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1) Aims

The aim of the interpreting and translation service is to raise resources for the delivery of free, independent and confidential multi-lingual advice and information services to people from black and minority ethnic, asylum seekers, refugee and migrant communities whose first language is not English. It has been identified through our multi-lingual advice and information service provision that there is great demand for an interpreting and translation services to be established.

The aims are:

- to provide an efficient and effective interpreting and translation service
- to raise awareness among service users about the availability, advantages and accessibility through professional interpreters and translators
- to ensure easy access to the service
- to identify the need for linguistic support
- to ensure cost effective services
- to improve the efficiency of the service

Advising London provides interpreting & translation services to voluntary, statutory and non-statutory bodies, organisations and other agencies.

2) Roles and Responsibilities

Advising London will provide a professional and quality focused interpreting and translating service following the receipt of an “*Interpreting and Translating Service Authorisation Form*” completed and signed by the agency/organisation requesting a service.

If the agency/organisation already has an agreement with Advising London they will not be required to sign an authorisation form every time a service is required.

3) Confidentiality

Advising London is fundamentally committed to providing a confidential interpreting and translation service where principles of confidentiality are integrated across all aspects of services and management. Advising London operates a confidentiality policy that can be requested.

4) Timescales for booking

All interpreting & translation assignments will be completed by the date arranged and agreed upon at the initial stage.

The arrangement of an interpreter would depend on the interpreter’s availability for the requested date. Giving plenty of time prior to date requested would give us more time to seek an appropriate interpreter.

Translation of texts depends on their size and would be mutually agreed to meet the required deadlines.

4.1 How to request an interpreting or translating service

Enquires can be made by telephone, fax, letter or e-mail. A request for an interpreter is made by completing and sending an "Interpreter Request Form". A request for translation of written text is made by completing and sending us a "Translation Quote Request Form". Request forms can be submitted online at advising.london/multilinguallondon or will be provided upon request.

4.2 Confirmation of booking and service

Advising London will confirm the service with the requesting agency/organisation. The interpreter will have an "*Interpreting Assignment Visit Record Form*" that should be countersigned by both parties (the authorised person from the agency/organisation and the interpreter) at the end of the interpreting assignment.

5) Advice for working with interpreter's and translators

5.1 Engaging with interpreters

When using an interpreter, always explain at the start, what the purpose of the meeting is and what you expect to be interpreted so that there is clarity. Remember that the role of the interpreter is to facilitate communication between the parties involved. The interpreter is not responsible for conducting the meeting, giving advice or acting as an advocate to the client.

5.1.1 All that is said will be interpreted. Whatever is not to be interpreted will not be said i.e. this is a verbatim service

5.1.2 The interpreter may intervene for the following reasons:

- To ask for clarification if he/she has not fully understood the concept he/she is being asked to interpret;
- To point out if a client has not understood the message although the interpreting was correct
- To clarify with the advisor any relevant cultural context within the response from the client regarding the matter being interpreted

5.1.3 The interpreter will respect confidentiality and abide by the Code of Ethics.

5.1.4 Appropriate seating and acoustic arrangements should be decided; and everyone involved should be warned that enough time is allowed because interpreted conversations will, of course, take a lot longer.

5.4.5 If the interpreter's impartiality is jeopardised during the assignment he/she should withdraw.

5.2. Engaging with Translators

The role of the translator is to translate the text that is provided. It is not their responsibility to define terms or complex terminology so we ask that text and

dialogue is kept plain and accurate and explain any jargon to ensure understanding.

Ensure that the text has been proof read and checked as any changes made to the original text will be charged as there is extra work and will take longer.

Advising London will only translate text. There will be no changes made to the design, logos, graphics etc.

6) Code of Ethics

All interpreters and translators registered with Advising London abide by the Code of Ethics, Interpreters shall:

- 6.1** Interpret truly and faithfully to the best of their ability between the parties without anything being added or omitted
- 6.2** Only undertake an engagement, which he/she will accomplish in a satisfactory way. They shall only work in the language in which they have informed the service of their competence
- 6.3** Treat any information that may come to them in the course of their work as confidential.
- 6.4** Always seek to increase their skills and knowledge within the profession.
- 6.5** Not take personal advantage of any information obtained
- 6.6** Not delegate work they have accepted, to another interpreter without the consent of the Coordinator; nor will they accept delegated work without the consent of the Coordinator.
- 6.7** Not accept any form of reward for interpreting work other than the payment from Advising London.
- 6.8** Always safeguard their professional standards in every practicable way and shall offer each other reasonable assistance.

7) Disclosure and Baring Service Checks (DBS)

Advising London is committed to protecting vulnerable adults, children and young people to whom it delivers services and have a Disclosure and Baring Service Policy to support this. Advising London carry out enhanced DBS checks on all staff, volunteers, interpreters and translators. Equally, Advising London aims to be fair in its recruitment and employment practices and not to discriminate against ex-offenders. The Policy sets out how we will deal with disclosure information in relation to the recruitment and employment of staff and its procedures for the secure storage of disclosure information. The policy can be requested.

8) Interpreting Charges

8.1 Interpreting fees (exclusive of VAT)

Interpreters for non-legal aid session's, current fees for interpreting non-legal aid sessions is £40.00 per hour and are required to be for a minimum of 1 hour. The first hour is charged at £40.00 per hour and then pro-rata for the following hours; e.g. if the session was 1 hour 15 minutes then the first hour would be £40.00 plus £10.00 for an additional 15 minutes. Any interpreting services under an hour shall be charged at the minimum rate (i.e. minimum 1 hour's fee: £40.00).

Interpreters for legal aid session's, current fees for interpreting legal aid sessions is £25.00 per hour and are required for a minimum of 1 hour. The first hour is charged at £25.00 per hour and then pro-rata for the following hours; e.g. if the session was 1 hour 15 minutes then the first hour would be £25.00 plus £6.25 for an additional 15 minutes. Any interpreting services under an hour shall be charged at the minimum rate (i.e. minimum 1 hour's fee: £25.00).

Fee's would be rounded up to the next 15 minute block i.e. if your session was 1 hour and 20 minutes then the first hour would be £40.00 plus £20 for the additional 30 minutes, total cost £60.

8.2 Travelling expenses of the interpreter

All travelling expenses of the interpreters shall be reimbursed by the agency/organisation requesting the service. The travelling expenses are made up of a travelling ticket or if travelling by car on the basis of travelling mileage and travelling time if applicable.

Public transport expenses will be charged on the basis of a valid travelling ticket (Oyster) from the home address of the interpreter to the interpreting assignment's venue/destination.

Car expenses are calculated using HMRC's car allowance rate of 45p per mile.

Travelling time is charged at a flat-rate fee of £10.00 if the interpreter's travelling time one way to the venue/destination is 2 hours or more.

8.3 Cancellations

2 days/48 hours in advance of the assignment - there will be no charge

Less than two days/48 hours of the assignment - a minimum of 1 hour interpreting fee, i.e. £40.00 will be charged. We have to do this in order to meet the loss of income that the interpreter has incurred and cannot re-arrange due to the short notice of the cancellation.

On the day, if the meeting does not go ahead on the day, the agency/organisation is fully responsible for paying the interpreter's minimum 1 hour fee plus the travelling expenses and a flat-rate fee for travelling time if applicable. We reserve the right to charge the agency/organisation any additional costs encountered during the services.

8.4 Signatures

The agency/organisation's worker should sign the 'Interpreter's Assignment Visit Form' and this should be counter-signed by the interpreter.

9) Written Translating Charges

The following charges apply (exclusive of VAT):

9.1 Written text translation: Basic written text translation and typesetting will be charged at £140.00 per 1,000 words. A minimum fee of £35.00 is charged for 250 words or less.

Translation for legal aid contract work will be charged at a rate of £100.00 per 1,000 words, a minimum fee of £25.00 is charged for 250 words or less.

9.2 Editing and Layout: Additional fees are charged for editing of images and layout depending on the level of work/time required.

If any translated text is not up to professional standards then all original documents should be returned to us with examples and explanation. An investigation will be carried out and a refund will be considered.

10) Payment

Advising London will raise an invoice once the assignment is complete and relevant documents and receipts have been obtained from the interpreter/translator.

The agency/organisation shall make any payment due for our services within 14 days from the date of invoice. Any exceptional cases must be agreed upon prior to assignment.

Payment by BACS:

Account Name: Advising London
Account Number: 20082684
Sort Code: 08-60-01
Bank name: Unity Trust Bank
Branch Address: Nine Brindleyplace, Birmingham B1 2HB

Payment by Cheque All cheques are payable to Advising London

11) Agreement

I have read this document and agree to work within these terms and conditions.

Name of agency/organisation (print in capitals)	
Name of signatory (print in capitals)	
Signature	
Date	