

Policy

- 1.1. All quality management system documentation, including policies and procedures, must be provided in English.
- 1.2. All assessments are conducted in English. If necessary, an interpreter must be provided to facilitate the assessment. It is the responsibility of the laboratory to communicate with AASHTO re:source that an interpreter will be required prior to scheduling the assessment by emailing us at lap@ashtoresource.org after the assessment has been requested.
- 1.3. The interpreter must have a professional working proficiency of the English language. The interpreter may be an individual that is employed by the laboratory or may be professional interpreter/translator that is hired to assist with the assessment. All costs associated with hiring an interpreter or translating quality management system documentation will be the responsibility of the laboratory.
- 1.4. If an assessment is scheduled without arrangements for an interpreter, and it becomes clear to AASHTO re:source management that an interpreter is in fact necessary, the assessment will be rescheduled and the a cancellation fee and fees for time already spent on the assessment will be charged to the customer in accordance with our [Fees Policy](#).