

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@aashtoresource.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 cancellation fee and fees for time already spent on the assessment will be charged to the customer in accordance with our [Fees Policy](#).