

Spanish Proficiency Assessment Tools

Do you need to feel comfortable that your employees are really understanding what your Spanish-speaking patient, client, or customer is saying?

Do you need to be sure that the information that your clients are receiving is spoken in a Spanish that they can understand?

Do you want an **objective** way to assess the skills of your employees?

Do you have **special vocabulary** that your Spanish-speaking employees need to know and use?

CHICLE developed these Spanish Proficiency Assessment Tools (SPAT) in 2006 for a wide variety of county employees, including health and social service workers, emergency responders, dental providers, and general office workers.

They are **easily modifiable** to suit other work situations, such as hospitals, school systems, non-profits, car dealers, hotel and restaurant staff, or any business or agency that serves Spanish speakers.

Contact us for more information about SPAT.

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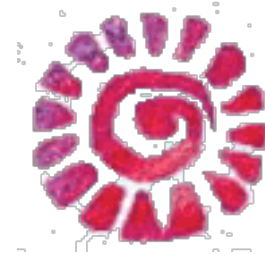
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Spanish Proficiency Assessment Tools

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Spanish Proficiency Assessment Tools

CHICLE has developed a set of tools to help agencies and businesses assess the Spanish language and cultural competency skills of their staff, applicants, and volunteers. Originally developed for Orange County, NC, this package can be used by any organization that serves Spanish speakers. It provides a **proven objective method** to determine the types of interactions that a staff person can comfortably participate in.

If your organization is large enough, we can train one or more of your Spanish-speaking employees to administer the assessment. If not, we can contract with you to do the assessments, either in person or by phone.

The package contains a **general assessment of speaking and listening ability**. If the person passes that assessment, **another assessment related to the actual work of the employee** is administered. These are based on dialogues that will be developed with input from your organization.

It also contains **an assessment of cultural competency** that can be for any employee and assessments of writing and translation skills.

Assessment Categories

Your employees will be placed in one of four groups. **Group 1** are those whose Spanish isn't really good enough to be used in their job.

Group 2 employees can communicate minimally with your clients or customers. They can ask that they wait until another employee comes to talk with them, they can give simple instructions and greetings and make your Spanish speaking clients feel welcome.

Group 3 members are classified as adequate or proficient. They can provide many services but are neither fluent nor bilingual.

Group 4 is for those who are either bilingual native speakers or English speakers who are fluent in Spanish. They will understand idiomatic Spanish that is spoken quickly. Only Group 4 members are assessed for writing and translation skill level. It is important to recognize that many fluent or native speakers do not write or translate well.

Cultural Competency

Our 20-question assessment is mainly a series of True-False questions like: *Hispanic is a racial category like Caucasian or Asian* or *When working with Latinos, you can assume that they are observant Catholics*.

Why go to all this trouble?

Unfortunately, sometimes staff is more willing than able. While you want to encourage their efforts, you remain responsible for their actions.

Our tools provide an objective way to do a difficult and often sensitive evaluation. It removes the personal element that can create situations of discomfort, favoritism, and lack of standardization. The assessments are either recorded or written and are based on a documented point-scoring methodology so disputes can be easily resolved.

We are happy to recommend training that will help staff to move from one group to another.

Prices

Base price for package \$2500
Cost per scenario development ... \$500
Training\$600 per day + travel
Post training consultation\$50/hr.
Review of translations
..... 10 free, then \$20/translation

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