



**NCIHC**  
**Learning**  
**Center**

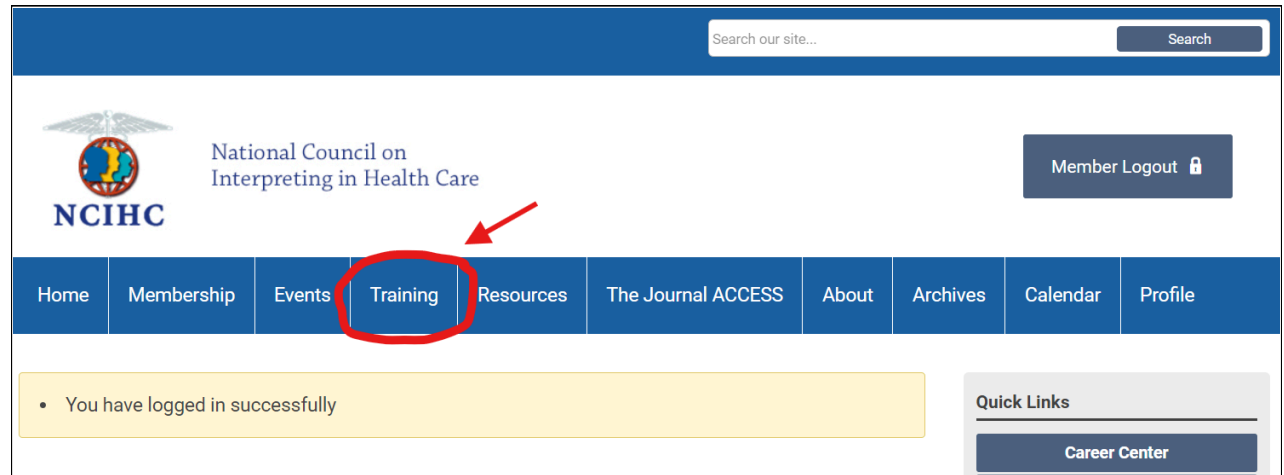
# User Guide



## To access the NCIHC Learning Center, take the following steps.

1. Go to the NCIHC website  
<https://www.ncihc.org/>


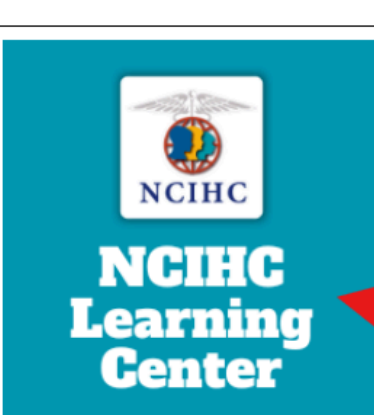

2. Click on the TRAINING tab.




3. Click on the WEBINAR tab.




4. Click on the NCIHC Learning Center link.

	<p><b>Webinar #64!</b> <b>Teaching Ethics, Standards of Practice, and Decision-Making: An Interactive Roundtable</b></p> <p>Knowledge and skill related to ethics, standards of practice, and decision-making are key...</p> <p><a href="#">Click here</a> to learn more.</p>
	<p><b>NCIHC Learning Center!</b></p> <p>Are you looking for recorded webinars? They are now in the Learning Center! <a href="#">Click here</a> to go to the Learning Center or scroll down to the <b>Recorded Webinars</b> section of this page.</p>
	<p><b>Webinar Policies</b></p> <p>Read our webinar policies by <a href="#">clicking here</a>.</p> <p>(updated 4/15/2024)</p>


- Explore the NCIHC Learning Center by clicking on the different options.


COURSE LIST




# NCIHC Learning Center

Click on **COURSE LIST** at the top to browse all webinar recordings or to search for a specific webinar or topic in the Home for Trainers series. Or browse the most recent webinar recordings shown below.




**Teaching translation for community and public service settings HFT063**




This webinar discusses community translation and relevant considerations for teaching community translation. CEUS: CCHI 1.5 instructional hours; IMIA/NBCMI 0.15 CEUs; RID 0.15 Professional Studies CEUs  
🕒 01:30:00

DETAILS




**Medical Interpretation for End-of-Life Issues HFT061**




This webinar focuses on interpreting for end-of-life decision-making and care. CEUS: CCHI 1.5 hours, IMIA .015 CEUs  
🕒 01:30:00

DETAILS




**Interpreting for the Geriatric Patient HFT060**




This webinar focuses on aspects related to interpreting in geriatric healthcare settings. CEUS: CCHI 1.5 hours, IMIA .015 CEUs  
🕒 01:30:00

DETAILS




**Don't Stay Silent! Vocal Health for Interpreters HFT059**




This webinar focuses on vocal health and on ways to teach interpreters about vocal health. CEUS: CCHI 1.5 hours, IMIA .015 CEUs  
🕒 01:30:00

DETAILS




**Public Speaking for Trainers HFT057**




This webinar discusses training interpreters in public speaking skills. CEUS: CCHI 1.5 hours, IMIA .015 CEUs  
🕒 01:30:00

DETAILS

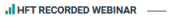


**Investigating VRI: Applications and Implications for Interpreter Trainers, Students, and Practitioners HFT056**




This webinar presents research related to video remote interpreting and implications of that research for interpreter training. CEUS: CCHI 1.5 hours, IMIA .015 CEUs  
🕒 01:30:00

DETAILS




**Teaching with Intention: Stimulate and Track Student Learning with Cognitive Reflection Activities in Interpreting Education HFT053**

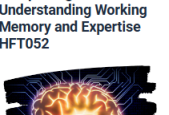


This webinar presents activities intended to develop critical thinking and communication skills in interpreting students. CEUS: CCHI 1.5 hours, IMIA .015 CEUs, ATA 1 CEP  
🕒 01:30:00

DETAILS



**Why Cognition Matters in Public Service Interpreting – Understanding Working Memory and Expertise HFT052**

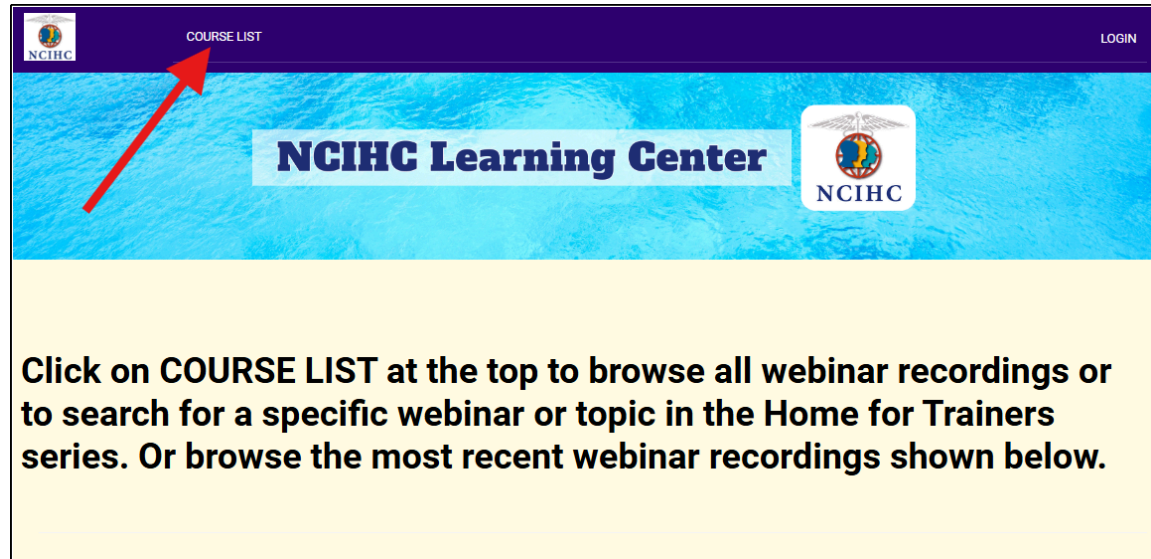


This webinar explores cognitive aspects of public service interpreting, covering both theoretical and practical aspects. CEUS: CCHI 1.5 hours, IMIA .015 CEUs, ATA 1 CEP  
🕒 01:30:00

DETAILS

SHOW ALL COURSES

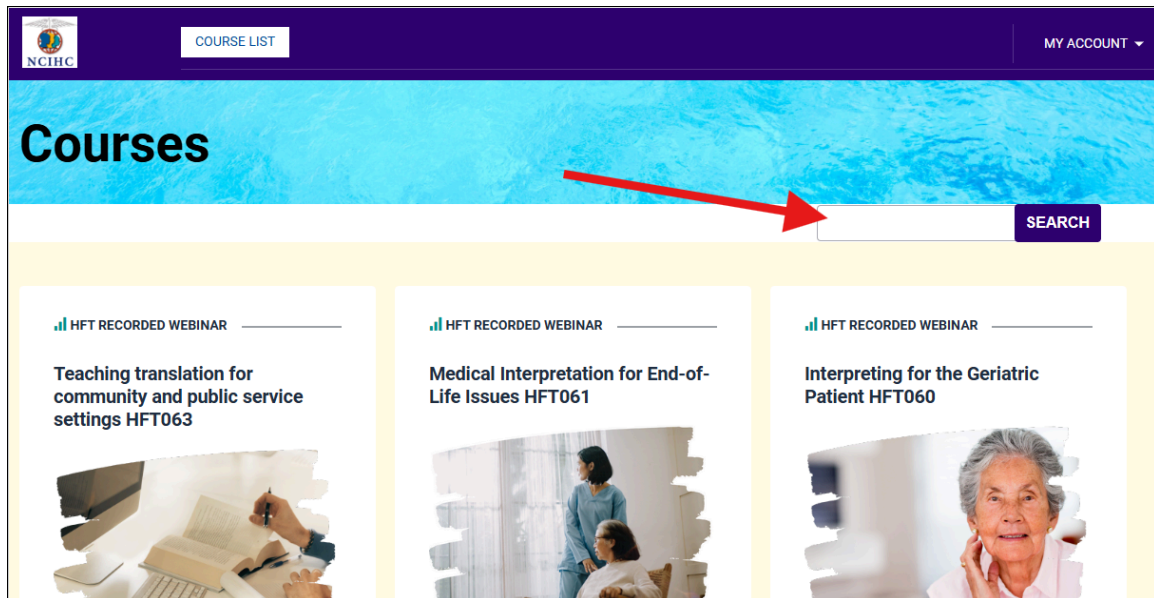
**Note:** Click on “Course List” to browse all webinar recordings.



The screenshot shows the NCIHC Learning Center homepage. At the top, there is a dark purple navigation bar with the NCIHC logo on the left, the text "COURSE LIST" in the center, and "LOGIN" on the right. Below the navigation bar is a blue banner with the text "NCIHC Learning Center" and the NCIHC logo. A red arrow points from the "COURSE LIST" link in the navigation bar to the banner.

Click on **COURSE LIST** at the top to browse all webinar recordings or to search for a specific webinar or topic in the Home for Trainers series. Or browse the most recent webinar recordings shown below.




Use the **SEARCH** bar to locate a specific course or subject matter.



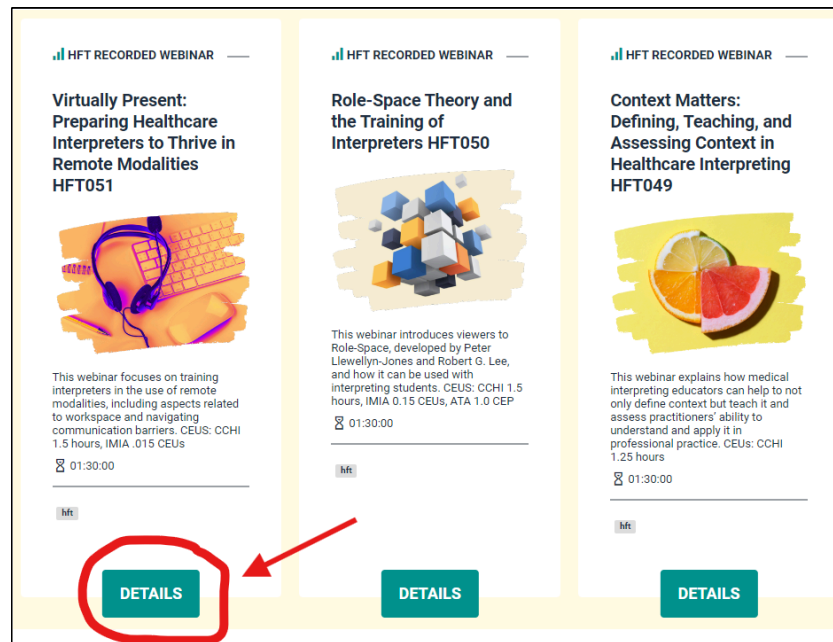
The screenshot shows the "Courses" page on the NCIHC Learning Center. The top navigation bar is dark purple with the NCIHC logo on the left, "COURSE LIST" in the center, and "MY ACCOUNT" with a dropdown arrow on the right. Below the navigation bar is a blue banner with the text "Courses". A red arrow points from the "SEARCH" bar on the right side of the banner to the search bar. Below the banner is a yellow section with three columns, each containing a webinar recording. Each column has a title, a description, and a thumbnail image.

**Courses**

SEARCH

HFT RECORDED WEBINAR	HFT RECORDED WEBINAR	HFT RECORDED WEBINAR
Teaching translation for community and public service settings HFT063	Medical Interpretation for End-of-Life Issues HFT061	Interpreting for the Geriatric Patient HFT060
		

6. Once you see the webinar you want, click on the DETAILS button.



7. Read through the webinar description and click on the Registration link.

member of the California Healthcare Interpreting Association, on the education committees. Elizabeth's educational activities are inspired by the challenges presented by the pandemic. She is committed to maintaining the integrity of the profession in all modalities. She has focused on a peer collaborative and that support the development of practitioners' extralingual care.

This live webinar took place on February 3, 2022.

**Register to view this webinar recording by [clicking here.](#)**

NCIHC Members: FREE

Non-NCIHC Members: \$30.00 Become an NCIHC Member today!

8. You are taken to the login page to enter your login information.

### Login

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#### Interpreting for the Geriatric Patient

Please login and complete the registration form in order to view the webinar. If you experience any difficulty completing this form, please let us know at [trainerswebinars@ncihc.org](mailto:trainerswebinars@ncihc.org)

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#### NCIHC Members and Guest Accounts

NCIHC members and guest who already have a login, use this section to enter your NCIHC username and password.

Username

Password

[Forgot Password](#)  
[Forgot Username](#)

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#### New to NCIHC (not a member and never logged in)

If you are a new user, enter your email address below to login. You will be prompted to enter a password which will establish a guest account.


Email

By providing your email address, you agree to receive emails from National Council on Interpreting in Health Care.

9. Register to view the webinar.  
Once completed, you will see a confirmation page with information on how to access the recording. You will receive this same information in an email, too.


## Virtually Present: Preparing Healthcare Interpreters to Thrive in Remote Modalities

Recorded Webinar




10. Look for the webinar you just registered for and click the VIEW button.

**Note:** Use the search bar (top right) to search for the webinar.


 HFT RECORDED WEBINAR


**Virtually Present:  
Preparing Healthcare  
Interpreters to Thrive in  
Remote Modalities  
HFT051**



This webinar focuses on training interpreters in the use of remote modalities, including aspects related to workspace and navigating communication barriers. CEUS: CCHI 1.5 hours, IMIA .015 CEUs

⌚ 01:30:00





**VIEW**



11. Click on the “Video Recording of Live Webinar...” link to view the webinar.

**Note:** if you see a lock symbol next to the video you do not have proper access to view it. This usually indicates that you are not properly logged in to your NCIHC account or the NCIHC Learning Center.

You need to watch the entire video for the quiz to unlock.

If you get disconnected, you can advance the video to where you lost connection. Otherwise, advancing the video is not recommended. The quiz will unlock once you watch the entire webinar.

## Virtually Present: Preparing Healthcare Interpreters to Thrive in Remote Modalities

### Virtually Present: Preparing Healthcare Interpreters to Thrive in Remote Modalities

This webinar focuses on training interpreters in the use of remote modalities, including aspects related to workspace and navigating communication barriers. CEUS: CCHI 1.5 hours, IMIA .015 CEUs

To watch the webinar, click on the Video Recording link below. When finished, click on the Quiz for Certificate link below to take the assessment exam. ↑

Video Recording of Live Webinar held February 3, 2022



Quiz for Certificate



#### Course Details

- Table of Contents
- Instructors
- Favorites

## How to navigate the video page

The screenshot displays a video player for the "NCIHC Home for Trainers Webinar Series". The video title is "NCIHC presents another educational webinar from the *Home For Trainers Series*". The NCIHC logo is centered on the video frame. The video player includes a play button, a progress bar showing 00:00 to 1:28:09, and a volume icon. A red circle highlights the play button, with an arrow pointing to it labeled "Start video". Another red circle highlights the full-screen icon in the top right corner of the video player, with an arrow pointing to it labeled "Full screen".

To the right of the video player, there is a section titled "Reference files" with a list of files attached:

- NoiseChart\_Poster-8.5x11 HFT059.pdf
- Presentation Slides HFT059.pdf
- Resources to start you on your vocal health journey HFT059.pdf
- Vocal Tips Interpreters HFT059.pdf

Below the reference files, there is a section titled "Area for notetaking" with three buttons: "NOTES", "TABLE OF CONTENTS", and "NEXT: QUIZ FOR CERTIFICATE". An arrow points to the "NOTES" button. Another arrow points to the "NEXT: QUIZ FOR CERTIFICATE" button, with the text "Quiz will unlock once the entire video has been viewed." next to it.

At the bottom of the video player, the file name "WWG59 Don't Stay Silent Vocal Health for Interpreters NCIHC Videorecorded Webinar.mp4" is displayed.

## Taking the Quiz

When you are ready to take the quiz, click on the quiz link. (bottom right blue bar)

The screenshot shows a video player for the "NCIHC Home for Trainers Webinar Series". The video content displays a thank you message and instructions: "Thank you for attending the webinar! You will be prompted to complete the Assessment Exam. A passing grade is required to receive your Certificate of Attendance for any continuing education credits you are seeking." The video player includes a progress bar at the bottom showing 1:28:09. To the right of the video player, there is a "Files attached" section listing four PDF files: "NoiseChart\_Poster-8.5x11 HFT059.pdf", "Presentation Slides HFT059.pdf", "Resources to start you on your vocal health journey HFT059.pdf", and "Vocal Tips Interpreters HFT059.pdf". Below the files, there are three blue navigation buttons: "NOTES", "TABLE OF CONTENTS", and "NEXT: QUIZ FOR CERTIFICATE". A red arrow points from the "NEXT: QUIZ FOR CERTIFICATE" button towards the right.

1. This will open up the Navigation menu. Click on START.

The screenshot shows the "Assessment details" page. It lists the following information: "Total points: 20", "Passing score: 75%", "No time limit for this assessment", and "Number of attempts remaining: 2". Below this information is a large blue "START" button, which is pointed to by a red arrow. Below the "START" button are three more blue navigation buttons: "NOTES", "TABLE OF CONTENTS", and "PREVIOUS: VIDEO RECORDING OF LIVE WEBINAR HELD MAY 15, 2014". Red arrows point from each of these three buttons to the right, where text explains their function: "NOTES" takes you to your "NOTE" page, "TABLE OF CONTENTS" takes you to webinar menu page, and "PREVIOUS: VIDEO RECORDING OF LIVE WEBINAR HELD MAY 15, 2014" takes you to webinar video.

2. After you click on START, the first quiz question will appear. Select your answer and then click on the NEXT button.

1. [Redacted question text]

☐ True

☐ False

1 ▾

NEXT

In progress

Question 1 of 4

3. Proceed through the quiz, answer the questions, and click FINISH. Your results will be displayed.

**Congratulations!**

You passed the assessment with a score of 100%

100%

VIEW RESULTS

NOTES

TABLE OF CONTENTS

PREVIOUS: VIDEO RECORDING OF LIVE WEBINAR HELD MAY 15, 2014

**Assessment summary**

You failed the assessment with a score of 50%

50%

VIEW RESULTS

NOTES

TABLE OF CONTENTS

PREVIOUS: VIDEO RECORDING OF LIVE WEBINAR HELD MAY 15, 2014

4. If you need to retake the quiz, you can do so 1 time. Click on the TABLE OF CONTENTS button, then click on the RETRY button.

The Quiz can only be taken 2 times. If you have any questions about the quiz, please send an email to [trainerswebinars@ncihc.org](mailto:trainerswebinars@ncihc.org) and put the Learning Center Quiz in the subject line.



**Tip:** Click on the VIEW RESULTS button before retaking the quiz to see which areas you need to review before attempted the second time.

**Assessment summary**

You failed the assessment with a score of 50%

50%

VIEW RESULTS

NOTES

TABLE OF CONTENTS

PREVIOUS: VIDEO RECORDING OF LIVE WEBINAR HELD MAY 15, 2014

**Assessment Progress**

#	Date started	Date finished	Status	Action
1	06/12/2024	06/12/2024	FAILED	Summary

**Assessment details**

Total points: 20

Passing score: 75%

No time limit for this assessment

Number of attempts remaining: 1

RETRY

NOTES

TABLE OF CONTENTS

PREVIOUS: VIDEO RECORDING OF LIVE WEBINAR HELD MAY 15, 2014

## Certificate and CEUs

If you pass the quiz, your certificate will automatically be emailed to you at the email address on file in your NCIHC account. If you do not see the email, be sure to check your spam or junk mail folder. If you still cannot find the certificate, look in your Learning Center account. <https://ncihc.mclms.net/en/> (be sure to login.)



**Tip:** You can find all of your certificates under the MY ACCOUNT menu in the upper right-hand corner. Select MY CERTIFICATES.

Approved CEUs will be noted on the certificate along with your name and date. If you have any questions about the certificate please send an email to [trainerswebinars@ncihc.org](mailto:trainerswebinars@ncihc.org) and put **Learning Center Certificate** in the subject line.

### LOGGING OUT

To log out of the Learning Center, select MY ACCOUNT and then select LOGOUT.



## Frequently Asked Questions:

### **The Video is not available/lock symbol**

The user must be logged in to their NCIHC member/guest account (ncihc.org) and the Learning Center. If a video is not accessible the user may not be logged in properly. Log out of NCIHC member/guest account (ncihc.org) and the Learning Center. Then log back in, starting with your NCIHC member/guest (ncihc.org) account and then the Learning Center.

### **How do I find the webinars that I have already registered for?**

After you are logged into the Learning Center, you can click on "My Account" found in the upper right-hand corner, and select "My Courses" to see a list of the courses you have already registered for.

### **The Quiz is not available/I couldn't watch the entire video at one time**

The user needs to watch the entire video before the quiz becomes available. If you get disconnected,

you can advance to the spot where you left off and then continue from that point forward watching the rest of the video. When accessing the video again after stopping, start where you left off and do not skip a section. The viewer needs to watch the entire video before accessing the quiz.

**Tip:** If your viewing is interrupted, make a note of the time elapsed on the video. When you begin viewing again, advance to just before the time elapsed to continue viewing. Example: If you are interrupted at 45 minutes, advance the video to 44 minutes when you are ready to continue viewing.



### **Nothing seems to be helping, what else can I do?**

- Try restarting your device.
- Try accessing the Learning Center from a different device.
- Carve out uninterpreted time so you can focus on the issue.
- Contact us at [info@ncihc.org](mailto:info@ncihc.org) or [trainerswebinars@ncihc.org](mailto:trainerswebinars@ncihc.org) or call 202-505-1537 leave voicemail.

