

**Private Career School Catalog**



# **Private Career School Catalog**

## **January 2020**

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**[www.languageaccess1.com](http://www.languageaccess1.com)**

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## Governing Body

Mohamad Anwar: Instructor & Director

Language Access Consulting & Training, L.L.C.

## 2020 Training Calendar

- The Interpreter Advantage (TIA) 40-hour Training Course: January 11, 12, 17, 18 & 19 (9:00 AM -5:30 PM)
- The Interpreter Advantage (TIA) 40-hour Training Course: February 22, 23, 28, 29 & March 1 (9:00 AM -5:30 PM)
- The Interpreter Advantage (TIA) 40-hour Training Course: April 18, 19, 24, 25 & 26 (9:00 AM -5:30 PM)
- The Interpreter Advantage (TIA) 40-hour Training Course: June 6, 7, 12, 13 & 14 (9:00 AM -5:30 PM)
- The Interpreter Advantage (TIA) 40-hour Training Course: July 18, 19, 24, 25 & 26 (9:00 AM -5:30 PM)
- The Interpreter Advantage (TIA) 40-hour Training Course: September 12, 13, 18, 19 & 20 (9:00 AM -5:30 PM)
- The Interpreter Advantage (TIA) 40-hour Training Course: October 24, 25, 30, 31 & November 1 (9:00 AM -5:30 PM)
- The Interpreter Advantage (TIA) 40-hour Training Course: December 5, 6, 11, 12 & 13 (9:00 AM -5:30 PM)

## 2020 Holidays (School will be closed)

New Year's Day: January 1

Easter: April 12

Memorial Day: May 25

Independence Day: July 4

Labor Day: September 7

Thanksgiving: November 26-30

Christmas: December 24-29

## Enrollment

- Training courses and dates are listed in page 3 and are posted online, and enrollment is open for all classes until all available seats are booked for each.
- Maximum number of enrollees is twenty (25) per class.
- Approved candidates must fill the registration form and either make full payment or arrange for a payment plan prior to the beginning of each class.
- Because The Interpreter Advantage (TIA) class is an introductory class for medical/healthcare interpreters, registration prerequisites are limited to:
  1. GED/high school diploma, or equivalent, from the USA or other countries. A Bachelor's degree is preferred.
  2. Valid photo ID.
- All candidates who will successfully finish the TIA program will obtain a "Certificate of Completion"
- In addition, all candidates will be tested by the American Council for the Teaching of Foreign Languages (ACTFL) to establish language proficiency in English and the other interpreting language through the Oral Proficiency Interview (OPI) at no cost to candidates.

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## Attendance Policies

- Candidates are expected to attend 100% of the program forty (40) hours.
- Class is scheduled at 9:00 AM through 5:30 PM each training day, and candidates are expected to arrive at the classroom by 9:15 AM at the most on every training day.
- Candidates must either call or email the instructor in advance in case they will be late.
- Excused tardiness or absenteeism will be compensated for through make-up homework on a case-by-case basis with the instructor.
- Failure to report/excuse tardiness and/or absenteeism will be marked as “No-Show” on the attendance sign-up form.
- If candidate misses up to one whole day training workload; eight (8) hours, it can be worked out with the instructor on a case-by-case basis through make-up homework.
- If a candidate misses more than 8 hours of training, candidate cannot successfully finish that round of training, and (s)he will need to arrange with the instructor, on a case-by-case basis, to finish the training in another training round in the future. Candidate does not need to re-enroll or to pay any additional charges in that case. Failure to finish the training as per agreement with instructor will result in forfeiting the training for that candidate, and no certificate of completion will be issued.
- If for any unforeseen reason training could not be conducted, or needed to be cut, on-site on any given day because of no fault of candidates, it is the instructor’s responsibility to reach out to every candidate to arrange for the make-up day/time.

## Grading Policies

- Attendance and participation in class discussions and group activities account for 30% of the total program grade.
- Through the program, candidates will take two (2) open-book quizzes that account for 20% of the total program grade.
- Final written exam accounts for 50% of the total program grade.
- Passing score of The Interpreter Advantage (TIA) program is set at 70% or higher of the total program grade.
- If candidate scored less than 70% of the total program grade, and on a case-by-case basis, instructor will arrange for make-up homework and one-on-one revision. Candidate will need to re-take the final written exam again and score 70% or higher of the total program grade in order to pass and be issued a certificate of completion.
- If candidate scored less than 70% of the total program grade in the second attempt, candidate will need to repeat the entire training in the future with a new enrollment.

Language Access Consulting & Training, LLC

## Code of Candidate Conduct

The purpose of this policy is to ensure that candidates are aware of and comply with Language Access Consulting & Training, L.L.C. expectations for candidate conduct. Such compliance will enhance the school's ability to maintain discipline and ensure that there is no interference with the educational process. Language Access Consulting & Training, L.L.C. will take appropriate disciplinary action when candidates fail to adhere to the Code of Candidate Conduct established by Language Access Consulting & Training, L.L.C.

All candidates shall be held individually responsible for their behavior and for knowing and obeying the Code of Candidate Conduct.

### Disciplinary Action Options

Candidates must conduct themselves in an appropriate manner that maintains a climate in which learning can take place. Overall decorum affects candidate attitudes and influences candidate behavior. Proper candidate conduct is necessary to facilitate the education process and to create an atmosphere conducive to high candidate achievement.

It is the general policy of Language Access Consulting & Training, L.L.C. to utilize progressive discipline to the extent reasonable and appropriate based upon the specific facts and circumstances of candidate misconduct. The specific form of discipline chosen in a particular case is solely within the discretion of Language Access Consulting & Training, L.L.C. At a minimum, violation of Language Access Consulting & Training, L.L.C. rules, regulations, policies or procedures will result in discussion of the violation and a verbal warning. Language Access Consulting & Training, L.L.C. shall, however, impose more severe disciplinary sanctions for any violation, including exclusion or expulsion, if warranted by the candidate's misconduct, as determined by Language Access Consulting & Training, L.L.C.

### Academic Dishonesty / Cheating/Plagiarism

Cheating includes, but is not limited to, the following actions:

- Copying another candidate's test, theme, book report or paper or assignment.
- Using another person's ideas, expression or words without consent/documentation.
- Preparing to cheat in advance, such as receiving a copy of a test that is to be given or using unauthorized notes during a test.
- Allowing another candidate to copy your work.
- Use of picture phone or other technology to accomplish this end the candidate may receive a "0" (no credit given) on the assignment or test for each cheating incident. He or she will be required to redo the test or assignment and will be disciplined in accordance with Language Access Consulting & Training, L.L.C. Code of Candidate Conduct.

## Fees

- The interpreter Advantage (TIA) tuition is \$600 (Individual Registration).
- Approved candidates must fill the registration form and either make full payment or arrange for a payment plan prior to the beginning of each class.
- Tuition covers the cost of the 40-hour training and the cost of the two (2) language proficiency exams (English & the other interpreting language) through the American Council for the Teaching of Foreign Languages (ACTFL) Oral proficiency Interview (OPI).
- In addition, tuition covers the cost of training handouts and supplies (folders, writing pads, pencils, pens, and highlighters).

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## Refund Policy

### Refund policy for Programs that are 40 hours or less

If your application is rejected, you will receive a full refund of all tuition, fees, and other charges. If your program is 40 hours or less and you withdrew from your program, your refund will be pro-rated by the number of hours attended and the length of the program. To receive a full refund of tuition, fees, and other charges, you must withdraw from your program before the scheduled start day of the program. You will receive written notice acknowledging your withdraw request within 10 business days after receipt of the notice and you will receive a refund of any tuition, fees, and other charges within 30 business days of receipt of your withdrawal. Written notice is effective of the date of the postmark if sent by mail or the day it has been hand-delivered to the institution.

Language Access Consulting & Training, LLC

## Facilities & Equipment

### Facilities

All training programs are conducted at Language Access Consulting & Training, L.L.C. at the following address:

1935 County Road B2 W., Suite #  
402, Saint Paul, MN, 55113

### Equipment

- White Board
- Easel/Writing Pad
- Projector
- Projector Screen
- Two (2) Desktop Computers
- Two (2) Speakers
- Two (2) Headsets
- Ten (10) Student Desks
- Twenty (22) Chairs
- Four (4) Power Wall Plug-ins
- Two (2) Cable Internet Wall Plug-ins
- Microwave
- Tea Maker
- Coffee Maker
- Two (2) Snack Tables
- Fridge
- Water Cooler
- One (1) Color Printer/Copier/Scanner
- One (1) Black & White Printer/Copier/Scanner
- One (1) Landline Phone
- Two (2) Locked File Cabinets
- One (1) TV With DVD Built-In

## Program Outline

### Brief Description:

This is a 40-hour interpreter professional training program intended for all medical and health care interpreters. This training will fulfill the 40-hour professional training for medical and healthcare interpreters required by many hospitals and language service providers in the state of Minnesota. In addition, it provides additional in-depth training on how to master the knowledge, skills, and aptitudes (KSA) needed to take and pass either the CMI or the CHI exam (written & oral parts)

Teaching aides (such as headphones & voice recorders) are available. Accessibility aides (such as magnifiers) can be provided upon prior request and arrangement with the program instructor

\*In case candidate will need to take the ACTFL OPI to fulfill language proficiency requirements, instructor will provide a separate free additional, non-curricular, 2-hour workshop on how to master the ACTFL OPI prior to taking the two exams (English & other language)

### Program Curriculum and Outline:

**Module1:** Health care industry & medical interpreting as a stand-alone profession.

**2 hours**

*History of translation and how interpreting, and consequently medical interpreting, evolved with time*

*Laws (federal & state), executive order, other statutes that govern the medical interpreting profession in the USA*

*The dilemma of medical interpreting as a stand-alone profession vs. the dual role. A review of where does the industry stand currently in the USA*

*The road ahead: Minnesota new interpreters' bill as a case study (Evolution, agreements & disagreements among different stakeholders, and the cost of implementation)*

**Module2:** Different Codes of ethics and standards of practice for medical interpreters & how to work within them. **6 hours**

*History of the development of the different codes of ethics and standards of practice for medical interpreters*

*Why do we have many codes of ethics? And how to navigate our way through them? (With emphasis on the IMIA & the NCIHC codes of ethics)*

The limitations of, and may be the need to revise, the codes of ethics for medical interpreters.

**Module 3:** The four different roles of medical interpreters & implications of each of them. **4 hours**

**Interpreter as a message conveyer:** Direct conveying of messages from SL to TL and back. Best practices and limitations

**Interpreter as a message clarifier:** Adding clarification to the conveyed message. Be aware of "Transparency"

**Interpreter as a cultural liaison:** Beyond clarification and into cultural diversity and misconceptions.

**Interpreter as an advocate:** The most over-used and abused interpreter role. When to advocate? And why?

**Module 4:** Sight translation (The 3 R's concept: re-think, re-structure, and re-phrase). **2 hours**

*How to strategize and how to time yourself?*

*Why is it important to read the paragraph fully in its SL as a first step?*

*The number one trap (i.e. producing a TL paragraph following the SL syntax), and how to avoid it?*

*Best practices, exercises, and peer-rating*

**Module 5:** Consecutive interpreting including note taking and memory enhancement skills. **4 hours**

**Note taking:** Best practices for what can, and what cannot, be written down

**Memory skills:** Human limitation of memory retention and the need to memorize ideas/meanings and not words

**The 3 R's approach:** A simplified version for the fast-paced consecutive mode

*Best practices, exercises, and peer-rating*

**Module 6:** Simultaneous interpreting (Decalage, coping mechanism, and strategy).

**2 hours**

*How to strategize and how to time your decalage?*

*Special coping mechanism for simultaneous mode of interpreting*

*Best practices, exercises, and peer-rating*

**Module 7:** Managing the interpreting session (Pre-session, during the session, and post-session) **2 hours**

***Pre-session interpreter's duties:*** Get to know your client(s), briefing, and a 15-second introduction

***During the session interpreter's duties:*** Positioning and the limitations & variations of the patient-provider-interpreter triad, managing the communication flow between parties, and choosing the appropriate mode of interpreting

***Post-session interpreter's duties:*** Follow up appointment scheduling, pharmacy, and proper interpreter paperwork processing. A final word on professional conduct

**Module 8:** Difficult situations in medical settings. **2 hours**

*Using case studies and published law suits (<http://imiaweb.org/resources/legal.asp>)*

*The decision-making process for medical interpreters*

*How to work within the different codes of ethics for medical interpreters and not upon them*

**Module 9:** Communication styles, cultural diversity, and the need for cultural awareness for all health care workers. **4 hours**

***Intercultural conflict styles:*** Direct Vs. indirect & emotionally-restrained vs. emotionally-expressive

***Generalization & stereotyping:*** Toward a better understanding of one another

***Cultural liaison:*** How to better this role, and what are its limitations?

**Module 10:** Introduction to medical terminology (What you need to know about each body system), medical terminology specialization, equipment, and procedures. **10 hours**

**Overview of medical terminology:** Roots, prefixes, and suffixes. Followed by **(Quiz 1)**

**Circulatory System:** Special terminology, diseases & disorders, and procedures. Followed by **(Quiz 2)**

**Nervous System:** Special terminology, diseases & disorders, and procedures. Followed by **(Quiz 3)**

**Digestive System:** Special terminology, diseases & disorders, and procedures. Followed by **(Quiz 4)**

**Respiratory System:** Special terminology, diseases & disorders, and procedures. Followed by **(Quiz 5)**

**Urinary System:** Special terminology, diseases & disorders, and procedures. Followed by **(Quiz 6)**

**Male Reproductive System:** Special terminology, diseases & disorders, and procedures. Followed by **(Quiz 7)**

**Female Reproductive System:** Special terminology, diseases & disorders, and procedures. Followed by **(Quiz 8)**

**Musculoskeletal System:** Special terminology, diseases & disorders, and procedures. Followed by **(Quiz 9)**

**Cancer:** Special terminology, stages & markers, and procedures

**Medicine Cabinet:** Medications groups & effects

**Final Quiz**

**Module 11:** Special medical settings & special considerations (Pediatrics, mental health, and ER). **2 hours**

*Special terminology and special considerations for these three unique settings*

*Coping mechanism for medical interpreters, interpreter fatigue, and interpreter self-care*

*How to navigate your way between consecutive and simultaneous modes, and why is it needed?*

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### Previous Credit

Because The Interpreter Advantage (TIA) class is an introductory class for medical/healthcare interpreters, there is no credit transfer and/or work/life experience allowed toward any requirement of fulfilling the program.

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### Candidate Complaint Procedure

Any candidate with a complaint who feels they have been treated unfairly will have the right to be heard fairly and promptly. Language Access Consulting & Training, L.L.C. recognizes that disputes may sometimes arise and requires the parties involved to resolve the conflict informally whenever possible. If resolution cannot be reached, a formal complaint process will be provided in order to assure impartial and equitable resolution for those conflicts.

Matters which are not grievable include the following:

- Federal and State laws
- Rules and procedures adopted by the Minnesota Office of Higher Education.

Matters which may be grievable include, but not limited to, the following:

- Alleged unfair and/or discriminatory treatment
- Alleged bias concerning program final exam scoring and/or pass/fail grade

#### General Candidate Complaint Information

The Complaint Process is divided into an informal and formal process. This process is initiated by the candidate who will receive support and information during each of the three steps that may be involved. A complaint may be resolved at various stages of the process. Complaints should be filed as soon as possible and no more than thirty (30) days after the incident occurs.

#### Process for Filing a Complaint

##### Informal Complaint

**Step One:** Language Access Consulting & Training, L.L.C. requires that you first make every effort to informally resolve a complaint or concern. It is important that you talk directly with the instructor or director with whom you have a complaint in order for them to have an opportunity to hear your concerns and work with you to resolve the issue. As a professional courtesy, you are advised to:

- Contact Language Access Consulting & Training, L.L.C. personnel by phone or email to schedule an appointment
- Be clear about what your concern is and how you would like the issue resolved

If your complaint or concern has not been resolved to your satisfaction, you may move into the Formal Complaint process listed below. If you have questions or would like assistance with this process, please contact: [info@languageaccess1.com](mailto:info@languageaccess1.com)

##### Formal Complaint

**Step Two:** You may utilize the formal complaint process after exhausting the informal complaint process directly with the person with whom you have a complaint or concern. To submit a formal complaint, you must use Language Access Consulting & Training, L.L.C. "**Candidate Complaint Form**". This form can be printed and completed and submitted to Language Access Consulting & Training, L.L.C. at: [info@languageaccess1.com](mailto:info@languageaccess1.com)

After your Candidate Formal Complaint Form has been submitted, you will receive an email notification. This notification will occur within five (5) business days. You will be provided information regarding next steps in the process and may be asked for additional information, if necessary. If your complaint or concern has not been resolved to your satisfaction, you may appeal the decision into Step Three.



**Step Three:** To appeal a decision made by Language Access Consulting & Training, L.L.C., you need to submit an email to: [info@languageaccess1.com](mailto:info@languageaccess1.com) stating your desire to appeal the current decision and providing the following information:

- Brief outline of steps you have taken toward resolving the issue
- Decision made by Language Access Consulting & Training, L.L.C.
- Reason for appealing this decision
- Possible solution(s) you see to the issue
- Contact information (phone, email, etc.)

After your email requesting an appeal has been submitted, you will receive an email notification. This notification will occur within five (5) business days. You will be notified of the next steps in the process and be given information as to who will contact you in the near future.

If you have any further questions or would like assistance with any portion of this process, please contact [info@languageaccess1.com](mailto:info@languageaccess1.com)

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**Language Access Consulting & Training, L.L.C. Candidate Complaint Form**

**\*Please complete the form only after you have attempted the informal complaint process first.**

Candidate Contact Information		
Last Name	First Name	Middle Name
Street Address		
City	State	Zip Code
Telephone Number ( )	Email Address	
Candidate ID Number	Training Last Attended	
Complaint Information		
<p><b>Complaint is about:</b></p> <p><input type="checkbox"/> Academic policy/procedure      <input type="checkbox"/> Administration      <input type="checkbox"/> Staff</p> <p><input type="checkbox"/> Services      <input type="checkbox"/> Facilities</p> <p><input type="checkbox"/> Instructor Name: _____      Training Date(s): _____</p>		
<p>1. Please describe how you have first attempted to resolve this issue through the informal complaint process?</p> <p>Who did you talk with and when? _____</p> <p>What was the outcome and why are you pursuing the formal complaint process?</p> <p>_____</p> <p>Please note that Language Access Consulting &amp; Training, L.L.C. will only investigate formal complaints after the candidate has first attempted to resolve the issues informally.</p>		
<p>2. Explain the circumstances of this formal complaint. Be specific in explaining your concerns; include dates and the names of individuals who may be involved. Please attach any supporting documentation or additional information you think is relevant to this form.</p>		
<p>3. Describe your attempts to resolve the issues leading to your formal complaint. Be specific in explaining your efforts and Language Access Consulting &amp; Training, L.L.C. response. Please attach any supporting documentation or additional information you think is relevant to this form.</p>		

For assistance with questions or in completing this form you may contact [info@languageaccess1.com](mailto:info@languageaccess1.com)

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***“Language Access Consulting & Training, L.L.C. is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, Section 136A.821 to 136A.832. Licensure is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions.”***

**Minnesota Office of Higher Education**

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**[www.ohe.state.mn.us](http://www.ohe.state.mn.us)**

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**For more information or if you have any question,  
please contact:**

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