

Legal & General Language Services Ltd

CODE OF CONDUCT FOR INTERPRETERS

MAINTAIN CONFIDENTIALITY AT ALL TIMES. YOUR WORK MAY ONLY BE DISCUSSED WITH LEGAL & GENERAL LANGUAGE SERVICES LTD STAFF AND THE CLIENT.

- You should have a good clear understanding of both your mother tongue and English.
- Your spoken English should be clear and easy to understand.
- You are instrumental in ensuring good communication between two parties who do not have knowledge of each other's cultural background or language. Therefore, your interpretation should be as accurate as possible.
- You must ALWAYS arrive at your appointment on time or early.
- You must complete your interpreting session, even if, under certain circumstances, it takes a lot longer than expected. Do NOT leave before the session is over without informing LGLS Ltd, even in emergency situations.
- You should have a pleasant and confident manner and be neatly dressed.
- You should not speak in the third person (i.e. he says/she says, etc) whilst interpreting. You should interpret directly. What the client and/or other parties say (i.e. 'I')
- You should never gossip or talk privately to the Client.
- You must never become too involved. You MUST be an impartial service provider.
- You should never make judgements about the Client or the other parties involved.
- You should never accept an assignment if the Client is known to you personally. If you do not realise this until you actually see the Client, you must state that fact immediately- then it is up to the Client or their representative to proceed with an assignment or to terminate it.
- You should ask the client's representative for an explanation if any of the subject matter is unclear to you.
- You should only interrupt the conversation if the Client has misunderstood the subject matter even though it has been interpreted.
- You should be pleasant and courteous, but not over-friendly. Remember, you are a Professional, and your attitude towards all parties involved and to the actual service provided by you must be professional, too.

As an interpreter you will find yourself in many different situations, some of which can be emotionally very difficult, i.e. child abuse, or a terminally ill child. If you do not think you can handle cases like these, please say so at once and we will send someone else.

Sometimes there may be a clash of personalities, just accept this as it happens from time to time. If we have several complaints, we will invite you to the office and discuss what can be done to improve matters.