

## Statements for non-teaching staff (SNAs, caretaker, cleaning, office and canteen staff)

Answer those statements that apply to you in your role in the school.

Please ✓ in the circles for each statement.

	Disagree	Slightly disagree	Not sure	Slightly agree	Agree	Not applicable
School management/the principal/teachers know what other languages I speak.	<input type="radio"/>					
I know in general which languages are spoken by students in our school.	<input type="radio"/>					
I am aware of the <b>level of difficulty of the language</b> I use to interact with students and can adapt it when necessary to be understood.	<input type="radio"/>					
I am aware of how well parents/guardians speak English and I am supportive in my interactions with them to ensure messages and communications are understood.	<input type="radio"/>					
I am sometimes asked to help newly arrived students, because of the language(s) I speak.	<input type="radio"/>					
SNAs working in the classroom know who needs language support in the class.	<input type="radio"/>					
SNAs with language skills use their language knowledge to support students.	<input type="radio"/>					
In our school all staff make an effort to spell and pronounce students' names correctly (over school PA, when presenting certs, etc.) especially if the names are not familiar or are unusual. We know that this matters to our students. Their name is an important part of their identity.	<input type="radio"/>					
In our school, translators and/or interpreters provide help when communicating with parents who do not speak the language(s) of schooling.	<input type="radio"/>					
In our school, speaking other languages outside lessons is accepted.	<input type="radio"/>					
In our school environment, the languages of the school community are present and displayed.	<input type="radio"/>					
In our school, we provide key documents in different languages for students and their parents.	<input type="radio"/>					
In our school, we understand that cultural norms and behaviours differ across cultures and that this has implications for school life, i.e. discipline, roles and so on.	<input type="radio"/>					

An Intercultural Look at our Schools is an adaptation of the project "A roadmap for schools to support the language(s) of schooling" (2017-2019) of the European Centre for Modern Languages (ECML). The ECML is a Council of Europe institution promoting excellence in language education in its member states. [www.ecml.at/roadmapforschools](http://www.ecml.at/roadmapforschools)