



## Code of Practice for interpreters and translators

While undertaking any type of assignment for Clearlingo, we ask that you follow this Code of Practice and its core principles.

If you carry out interpreting assignments for Clearlingo, you will be expected to explain your Code of Practice to all parties involved in the assignment. You should know a short version of the Code of Practice off by heart. If you do not, please contact Clearlingo and we will provide you with a written Code of Practice to learn off by heart.

### 1. Accuracy

You must fully and faithfully interpret and translate. This includes the tone of voice and register of a speech or document, because misinterpretation/mistranslation will happen if these are forgotten about. This means presenting your translation in a way that respects and mimics the source text's layout. You must also interpret/translate language that may be offensive, uncomfortable or violent.

You must disclose any difficulties encountered with dialects/accents at the start of an interpreting appointment. Should you struggle with jargon or anything said, you must ask for clarifications/explanations/repetitions. You must speak clearly and loud enough to ensure both parties can understand what you are saying. Should a misunderstanding or breakdown of communication arise due to a cultural difference, you should intervene to ensure the communication can continue smoothly.

To guarantee accuracy at all times you may intervene to:

- ask for clarifications, repetitions or explanations if you do not understand something
- clarify cultural misunderstanding
- ask for a short break if you feel emotionally overwhelmed or struggle to interpret due to prolonged period of concentration for interpreting assignments

You should only accept assignments you feel adequately prepared for and comfortable with.

For translations, take the time to read the document and job details before accepting or declining and ensure you can meet the deadline. You must ensure appropriate time has been spent proofreading your work before submitting it back to us.

### 2. Impartiality

You must remain impartial/non-biased while interpreting or translating for Clearlingo and you must not be deceitful or dishonest.

You must not interpret for a member of family or close friends and you must disclose any potential conflicts of interest (for example you have interpreted for the opposed party for

a trial). If you were not aware a party was a member of your family or close friend prior to the assignment, you must inform the other party and explain that you will not be able to interpret for them as this would be in breach of your Code of Practice. You can tell them to contact Clearlingo to arrange for another interpreter to be sent. Your role as an interpreter is not that of an adviser and you therefore should not advocate for any of the parties. You must not enter into a private conversation with any of the parties during the assignment, except at the start to introduce yourself, explain your Code of Practice and check you understand each other. You should put aside any beliefs, views or personal opinions. If you are unable to remain impartial you must inform the parties immediately. You should remain detached from what is being said and never get emotionally involved. You should show respect the cultural background, customs, values, spiritual beliefs and protocols relevant to a particular type of assignment and its involved parties. You must not discriminate against any party (whether it is to their advantage or disadvantage), or act in any way that might result in prejudice or preference based on customs, value, religion, spiritual beliefs, politics, race, gender, ethnicity, age, sexual orientation, nationality, disability, or for any other reason. Under no circumstances are you allowed to share personal details (e.g. your telephone number, e-mail address, home address, details to social media profiles etc.) with any party. If the parties wish to use your services again, tell them to contact Clearlingo and state your name when completing the booking form. Under no circumstances are you allowed to accept any form of reward or gift, other than the fee agreed with and paid by Clearlingo. Under no circumstances are you allowed to offer a lift, help of any kind or any gift to any of the parties.

While carrying out a translation you must not let your opinions, views or beliefs affect your translation and must translate the document fully and faithfully.

### 3. Confidentiality

You must comply with current Data Protection legislation and regulations and treat all information acquired during an assignment, both oral and written, as strictly confidential.

You must explain to all parties involved, at the start of any interpreting appointment, that everything said during the interpreting appointment will remain confidential and any notes you may take will be destroyed after the assignment has taken place. In some instances you may be asked to hand in your notes: for example in Courts, Tribunals, prisons and police stations. You mustn't take personal advantage of any information obtained in the course of your work or use any information obtained in the course of an assignment for any purpose other than as authorised. You must ensure that all documents shared with you in your duty as an interpreter or translator are kept safe (locked, folder/file passworded) and are not copied or shared.

### 4. Safeguarding

As a registered Clearlingo interpreter you must be mindful of the safety of children and vulnerable adults. If any concerns about anyone's safety, including your own, arise during



or after the assignment, these must be communicated to the contact person at your assignment or if not appropriate, to Clearlingo. If an immediate danger exists, you must contact the police.

## 5. Professionalism

While undertaking assignments for Clearlingo you are representing the company, therefore you must be of good character, behave in a polite, friendly and professional manner at all times and not engage in any anti-social behaviour (including impairment through drugs or alcohol, social misconduct, violence, intimidation or abusive behaviour).

You will be expected to arrive to all interpreting assignments at least 10 minutes in advance. If you believe you may be late for an assignment you must warn Clearlingo by ringing us on 0191 640 74 80 before you are actually late so we can let our client know. As per our Terms and Conditions, you must give us at least 48 hours' notice if you have to cancel your attendance to an interpreting assignment. You must stay at the assignment for the whole booked duration.

When carrying out a translation/transcription assignment it is your responsibility to carefully read the instructions and check the deadline of the job. Where stipulated in the translation job offer, you shall complete, sign and return a statement of truth to accompany your translation. You must deliver the work by the agreed deadline and in accordance with other agreed terms and you must not, other than in exceptional circumstances, withdraw from or fail to complete a translation/transcription once accepted, without providing us with reasonable notice and grounds.

You must be appropriately dressed for all interpreting assignments. This means for example observing a formal dress code when attending Courts and solicitors' firms and wear appropriate clothing if interpreting outdoors for a site visit.

Should you carry out interpreting in the hearing room of a Court or Tribunal, you will be required to take an oath or give an affirmation before and/or after the assignment.

You must ensure that your timesheet is correctly filled in and signed for all interpreting jobs carried out and submitted to Clearlingo (using: [info@clearlingo.co.uk](mailto:info@clearlingo.co.uk)) within 5 working days of your assignment taking place.

You must always use the direct speech/first person when interpreting (except when intervening) and must ensure that the parties address each other directly.

You must wear your Clearlingo ID badge and carry the appropriate Clearlingo photo timesheet to all interpreting assignments.

Under no circumstances should you delegate work assigned to you. Should you be found to use the services of another person to carry out work assigned to you, we will cease to work with you.



You must agree to us collecting the relevant data and information about you for registration purposes and for compliance with the BPSS process and relevant security clearance checks.

You must notify us of any changes to your personal information (e.g. contact details, bank details, languages, qualifications, convictions etc.) as well as any leave taken (holiday, illness etc.)

It is your responsibility to register with the HMRC and pay your own taxes.

It is also your responsibility to undertake continual professional development in order to offer the highest possible standard of work by maintaining and updating your language/ technical skills, subject knowledge, or any other indispensable skills or knowledge.

You will be required to observe the policies and standards relevant to the organisations you visit and interpret for.

Where appropriate, you will abide by the Official Secrets Act 1989 and/or the Modern Slavery Act 2015.

Should a complaint be made against you, whether formal or informal and your respect of any of the above-mentioned rules be questioned, you will be expected to provide your version of the facts and cooperate with the matter in a timely manner.

Print name:

Signature:

Date: