

Code of Conduct for Linguists

1. Competence

- 1.1. Interpreters shall interpret truly and faithfully and to the best of their ability between the parties without anything being added, omitted or changed.
- 1.2. Linguists shall only accept work which they judge to be within their competence.
- 1.3. Linguists shall carry out research as necessary to ensure that their translation/interpreting is accurate.

2. Confidentiality

- 2.1. It is expressly forbidden for linguists to disclose to any third party any information they have been given by the Herefordshire Language Network or other Service Providers, or anything they have heard or read in an assignment. This duty extends even after the linguist ceases to work for the Herefordshire Language Network. The exceptions to this are:
 - If the linguist hears or reads information which leads them to believe that the client or another person intends to harm themselves or someone else
 - If a child or other vulnerable person is thought to be in danger
 - If the linguist feels personally affected by anything they have heard, and wishes to discuss it with the coordinator of Herefordshire Language Network
- 2.2. When the linguist believes that a breach of confidentiality is required, they may speak directly to the Service Provider concerned, or the coordinator of Herefordshire Language Network. If the situation could be considered an emergency (eg. someone is in imminent danger of harm), the linguist may inform the Police or other relevant agency.
- 2.3. Forms, e-mails, letters and other documents carried by or sent to a linguist, which contain confidential or personal information, must be kept in a safe place and transported securely. They must not be shown to anyone except the service provider or coordinator of Herefordshire Language Network.
- 2.4. Forms, e-mails, letters and other documents which contain confidential or personal information, in whatever language, should be shredded and destroyed once they are no longer needed.
- 2.5. In the event of any dispute, the matter will be determined in accordance with English Law.

3. Interpreting Procedure

- 3.1. Interpreters should intervene in an interview only for the following reasons:
 - to ask for clarification
 - to point out that a party may not have understood something
 - to alert the parties to a possible missed cultural inference
 - to ask either party to slow down or pause to enable accurate interpreting
- 3.2. Interpreters must immediately disclose any difficulties encountered through different dialects, or technical terms. If these difficulties cannot be resolved, then the Interpreter may withdraw from the assignment.
- 3.3. Interpreters must not enter into discussion, give advice or express opinions or reaction to any of the parties.
- 3.4. Interpreters must not delegate or sub-contract work, nor accept delegated or sub-contracted work, without the consent of Herefordshire Language Network.

- 3.5. Interpreters should report immediately any complaint or difficulty to the coordinator of Herefordshire Language Network.
- 3.6. Interpreters are allowed to stop an interview or to leave an interview if:
 - they feel threatened or are being verbally abused by any other party
 - they know the client, and the parties all agree that it would be better to find an alternative interpreter
 - they are unable to understand either client or service provider due to language, dialect or accent
- 3.7. A signed timesheet should be submitted for each interpreting assignment carried out.

4. Translating Procedure

- 4.1. Translators should always ask for clarification if it is needed, and immediately disclose any difficulties encountered through different dialects or technical terms. If these difficulties cannot be resolved the Translator should withdraw from the assignment.
- 4.2. Translators must not delegate or sub-contract work, nor accept delegated or sub-contracted work, without the consent of Herefordshire Language Network.

5. Ethical and Professional Conduct

- 5.1. Interpreters must not display any discrimination or bias to any service provider or client on account of their personal characteristics or social identity.
- 5.2. Linguists must maintain the boundaries of their professional role, refraining from personal involvement.
- 5.3. Interpreters should attend all assignments punctually and smartly dressed.
- 5.4. Linguists must inform the service provider or the coordinator of Herefordshire Language Network if the client or the immediate family is known to them.
- 5.5. Linguists must inform the service provider or the coordinator of Herefordshire Language Network, if there is any business, family, financial or other interest in the matter discussed which might affect the linguist's impartiality.
- 5.6. Linguists must respect confidentiality at all times and not seek to take advantage of any information disclosed during their work.
- 5.7. Linguists must act in an impartial and professional manner.
- 5.8. Interpreters must not accept any form of reward or personal favour, whether in cash or otherwise, from clients or service providers.
- 5.9. Linguists should seek to maintain the credibility of the Herefordshire Language Network and its linguists at all times.
- 5.10. Linguists should not talk to service providers or clients about other linguists on the Network.
- 5.11. Linguists should not seek information from other linguists about the quantity or nature of their given assignments.

Signed: _____

Name: _____

Date: _____