

**RID Addresses Invalid Rater Scores on National Interpreter Certification Exam
FREQUENTLY ASKED QUESTIONS**

Q1. What kind of fraudulent activities affected individuals' scores?

A1. Guy Motley, a former RID employee who was previously responsible for managing the distribution of recorded examinations to raters, committed fraudulent activities that affected the National Interpreter Certification (NIC) Interview and Performance Examination scores for 34 individuals whose exams were scored between January and September 2010. These individuals represent less than three (3) percent of those who took the exam in 2010.

In order to determine the extent of the fraud, RID retained an outside forensics auditor to conduct an independent investigation. The results of this investigation, combined with a series of internal audits and reviews, revealed that, in the pursuit to embezzle funds from the organization, Mr. Motley falsified exam scores, rater payments and check endorsements, for the purpose of diverting funds to himself.

At this time, RID has sent notification letters to all affected individuals via trackable mail, with delivery scheduled on or before Tuesday, June 21, 2011. While RID has determined that the impact on RID and its members is very limited, we take this fraud extremely seriously and are working diligently to resolve the issues this incident has raised.

Q2. Can you tell me which employee did this?

A2. Guy Motley, former RID Certification and Education Specialist, was convicted of conspiracy to commit embezzlement and attempted forgery. He is currently serving a one-year jail sentence and has been ordered to pay restitution to RID.

Q3. What actions did RID take when these activities were discovered?

A3. This incident was caused entirely by Mr. Motley who was, upon discovery, immediately terminated, criminally prosecuted and ultimately convicted of conspiracy to commit embezzlement and attempted forgery. In addition, RID quickly took steps to prevent similar activities from taking place, including implementation of new systems and processes in our Certification and Finance departments, and plans for additional steps in the future.

The procedures RID used to identify the impacted individuals included a thorough and exhaustive data review that was conducted by both RID staff and independent certification and assessment experts.

Working with these outside experts, RID has identified procedures to address the questionable scores in a way that will be fair to the candidates affected and to the consumers of interpreting services. These procedures are based on widely accepted practices, and there is considerable precedence for this type of approach.

**RID Addresses Invalid Rater Scores on National Interpreter Certification Exam
FREQUENTLY ASKED QUESTIONS**

Q4. When did these fraudulent activities occur?

A4. RID discovered the activities in September 2010. After a thorough audit and review of the database by RID staff and external certification and assessment experts, it was discovered that the invalid NIC Interview and Performance Examination scores affected individuals whose exams were scored between January and September 2010.

Q5. Why didn't RID catch the embezzlement and attempted forgery sooner?

A5. While the system we had in place ultimately uncovered the fraud, RID recognizes that this did not happen quickly enough. That's why RID immediately reviewed its procedures and made changes to ensure this doesn't happen again. In the future, RID is also going to review the system on a regular basis to identify other ways to strengthen its protections.

Q6. How do you know that the fraudulent scoring doesn't extend prior to January 2010?

A6. With the assistance of law enforcement and an outside forensics auditor, as well as through a series of internal audits and reviews, RID was able to determine that the fraud affected individuals whose exams were scored between January and September 2010.

Q7. How did this incident affect RID's ability to serve the membership in all other programs and services?

A7. In addition to the invalid rater scores, the fraud has also had a profound effect on the current schedule for scoring exams, and thus the results notification timeframe. Once RID discovered the fraudulent activities, we immediately stopped rating exams. Upon completion of the preliminary investigation, RID screened each rater and a new rater qualification process was developed and implemented. As a result, test results have fallen behind the ideal 90-day notification timeframe, and we temporarily have a smaller pool of eligible raters. We apologize for the delays and difficulties test candidates have been experiencing as we work to alleviate the backlog of exams awaiting results.

Budgetary resources from all departments within RID, both staff time and funds, needed to be redirected to adequately address this matter, but overall it has had a limited impact on all other programs and services provided to members. This, of course, is with the exception of the Certification and Education department staff, which prioritized all matters related to this incident.

**RID Addresses Invalid Rater Scores on National Interpreter Certification Exam
FREQUENTLY ASKED QUESTIONS**

In addition to the restitution that Mr. Motley has been ordered to pay to RID, we will also recover a portion of damages through insurance. As a result, the financial impact on RID has been limited and RID remains a financially strong organization.

Q8. How many people were affected by these irregular activities?

A8. Thirty-four (34) individuals whose NIC Interview and Performance Examinations were scored between January and September 2010 were affected directly by this fraud. These individuals represent less than three (3) percent of those who took the exam in 2010. While RID has determined that the impact on RID and its members is very limited, we take these fraudulent activities extremely seriously and are committed to providing support to all affected individuals through this process.

Q9. Why am I only finding out about this now?

A9. RID is committed to open and transparent communication about this matter. To avoid speculation and any unnecessary concern, we had to investigate the situation fully and determine exactly which individuals were affected by the invalid rater scores. We wanted to make sure that we had all the facts in hand before we notified members.

In addition, as a sensitive legal matter involving both internal and external investigations, including a law enforcement investigation and court proceedings, the information about this case was out of necessity kept confidential until all aspects had been thoroughly investigated and the responsible party convicted in a court of law.

Q10. How did RID determine who was affected?

A10. RID hired an outside forensics auditor to conduct an independent investigation and also performed a series of internal assessments to determine the extent of the fraudulent activities' impact. The Alexandria City Police Department also provided additional information that helped determine which individuals were affected.

Then, RID staff worked closely with an independent certification and assessment company, The Caviart Group, to manage a thorough and exhaustive review of the NIC Interview and Performance Examination records.

Q11. What is the resolution for those who have been affected?

A11. Testing experts from The Caviart Group reviewed the NIC scoring process and developed a process to address the fraudulent scoring, with appropriate consideration of fairness to both candidates and consumers. These recommendations were then approved by the RID Board of Directors.

**RID Addresses Invalid Rater Scores on National Interpreter Certification Exam
FREQUENTLY ASKED QUESTIONS**

After RID's pool of raters was reviewed and updated, the potentially affected exams were re-evaluated. Those individuals whose results showed any change from the original exam results have been contacted and have an opportunity to retake the NIC Interview and Performance Examination at no charge. These individuals will have one year from the date of the notification letter to take the exam.

Q12. How do you know for sure who was affected?

A12. The procedures RID used to identify the affected individuals included an exhaustive data review and analysis of all exams scored between January and September 2010. This review was conducted by both RID staff and outside certification and assessment experts.

At this time, RID has sent notification letters to all affected individuals via trackable mail. If you have not received an official communication or notice of an official communication from RID regarding this matter, then neither your certification nor your exam results are in question.

Q13. Did the fraudulent activities affect any other aspects of the NIC Interview and Performance Examination in addition to the invalid rater scores?

A13. This matter has also had a profound effect on the current schedule for scoring exams, and thus the results notification timeframe, as explained in #Q7 above. While the fraud involved questionable scoring of some exams, it is imperative to understand that this does not compromise the validity of the NIC Interview and Performance Examination format or the integrity of the testing methodology in any way.

Q14. How is RID going to correct the affected scores?

A14. All affected individuals are being offered the opportunity to retake the NIC Interview and Performance Examination at no cost. The exam must be taken within one year of the date of the notification letter. The process is designed to be fair to the affected individuals and the consumers of interpreting services.

Q15. RID states that "this does not compromise the validity of the NIC Interview and Performance Examination format or the integrity of the testing methodology in any way." If there are invalid rater scores, how can it not impact the validity and integrity of the exam?

A15. By taking steps to ensure that the candidates whose scores were affected by the fraud are appropriately and fairly re-evaluated, RID has corrected and assured the validity of examination scores and the ongoing integrity of the NIC program.

While the specific tests with invalid scoring were certainly affected, the validity of the NIC program itself was not.

**RID Addresses Invalid Rater Scores on National Interpreter Certification Exam
FREQUENTLY ASKED QUESTIONS**

The integrity of the testing methodology, that is, the ability of the NIC Interview and Performance Examination evaluation process to assess an interpreter's competence, was not affected by the scoring irregularity.

Q16. What has RID done to prevent this from happening in the future?

A16. RID quickly took steps to prevent similar incidents from taking place and plans to take additional steps in the future.

RID's Certification Department has:

- Reviewed rater training records
- Implemented a new rater qualification process
- Created a new rater invoicing system

RID's Finance Department has:

- Retrained staff to emphasize specific controls regarding check writing, processing and distribution
- Adopted new procedures for approving, issuing, distributing and tracking vendor checks
- Identified future steps, such as establishing scheduled reconciliations of exams and expenses

RID plans to adopt a new database that will:

- Enhance the checks and balances that will be built into any changes to exam policies, procedures and electronic processing
- Allow for an enhanced rater payment process