



AALB Policies & Procedures

Program Overview & Purpose

Americans Against Language Barriers (AALB) is a **501(c)(3) non-profit organization** aiming to **improve the health of patients with limited English proficiency**. As a key part of this mission, AALB offers a nationally recognized **Medical Interpreter Training Program**. This program trains students in the knowledge and skills necessary for professional medical interpretation in accordance with rigorous national standards.

Upon successful completion of this program, graduates are awarded **AALB's Medical Interpreter Certificate of Training**, which qualifies them to work as spoken language medical interpreters in healthcare settings throughout the United States for all languages in which the student is able to demonstrate fluency. This is in accordance with Section 1557 of the Affordable Care Act.

Additionally, AALB's Medical Interpreter Certificate of Training fulfills the prerequisites needed to sit for the national certification exams offered for medical interpreters through the Certification Commission for Healthcare Interpreters (CCHI) and the National Board of Certification for Medical Interpreters (NBCMI). AALB encourages its graduates to pursue NBCMI & CCHI certification as soon as possible after graduating, as students are best prepared for these exams soon after graduation.

The ultimate purpose of AALB's Medical Interpreter Training Program, however, is not simply to qualify its graduates for a certification exam. Rather, the **purpose of this program is to train world-class interpreters that are able to effectively meet the complex demands entailed by the profession of medical interpretation**. With this, graduates of AALB's Medical Interpreter Training Program will continue to advance its mission of improving the quality of health for limited English proficiency patients.

Prerequisites

1. Evidence of dual-language proficiency is required. This will be fulfilled as part of the application process, which includes a Dual-Language Proficiency Screening Test.
2. A computer with a high-speed internet connection, a microphone, and a webcam are required. Students will be required to use their webcam for the duration of the live sessions (they may, however, opt to use a virtual background).
3. No prior experience with interpretation is necessary.
4. No prior experience of working in the medical field is necessary.

Registration, Payment, & Refund Policies

1. Refunds or deferments will not be given to students who fail to complete the class due to failure or excessive absences. **The application fee and course fee are non-refundable.** Signing up for the training course and payment plan will oblige you to pay the fees in their entirety. Students who fail to do so will be given 60 days notice before have their balance sent to the credit bureaus. If you already paid for a course and are not able to make it, we can try to allow you to defer to a future session as long as you contact us 14 days before the course has started. You are within 14 days of the course starting, or if the course has already started, refunds or deferments are no longer possible and students will not be permitted to drop the program. Any nonattendance after this date will be treated as an absence. Please click [here](#) to contact us to discuss your situation further.
2. Fraudulent chargebacks in order to circumnavigate our refund policies will not be tolerated and will be prosecuted to the full extent of the law.
3. Please carefully note the timezone of the session you are signing up for before completing your registration for the session. Absences due to timezone misunderstandings will not be accommodated.
4. Students who choose to sign up for a payment plan must pay the entirety of the training fee, even if they are disqualified from receiving their certificate due to excessive absences, lack of linguistic capability, inability to follow instructions, unprofessional behavior, or for any other reason for disqualification.
5. Payment of course fees does not entitle or guarantee students to receive their Certificate of Training. Rather, students must successfully complete the course as well as the final exam to receive the certificate.

Course Administration & Assignments Policies

1. Students are required to be present for the entirety of the live course. In emergency situations, students will be allowed to miss up to 6 hours of class (2 sessions), but they must complete extra out-of-class homework. Students must notify AALB of their absence so the required make-up materials can be sent.
2. Students will be assigned homework to complete outside of the classroom throughout the training period, largely consisting of self-paced lectures.
3. All course assignments must be submitted in order to be eligible to sit for the final exam.
4. Failure to complete assignments in a timely fashion may result in a delay in your ability to sit for the final exam; this may necessitate re-administration of the final exam on a separate day, including an additional 50 USD proctoring fee.
5. Students should actively participate in class discussions & breakout groups. If participation reminders are ignored, chronic lack of participation may lead to suspension from the program. Students who chronically do not follow the instructions or are unprepared during class despite warnings will be subject to suspension from the course.
6. AALB reserves the right to suspend and disqualify students from the course if they display unprofessional behavior towards their peers, instructors, or AALB administration.
7. Any student deemed to be impeding the learning process of other students will be subject to suspension and disqualification, and will not be allowed to reapply for the course.
8. AALB reserves the right to withhold and or revoke certificates of students who behave unprofessionally towards AALB staff members or alumni during or after the completion of their training.

Final Exam Policies

1. The final exam will be out of 100 points and will consist of multiple-choice and written-answer questions entirely in English. Each final exam question will be weighted with a certain number of points, given in parentheses on the exam document. All written questions will be graded based on a rubric, which will be provided in advance.
2. Students will be given 150 minutes to complete the final exam.
3. The final exam immediately after the last day of training and will be available in a self-paced manner for 10 days. For example, if your final training day is on August 20th, the final exam will be offered until August 30th. The time that the exam is offered will correlate to your class time.
4. Once a student has initiated the final exam, it cannot be cancelled or voided.
5. The final exam will be proctored using webcam and screen capture software. Students must enable their webcams and share their screen as described when completing the final exam.
6. Students may not use outside resources or notes of any kind during the final exam.
7. Students caught cheating on the final exam will be denied their certificate and are still obligated to pay their course fee.
8. Students must receive 80 out of 100 points (80%) in order to pass the final and receive their certificate of completion.
9. If students do not pass the final on the first attempt, they may only make a second attempt after meeting with the course instructors to develop a study plan and completing new assignments targeting the student's weaknesses. The second attempt at the final exam must be within 28 days of the first attempt. Students who take a final exam through a second attempt will be charged a 50 USD fee for proctoring and guidance.