

Quarterly Virtual Language Assistance Services Training

**Division of Workforce Development and
Adult Learning (DWDAL)
Division of Unemployment
Insurance (DUI)**

WHAT WILL BE COVERED?

Language Assistance Services training on:

- Review of the [DWDAL/DUI Language Access Plan](#);
- Best practices in working with limited English proficient customers; and
- Best practices in working with interpreters.

IS THIS TRAINING FOR ME?

This training is designed for staff who engage with customers/students/the public directly or may engage with customers/students/the public to learn about how to provide interpretation services to individuals whose native language is not English. New hires and any other staff who have never received Language Assistance Services training should attend. Staff who have taken this training before, but would like a refresher, are welcome to attend also.

WHY SHOULD I PARTICIPATE?

After participating in this 90-minute training, you will be able to:

- Identify the requirements of the DWDAL/DUI Language Access Plan;
- Implement effective strategies when working with individuals who are limited English proficient; and
- Implement effective strategies when working with interpreters.

WHAT DATES WILL THIS TRAINING BE OFFERED?

- Wednesday, March 20th, 10-11:30am
- Thursday, June 13th, 1-2:30pm
- Tuesday, September 10th, 10-11:30am
- Tuesday, October 22nd, 1-2:30pm

[REGISTER HERE](#)

Note: The same training is being offered on all dates virtually via Google Meet. Upon registration, a confirmation email will be sent with joining information.