



Freelance Interpreter Code of Conduct

Introduction

- This document is intended to clarify the role of the freelance interpreter and to regulate the professional conduct when they are carrying out assignments on behalf of Clear Voice.
- This code will not cover every situation or eventuality that may arise; hence the freelance interpreter is expected to exercise sound judgement and common sense in deciding the correct actions to take.
- The freelance interpreter must be polite, professional, and show respect during their interaction with customers, their service users, and any other party they may come into contact with. This code provides guidance setting out skills, practices, and knowledge for the freelance interpreter to use in their professional lives.
- The freelance interpreter is not a Clear Voice employee, however they are expected to maintain our standards, as outlined in this document. They are also entitled to be treated with respect and dignity whilst interacting Clear Voice.
- Through this code, Clear Voice can ensure that the highest standards are consistently maintained amongst its freelance interpreters.

Section 1 The Role/Conduct of Freelance Interpreters

- The freelance interpreter will introduce themselves to the customer in English by giving their name and PIN and the language ***"Good Morning/Good Afternoon/Good Evening, my name is x, my pin number is x, I am your interpreter for (mention the language)"***.
- The freelance interpreter will introduce themselves to the service user as per Clear Voice's pre-agreed greeting message in the language in use: ***"Good Morning/Good Afternoon/Good Evening, my name is x, my pin number is x, I am your interpreter for (mention the language). Please note this call might be recorded for training and quality, is this ok?"***
- The freelance interpreter will inform the customer if there is any objection from the Service User to the call being recorded.
- The freelance interpreter must confirm that they are interpreting the correct language and/or dialect at the beginning of the assignment, any differences in language or dialect being interpreted must be raised with the customer at the earliest opportunity.
- The freelance interpreter will interpret consecutively, accurately, and completely, without adding, omitting, or substituting. A summary can only be given with the consent of both parties.
- The freelance interpreter will interpret in the first person.
- The freelance interpreter must strive to ensure that complete and effective communication takes place to the highest standard.
- The freelance interpreter must retain every element of information that was contained in the original message and interpret as close to verbatim as the languages allow.

- The freelance interpreter must bring to the attention of all parties if any difficulties with dialects or technical terms arise. If these cannot be remedied, the freelance interpreter should withdraw from the assignment.
- The freelance interpreter maintains transparency. For example, when asking for clarification, a freelance interpreter says to all parties, ***“I, the interpreter, did not understand, so I am going to ask for an explanation”.***
- The freelance interpreter will not share any of their own personal information with the service user. For example, if the service user asks, ***“May I have your number?”*** or asks for any personal information this should be interpreted to the client who will respond to the question.
- The freelance interpreter will not enter into a discussion, give advice, or express opinions to any of the parties.
- The freelance interpreter shall not act in a manner that brings the status or reputation of Clear Voice into disrepute.
- The freelance interpreter must only accept assignments in languages for which they are registered with Clear Voice.
- The freelance interpreter must speak slowly and clearly.
- The freelance interpreter must not question the content of the assignment.
- The freelance interpreter shall not exceed their duty as a freelance interpreter or use their role to take advantage in any way.
- The freelance interpreter will use professional, culturally appropriate ways of showing respect.
- The freelance interpreter will alert all parties to any significant cultural misunderstandings that arise.
- The freelance interpreter is accountable for their own performance.
- The freelance interpreter is honest, ethical and acts in a manner befitting the dignity of the profession and appropriate to the setting.
- The freelance interpreter will not act in a harmful manner or express their personal views in relation to religion, race, creed, gender, or sexual orientation.
- The freelance interpreter must respect the ethics and work practices of other professions.
- The freelance interpreter will ensure that they are fully prepared for remote telephone and video assignments by making sure that their devices are in full working order, fully charged, up to date, they are familiar with the software/application being used, if applicable have anti-virus protection installed and have a hands-free option available to avoid accidental disconnections.
- The freelance interpreter will ensure that they wear the Clear Voice photo identification badge when undertaking face to face assignments.

Section 2 Assignments/Bookings

- The freelance interpreter will not sub-contract or delegate any work or accept assignments from

other freelance interpreters.

- The freelance interpreter will not accept any assignments that they feel are beyond their linguistic capabilities or where there is not an adequate level of cultural awareness.
- The freelance interpreter will have excellent time keeping skills.
- The freelance interpreter must only accept a remote assignment (i.e. Telephone or Video) if they are in a private setting with no background noise or disturbances.
- The freelance interpreter must turn off all forms of communication not needed for the purpose of the assignment including but not limited to mobile phones, tablets, radios, televisions, and other devices which may otherwise cause distraction.
- The freelance interpreter will not put the client on hold during an ongoing Telephone or Video interpreting session. It is the responsibility of the freelance interpreter to hang up the phone at the earliest possible moment once the customer finishes the session with the service user.
- The freelance interpreter will complete the session once call has been accepted; they must not terminate the call after starting the session. If the freelance interpreter is not available, they should log off and not take calls.
- The freelance interpreter must submit their completed timesheets for any face-to-face assignments within 24 hours of completing the assignment. Failure to do so may result in non-payment.

Section 3 Confidentiality and Safeguarding

- The freelance interpreter will maintain confidentiality and will not disclose any information outside of the interpreting session, except if required to by law i.e. a safeguarding issue has been raised during the interaction.
- The freelance interpreter must not record, distribute, or share any personal details relating to the service user.
- The freelance interpreter must not provide any of their own personal details (other than their first name to introduce themselves) to the service user or the customer, such as their phone number or address.
- Under no circumstances must contact be made between the freelance interpreter and the service user outside of the assignment.
- All notes taken (written and digital) during the session should be securely destroyed immediately following the assignment.

Section 4 Fairness and Equality

- The freelance interpreter must be impartial and be perceived by others to be impartial.
- The freelance interpreter does not discriminate against other parties, either indirectly or directly on any grounds whatsoever.
- The freelance interpreter must act impartially and shall not act in any way that might result in prejudice or preference on grounds of religion or belief, race, politics, gender, age, sexual orientation, or disability otherwise than as obliged to faithfully translate, interpret, or otherwise transfer meaning.
- The freelance interpreter does not allow personal judgements or cultural values to influence objectivity.

Section 5 Conflicts of Interest

- The freelance interpreter will disclose any potential conflict of interest or any factor that may make it inappropriate for them to accept an assignment.
- The freelance interpreter must not be acquainted with or related to the service user. If after a freelance interpreter has accepted an assignment, they become aware of a conflict of interest, then they must immediately inform the customer and Clear Voice.

Section 6 Training and Development

- The freelance interpreter must ensure that they remain up to date with the required levels of training and operational procedures to enable them to meet the expected standards of Clear Voice.
- The freelance interpreter may be required to complete specific training and courses, as deemed appropriate by Clear Voice, through the internal e-learning platform. This will ensure that the freelance interpreter is compliant to undertake certain assignments to meet contractual obligations.

Section 7 Feedback and Complaints

- The freelance interpreter seeks feedback to improve their performance.
- All complaints will be investigated thoroughly and impartially and in line with Clear Voice's complaints procedure, which is available for freelance interpreters to view. Clear Voice will update the interpreter at each stage of the process.
- Clear Voice will inform the freelance interpreter of the outcome of all complaints made against them, in writing, upon conclusion of any such event.

Signed by interpreter

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Interpreter full name

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Date

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For office use only:

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|---------------------|--------------------|
| Process Agreed Date | 09/09/2022 |
| Process Review Date | 01/04/2023 |
| Reviewing Officer | Head of Operations |
| Approval Level | Board of Trustees |
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| Use | External |