



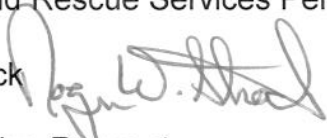
DIVISION OF FIRE AND RESCUE SERVICES
MONTGOMERY COUNTY, MD.

DIRECTIVE

NUMBER: 02-11

July 3, 2002

TO: All Division of Fire and Rescue Services Personnel

FROM: Chief Roger W. Strock 

SUBJECT: Multilingual Certification Request

Beginning in July 2002 members of the bargaining unit who speak other certain languages are eligible to obtain Multilingual Certification. Upon obtaining this certification, those personnel will be paid an additional one dollar per hour for each actual hour worked. The following languages are the only approved languages for DFRS personnel: Amharic, Cantonese, Farsi, French, Hindi, Japanese, Korean, Mandarin, Portuguese, Russian, Sign, Spanish, Tagalog and Vietnamese. Personnel will receive only one certification for pay purposes, regardless of the number of languages spoken.

The certification process involves the employee demonstrating a level of proficiency in the desired language. The Office of Human Resources is the testing body. Currently the only level offered is the basic level which includes oral communication and comprehension.

Employees who desire to be tested will complete the attached form and forward it to the Deputy Chief, Bureau of Program Support Services via the appropriate chain of command. The employees will be contacted by the Office of Human Resources to arrange for the proficiency testing. Personnel who successfully perform the proficiency test will be informed. Multilingual testing is not compensable and must be arranged on the employee's time off.

All personnel who are successfully certified will have their names placed on the County's master list of multilingual individuals. This list is maintained and published on the County's website in order to make certified individuals available to other departments and jurisdictions.

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It is recognized that the Employer has the authority to transfer any bargaining unit member who is receiving multilingual differential certification pay to another location or assignment where there is a need for basic multilingual skills, as such need is determined by the Employer.

Personnel are to complete the Multilingual Certification form and forward it through the chain of command to the Bureau Chief, Program Support Services. The Bureau Chief will forward to the Office of Human Resources. The Office of Human Resources will contact the employee to arrange for testing.

Attached are copies of the Multilingual Certification form and the Multilingual Testing Procedures.

MULTILINGUAL TESTING PROCEDURES

BASIC: **Definition:** those skills required for oral communication (conversation), reading comprehension (reading information in English/second language and understanding meaning of text read), and spontaneously translating information read from the English language into a second language and from the second language into the English language.

- A. The Department must submit a completed Multilingual Certification Form to the Language Specialist in the Office of Human Resources (OHR). Forms are available in the Director's Office of each County Department, in the OHR Resource Library, or in the OHR Office on the 7th floor of the EOB. Forms must have all required departmental signatures prior to submission to OHR.
- B. The Language Specialist will obtain a "certified" rater to assess the oral language skills of the employee to be examined as well as job related information for exam materials.*
- C. The language examination will be conducted by the "certified" rater.
- D. The Language Specialist will notify the employee by phone or email of the examination date.
- E. To pass the oral portion of the examination, the employee must achieve a level of **satisfactory** on each of the three components; namely, (1) the conversation in both English and the second language, (2) reading/comprehension/translating spontaneously from English to the second language, and (3) reading/comprehension/translating spontaneously from the second language to English.
- F. A formal memo with the examination results will be sent from the OHR Director to the Department Director who requested the examination of the employee.
- G. The Language Specialist will notify the employee by phone or email of the examination results.
- H. For an employee who passes the examination, pay retroactivity is set at the 1st pay period following the department heads' or designee's signature on the multilingual certification form.
- I. An employee who fails the examination must request to be retested within six months from the date of the initial test.
- J. If an employee requests a make-up exam, the Language Specialist will obtain a different "certified" rater along with different exam materials. This make-up exam must be taken and passed within six months of the failed exam for the retroactive pay date on the original multilingual certification form to be honored.
- K. An employee who fails the make-up exam must wait six months before resubmitting a "new" language certification form and starting the process again. Pay retroactivity will be set from the 1st pay period after Department head or designee approval date on the "new" request form.

***NOTE:** A credential review of an employee's language skills as opposed to a traditional oral examination may be warranted in circumstances where the second language expertise is not available in the County's "certified" rater pool.

- a. The employee is notified in writing by Language Specialist to document, in writing, proof of a second language proficiency.
- b. The Language Specialist evaluates all documentation submitted by employee.
- c. A formal memo with the examination results will be sent by the OHR Director to the Department Director who requested the examination of the employee.
- d. The policies on Employee Notification, Pay retroactivity, and Make-up Examination as stated in sections G-K above applies to credential reviews as well.

MONTGOMERY COUNTY
OFFICE OF HUMAN RESOURCES
MULTILINGUAL CERTIFICATION FORM (IAFF)

The purpose of this document is to identify positions which require multilingual skills. All employees identified by the department as utilizing multilingual skills during the performance of their duties should complete this form. Completed forms must be reviewed and signed by the employee, his/her supervisor, District Chief and the Bureau Chief of Program Support Services. Please note that this information will not be used to evaluate either work performance or qualifications, however, it is important that the information submitted is complete and accurate.

Position/Employee Identification (Please type or print)

Department	Bureau	Section/Station
Class Title/Rank	Grade	Pos. No./ID No. (DFRS)
Employee's Name	Social Security No.	Work/Home Telephone No.
Language (s)	Home Address	

Proficiency Level: (check)

_____ Basic (oral communication, reading comprehension, and translation)

I certify that the above information is complete and accurate to the best of my knowledge:

Employee's signature _____ Date _____

Print Name _____

I certify that the above information is complete and accurate to the best of my knowledge:

Supervisor's signature _____ Date _____

Print Name _____

District Chief's signature _____ Date _____

Print Name _____ Date _____

Bureau Chief, Program Support Services' Signature: _____ Date _____

Print Name _____

I certify that the above information is complete and accurate to the best of my knowledge.

Completed forms should be returned to the Office of Human Resources, Executive Office Building, 7th Floor. (240)777-5000. You will be notified of your test date and time as soon as a test is scheduled.