



Policy on providing assistance to students with limited English proficiency

inlingua is committed to helping our students and prospective students make informed decisions regarding admissions, academic programs and non-academic services, legal and financial matters, and other areas related to their experience with our institution. Consequently, inlingua has instituted the following policy to help students and prospective students *with limited English proficiency* understand inlingua policies, important legal and financial documents, and immigration regulations.

1. When possible, spoken communication will be orally interpreted into the student's native language. Most inlingua language centers are staffed by multilingual professionals who can communicate in more than one language, including the languages most frequently spoken by our students (i.e., Spanish and Portuguese).
2. When possible, written communications will be translated into the student's native language by a qualified translator or, if a qualified translator is not available or if immediate translation is required, through the reputable machine translation tool Google Translate.
3. No student will be asked to sign a legally binding document, such as an enrollment form, program terms and conditions, or an activity liability waiver form before the student demonstrates the ability to understand the document in question. Such documents will be translated through one of the methods described in (2) above at the student's request or upon the initiative of an inlingua staff member if it appears that the student may not fully understand the document.
4. All other types of documents not specifically mentioned in (3) above will be translated through one of the methods described in (2) above at the student's request.
5. All inlingua staff members and instructors will proactively work to ensure effective communication with students and prospective students with limited English proficiency by using situation and level-appropriate language and effective cross-cultural communication techniques.