI web site under the relevant heading.
- In case the Draft final report of the EMCI QA indicates non-compliance, and in case this recommendation was upheld by the GA, the GB will then inform the member institution that not all requirements had been met and that the file has been returned to the EMCI QA for follow-up.
- Members in non-compliance dispose of a limited period of time to resolve outstanding compliance issues.

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Potential issues of non-compliance

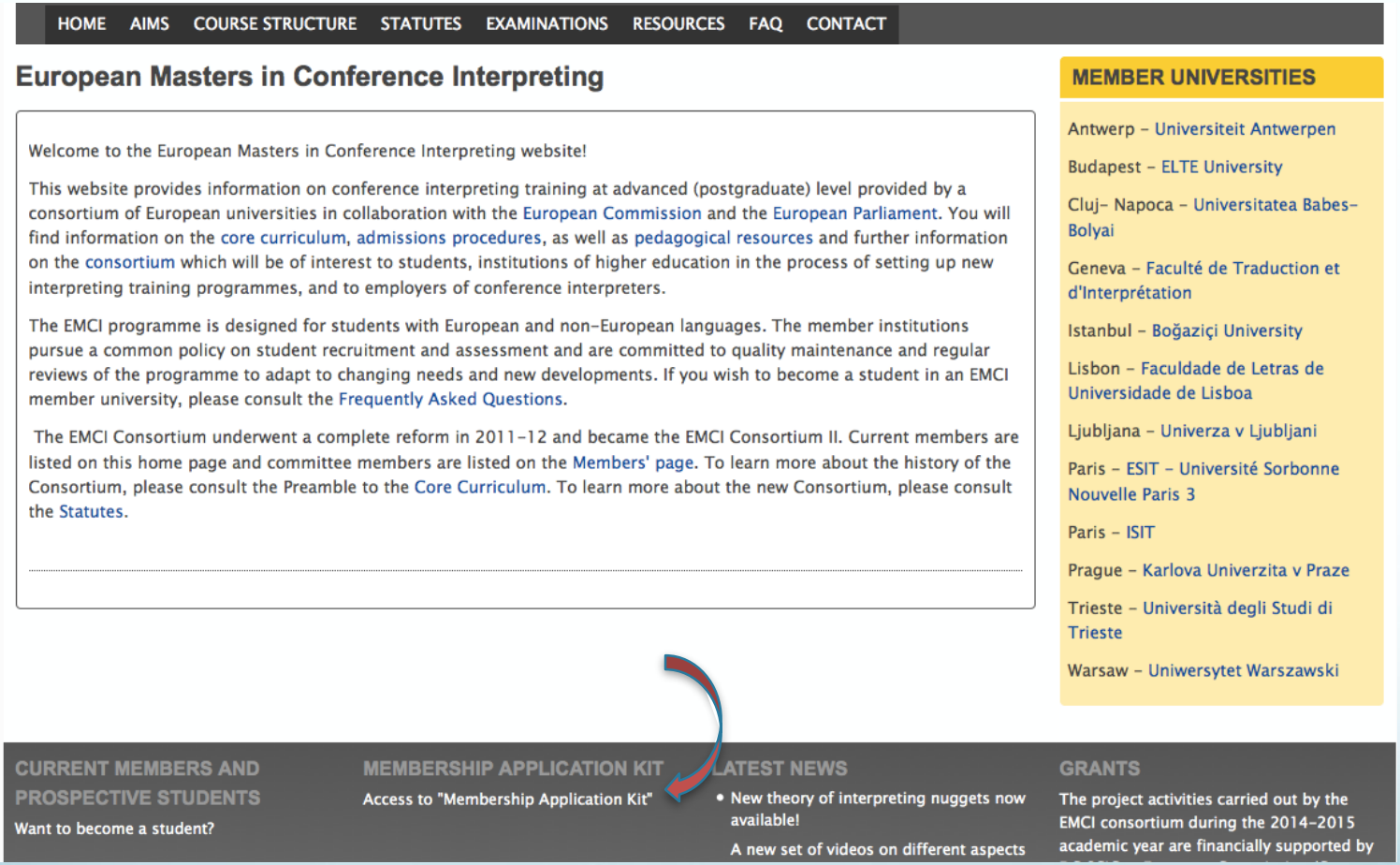
- **Curriculum:**
  - Admissions process
  - Number of contact hours
  - Number of self- and organized group practice hours
- **Staff**
  - Professional experience
  - Language coverage
  - Program direction
- **Assessment** (rules and procedures, jury composition, documentation)
  - Admission exams
  - Interim and continuous assessment
  - Final exams

Potential issues of non-compliance

- **Technical infrastructure**
  - Audio-visual installations
  - AV & IT
  - VC
- **Course evaluation**
  - By students
  - At program level
- **Lack of concordance** between submitted documentation and official web site

Where to find documents

www.emcinterpreting.org



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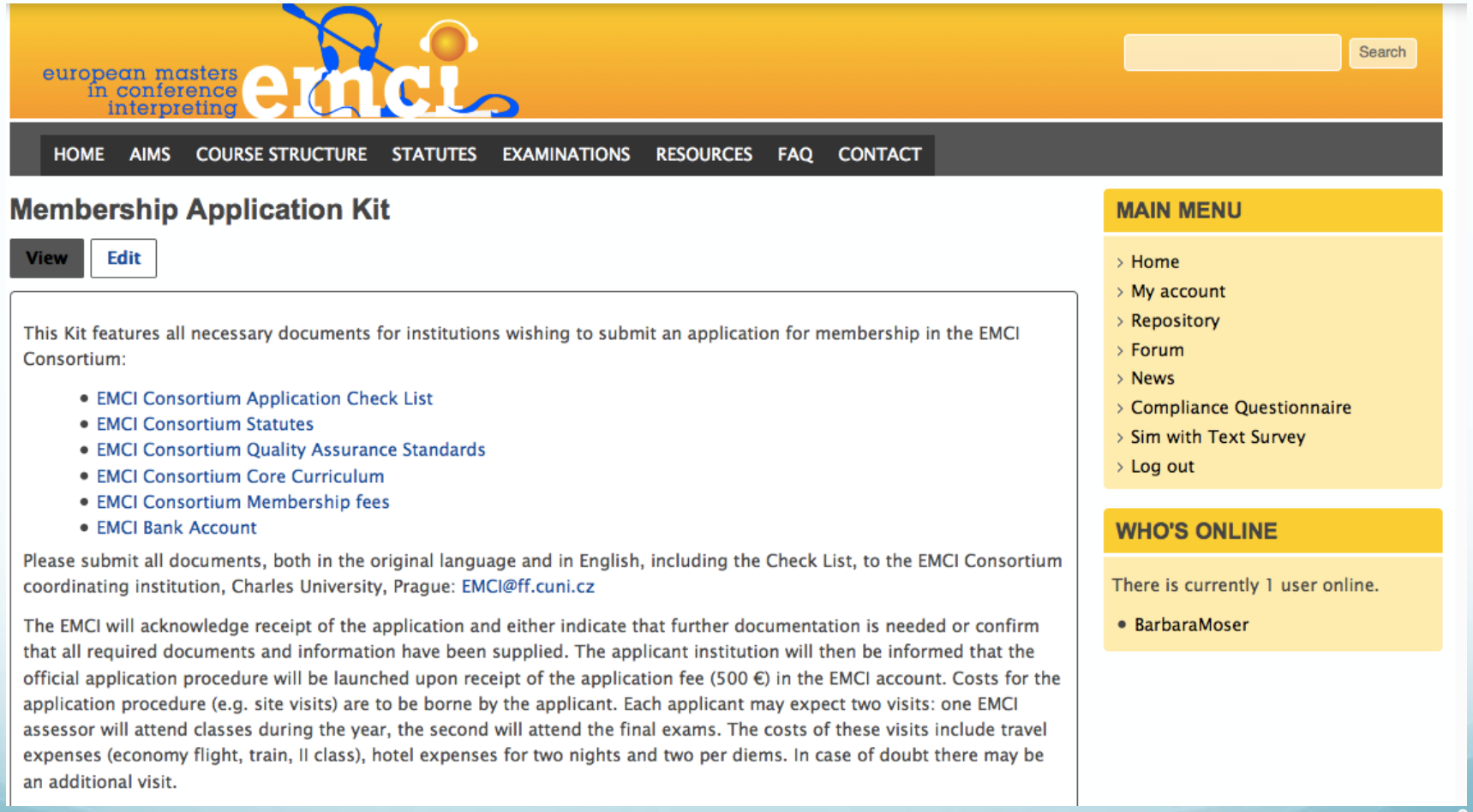

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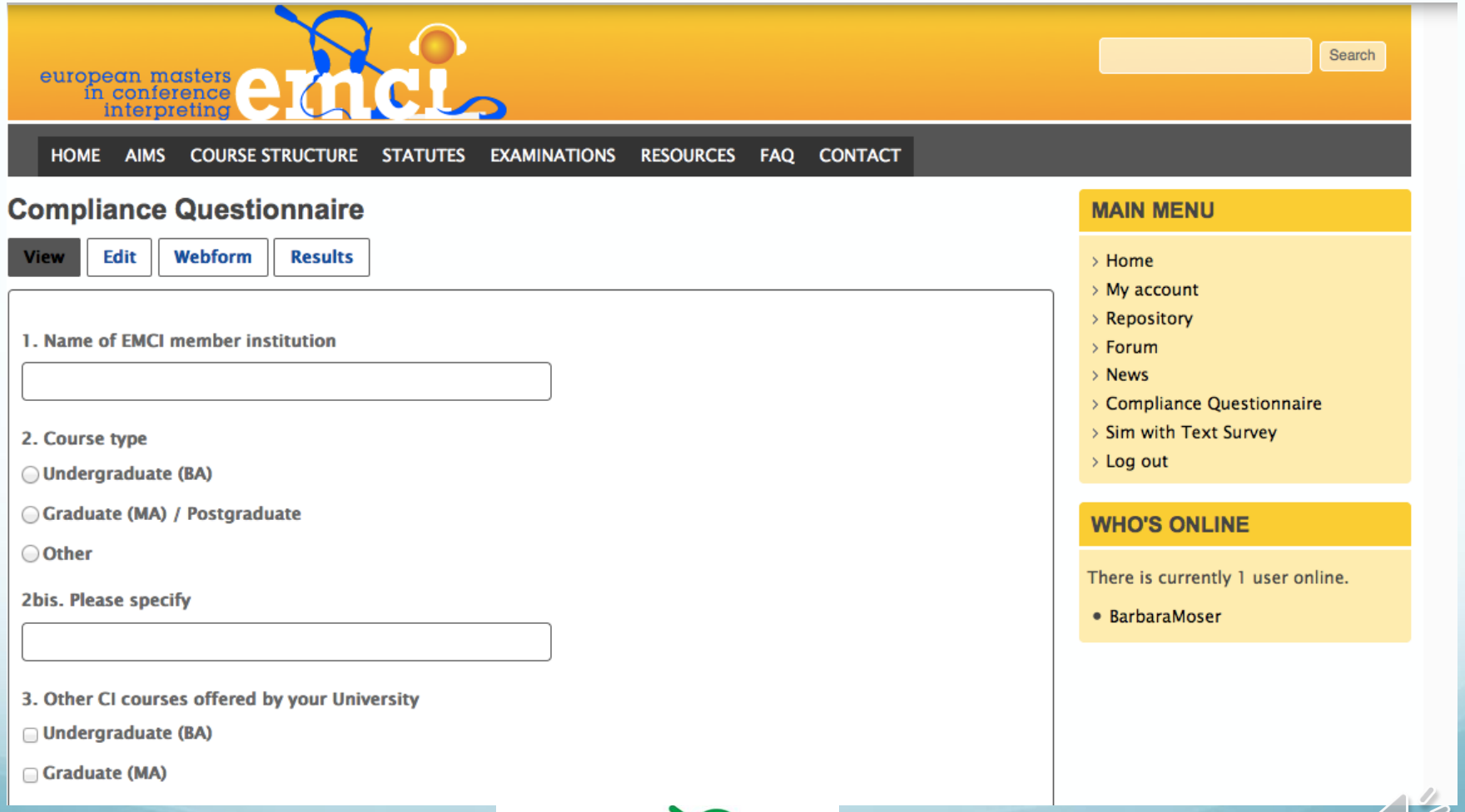

“Everything that can be counted does not necessarily count; everything that counts cannot necessarily be counted”

Albert Einstein