

Insurance

We have all the policy statements needed under the current business legislation and we have the public liability insurance, professional indemnity insurance for £1,000,000 and also registered under data protection act of 1988.

Code of Conduct

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Code of Conduct

1. Introduction

Public Service Interpreters registered in D.A.Languages Ltd are expected to abide by the Code of Conduct to which they are signatories. The standards in the Code set a framework for interpreting in the public services, upheld if necessary by professional and impartial disciplinary procedures. The objective of the Code of Conduct is to make sure that communication across language and culture is carried out consistently, competently and impartially, and that all those involved in the process are clear about what may be expected from it.

2. Competence

Interpreters registered with D.A.Languages Ltd are expected to:

- 2.1** have a written and spoken command of both languages, including any specialist terminology, current idioms and dialects;
- 2.2** possess the ability to interpret and translate accurately, fluently and appropriately between both languages using the correct techniques
- 2.3** understand the relevant procedures of the particular context in which they are working;
- 2.4** maintain and develop their written and spoken command of English and the other language;
- 2.5** be familiar with the cultural backgrounds of both parties.

3. Procedure

Interpreters will:

- 3.1** interpret truly and faithfully what is said, without anything being added, omitted or changed; in exceptional circumstances a summary may be given if requested, and consented to by both parties;
- 3.2** disclose any difficulties encountered with dialects or technical terms and, if these cannot be satisfactorily remedied, withdraw from the assignment;
- 3.3** not enter into the discussion, give advice or express opinions or reactions to any of the parties;
- 3.4** intervene only:

3.4.1 to ask for clarification

3.4.2 to point out that a party may not have understood something

3.4.3 to alert the parties to a possible missed cultural inference

3.4.4 to ask for accommodation for the interpreting process and inform all parties present of the reason for the intervention;

3.5 not delegate work, nor accept delegated work, without the consent of the client;

3.6 be reliable and punctual at all times; should Interpreters be unable to attend they will inform D.A.Languages Ltd ASAP.

3.7 must state (in a criminal trial) if they have been involved in interpreting at the police station on the same case.

3.8 Dress code: formal if possible.

3.9 Interpreters will attend in person and on their own (e.g. no children or friend)

3.10 Interpreters will introduce themselves to both parties.

3.11 Mobile phones must be switched off at all times.

3.12 When Interpreters are booked to undertake an assignment for D.A Languages Ltd, they will not work

for the client or service provider directly or D.A.Languages Ltd will no longer be able to employ you.

3.13 D.A.Languages Ltd will provide interpreters and clients with feedback randomly so that all complaints and compliments are registered with us for assignments.

3.14 If interpreters are unable to attend an appointment, D.A.Languages Ltd should be notified immediately. D.A.Languages Ltd requires 4 hours notice. Otherwise we may consider terminating your association with our office.

3.15 If interpreters have a follow up appointment they should tell the service user to inform D.A.Languages Ltd. Interpreters will make a note of it in their diary so that they can attend the follow up appointment. Interpreters will not attend the appointment unless given the go ahead by D.A.Languages Ltd. We would require written confirmation from the client. Interpreters will not be paid if they attend the appointment without notifying D.A.Languages Ltd.

3.16 Interpreters will not give out personal details i.e. contact number and address to our client or the client they are interpreting for, failure to do so may result in termination of our services.

3.17 Interpreters job sheets, must be taken to the venue, and on the completion of the assignment must be signed by the service user or a member of staff in that organization. In the case of the assignment taking place away from the office interpreters will have the job sheet signed from the service user at the

venue. This is so that they agree with the length of time they were there and proof of their attendance.

3.18 Once the interpreters assignment has been completed their job sheet must be returned to the office within 5 working days, In order for D.A.Languages Ltd to process their payment within 28 days. Interpreters job sheets must be received no later than 5 days from the day of the assignment, interpreters' payments could be delayed.

3.19 Interpreters will make sure that you attach all receipts and tickets for travel time on their job sheet. D.A.Languages Ltd will not be able to make payments for travel expenses without them.

3.20 D.A.Languages Ltd is not responsible for any parking fine.

3.21 Details of assignments and payments for claims must not be discussed with anyone who is not associated with D.A.Languages Ltd.

3.22 When interpreters accept an assignment they will make a note of the following details in their diary: date, time, venue, client's name.

3.23 If interpreters are unsure about anything e.g. venue, time, date etc then it is the interpreters duty to contact D.A.Languages Ltd. Interpreters will double check, but never assume.

3.24 A taxi must only be used in an emergency, if and when authorized by staff.

3.25 Interpreters should take their photo ID when

they are going to any.

3.26 Interpreters attending a home visit assignment must not enter the premises without accompanied with the advisor or officer.

4. Ethical and Professional Issues

Interpreters will:

4.1 respect confidentiality at all times and not seek to take advantage of any Information disclosed during their work;

4.2 act in an impartial and professional manner;

4.3 not discriminate against parties, either directly or indirectly, on the grounds of race, colour, ethnic origin, age, nationality, religion, gender, sexuality or disability;

4.4 disclose any information, including any criminal record, which may make them unsuitable in any particular case;

4.5 disclose immediately if the interviewee or immediate family is known or related to them;

4.6 disclose any business, financial, family or other interest which they might have in the matter being handled;

4.7 not accept any form of reward, whether in cash or otherwise, for interpreting work other than payment by the employer;

4.8 not engage in any behavior likely to discredit the NRPSI (including impairment through drugs or alcohol, sexual misconduct, violence, intimidation or abusive behavior);

4.9 safeguard professional standards and offer assistance to other interpreters and translators whenever reasonable, practical and appropriate.