



## Language Proficiency Procedures

### 1. Initial Request

- The **employee completes a Language Proficiency Pay Request Form (POA/ACE)** and signs it.
- The **manager approves** and signs the form.
- The completed form is **submitted to HR** for review.

### 2. HR Review

HR reviews the request to verify that:

- The employee is covered under **POA or ACE**.
- The requested language is supported by **Department need**.
- The duties described indicate **regular, ongoing bilingual/language use**.

If the eligibility criteria are met, HR proceeds with test scheduling. If not, HR documents the reason and notifies the employee and supervisor/manager (and Chief for POA if applicable).

### 3. Exam Scheduling and Completion

- **HR schedules a language proficiency exam** with ALTA.
- ALTA will send instructions on how to take the test.
- The **employee has 30 calendar days** from the date of scheduling to complete the test.
- After the employee takes the test, it typically takes **a few business days** for HR to receive the results from ALTA.

**Cancellation Policy:** Cancellation can be done at no charge by contacting ALTA by 6:00 p.m. ET on the business day before the scheduled test. Late cancellations (after 6:00 p.m. ET on the business day before the test) or no-shows will be charged the full test amount.



#### 4. Test Results and Retest Rules:

- HR receives a **score result** from ALTA and records the result in the employee's HR file.
- A passing score is defined as **6 or higher**.

**If the employee passes (score  $\geq$  6):** HR proceeds to **stipend activation** (Section 5).

#### **If the employee fails (score below 6):**

- The employee is **not eligible** to receive bilingual / language proficiency pay.
- HR **notifies the employee and supervisor/manager**.
- For **POA employees**, the employee may **re-test once every six (6) months**, consistent with the POA contract.

#### 5. Language Proficiency Stipend Activation

- a. HR issues written approval to the employee and manager.
- b. Employees will only receive **one** \$100/month bilingual / language proficiency pay, regardless of how many languages they are certified to interpret/translate.
- c. HR Specialist input stipend amount in banner. Suffix BP for Bilingual pay.
- d. Compensation is reportable for all CalPERS members in categories.