

Solutions Through Innovation:

SMT—the international response to testing

If your organization is offering credentials outside the United States or if it's considering doing so, SMT can bring our experience, expertise, and resources to help ensure your international success.

Indigenous Operations

Conducting business within a region reduces language and currency issues, and reduces costs. In addition to our corporate headquarters in Florida, SMT has offices in London and Hong Kong to conduct business in Europe and the Pacific Rim, respectively.



London

These offices are staffed with local employees who are proficient in many of the region's languages. Processes and procedures followed at the international office match those at the national office except where local regulations and customs require adaptations. Both offices are electronically linked to the Florida office to ensure data continuity.



Hong Kong

Language Translations

SMT is a leader in translating credentialing examinations from English into a variety of languages, including Spanish, French, Japanese, Korean, Mandarin, and Vietnamese. SMT has developed a translation process resulting in accurate, reliable translated examinations. Working with Bilingual Subject Matter Experts (BSMEs), we create examination-specific translation rules to address linguistic/cultural differences and profession-specific vocabulary before beginning the translation.

These translation rules are tested by having one group of BSMEs translate source questions into the target language, and another group of BSMEs back-translate to the source language. Rule governing the forward translations are then formulated so as to minimize differences between the source questions and the back-translated questions.

Connections

The human element is often critical to the success of U.S.-based credentialing programs in other countries. Our staff routinely travels to our clients target countries to establish and develop relationships with key government officials. We take the time necessary to gain an understanding of the cultural and regulatory differences that will influence the administration of our clients' credentialing programs.



SMT President Lee Schroeder meets with a Chinese official in Shanghai

Creativity

SMT is committed to ensuring our clients' success and when working internationally, this sometimes requires creative, flexible solutions, already a hallmark of SMT service.



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