



Home Office

Interpreters Code of Conduct

Version 5.0

The purpose of this document is to explain the role and expectations of the interpreter when they are engaged to act on behalf of the Home Office.

This document also includes expectations of the role of the Home Office Staff.

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About this guidance

This guidance tells interpreters and Interviewing Officers what their role is when conducting assignments involving interpreters on behalf of the Home Office.

It should be read alongside any additional guidance or policy instructions provided by the office or offices relevant to the assignment they are required for.

Contacts: for Home Office staff reference

If you are a Home Office employee and have any questions about the guidance and your line manager or senior caseworker cannot help you, or you think that the guidance has factual errors then email the Interpreter Management Team.

If you notice any formatting errors in this guidance such as broken links or spelling mistakes or have any comments about the layout or navigability of the guidance, then you can email the Guidance Rules and Forms team.

Contacts: for Home Office interpreter reference

If you are a registered Home Office interpreter and have any questions, or you think that the guidance has factual errors [email the Interpreter Management Team](#).

Publication

Below is information on when this version of the guidance was published:

- version **5.0**
- published for Home Office staff **25 March 2024**

Changes from last version of this guidance

- definitions – Page 6 - added sentence to explain the meaning of Remote Identification Profile (RIDP)
- security and Access to Home Office Buildings – Page 8 – paragraph added to explain the importance of the RIDP
- remote Interviewing – page 15 – removal of the reference to Skype-for-Business as Home Office video platform
- guiding Principles- page 7 a rewording of the paragraph

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Related external links

[NRPSI](#)

[Interpreters code of conduct](#)

Introduction

The purpose of this document is to explain and clarify the role of the interpreter when they are conducting assignments on behalf of the Home Office (HO).

Providing high standards of interpreting is essential to the HO delivering a robust, trusted, and professional service to our customers. This Code of Conduct is intended to regulate the professional conduct of the interpreters registered on the HO panel. Interpreters provide an essential service on behalf of the HO and support the decision-making process for some of the most vulnerable people in our society.

Interpreters are not HO employees. However, whilst undertaking freelance work commissioned by the HO, independent freelance interpreters are expected to maintain certain professional standards. Failure to adhere to any of the following requirements may result in the removal of an interpreter from the HO Panel of Independent Freelance Interpreters.

Interpreters are considered part of the wider HO team and are entitled to be treated with respect when representing the HO. When registered on the HO panel of interpreters, interpreters are required to abide by this Code of Conduct.

Interpreters must be prepared to exercise sound judgement and common sense in deciding the right actions to take as this code will not cover every situation or eventuality that may arise. They will be expected to be polite, professional, and always show respect to colleagues, fellow interpreters, HO staff customers/claimants and other stakeholders, who come from a variety of backgrounds and cultures.

This code provides guidance setting out skills, practices, and knowledge for interpreters to use when working with the HO.

The HO can act against those who fall short of the standards set out in this document. Using this document, the HO ensures that the integrity of the profession is maintained, and the public can be confident in the service provided by a registered interpreter.

If there are any concerns or interpreters wish to discuss any matter, they must contact the appropriate team below:

- Interpreter Management Team - ILSUInterpreterManagement@homeoffice.gov.uk
- Interpreter Bookings Team – ILSUinterpreterqueries@homeoffice.gov.uk
telephone:+443001050290
- Interpreter Finance Team – ILSUInterpreterFinance@homeoffice.gov.uk
telephone:+443001044282

Any interpreter who wishes to raise a complaint must not rely on someone else to do so, on their behalf. The complaint must come from the interpreter concerned. Raising of complaints will not impact future work appointments. Complaints must be directed to the relevant team in the first instance.

This document may be updated at any time, and it is the responsibility of every interpreter to make themselves aware of these updates by keeping up to date with the latest version published on GOV.UK.

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Definitions

The **Code of Conduct** refers to this document.

Home Office (HO) refers to the government department which maintains and operates the panel of interpreters.

An **interpreter** is the person carrying out the work in a professional capacity.

The **Interviewing Officer** is the HO employee who manages the interview.

HO official refers to any HO employee, including Interviewing Officers.

HO Panel is the formal list of interpreters which is owned, managed, and maintained by the Interpreter Management Team

Customer or Claimant is the person whose dialogue is being interpreted.

Finance team refers to the team which processes interpreter payments.

Bookings team refers to the team from which an interpreter accepts work.

The Interpreter Management Team manage interpreter related issues, including, but not limited to interpreter recruitment and quality assurance.

Interpreter monitoring is the receipt and assessment of feedback from service users regarding the performance of interpreters.

Assignment is the name for a job an interpreter accepts from the HO.

Remote ID Profile (RIDP) refers to the document the Interpreter Management Team have provided to enable your identification to be checked against for remote interview assignments.

The Official Secrets Act refers to the legislation that governs confidentiality and non-disclosure requirements in these circumstances.

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Role of the interpreter

Guiding principles

Interpreters are important to the Home Office (HO) as they provide a service which allows some of the most vulnerable people to speak unhindered by the boundaries of language differences. To maintain our high standards of interpreting the HO expects interpreters to adhere to the following guiding principles.

- interpreters must not damage the reputation of the Interpreter & Language Service Unit (ILSU) and the HO by their conduct during assignments or outside of work
- interpreters must not accept any work which they believe would directly or indirectly contravene the Code of Conduct
- interpreters must not behave in a way which may result in them being liable to prosecution for criminal behaviour
- interpreters must only accept assignments in languages for which they are registered on the HO database
- interpreters must inform the Interpreter Management Team of any changes in personal details, or of any personal health issues which may impact their ability to carry out interpreting assignments
- interpreters must check with the business area offering the booking if they are unsure of any requirements set out in an assignment
- interpreters are responsible for obtaining the name and contact details of the Booking Officer when they are contacted by anyone other than the Liverpool Bookings Team - ILSU are unable to assist with lost details or missing payments in these circumstances
- interpreters must not contact HO officials for any reason other than those directly related to the assignment they have been booked for
- Interviewing Officers are responsible for the structure of the interview - interpreters must not question how an interview is conducted nor the questions being asked
- interpreters must properly and fully interpret what is being said, as close as English allows

Confidentiality

On acceptance on the HO panel interpreters sign a declaration of confidentiality in which they agree to abide by the provisions of the Official Secrets Act. This means that they must not disclose to any person outside the HO, any information that becomes known to them during an assignment.

Interpreters must respect confidentiality and must not seek to take advantage of information acquired during, or as a result of their work. The duty of confidentiality does not end on the completion of the assignment work.

Interpreters must not distribute any personal material relating to the claimant, themselves, or HO officials. This includes, but is not limited to, photographic images

and personal information including name, telephone numbers or any other personal details. This also includes sharing any information on social media.

Interpreters must not disclose personal identification information, including name and Metis reference number in the presence of a claimant.

Interpreters must not contact HO staff on their personal HO email addresses unless required by the officer, for example to confirm receipt of the details relating to an assignment. Interpreters must not contact officers outside the remit of their assignment.

Interpreters must not disclose any information to a third party unless instructed by the HO to do so, and only provided that such disclosure would not be unlawful or infringe the rights of any of the parties concerned. The duty of confidentiality shall not apply where disclosure is required by law.

Mobile phones

The use of mobile phones to conduct interviews is prohibited unless a telephone specific assignment has been offered.

Mobile phones and all other forms of communication including beepers and tablets which may otherwise cause distraction whilst in an interview, should be switched to silent for the duration of your assignment, unless usage has been specifically requested by the officer conducting the interview. Interpreters must not answer their phones whilst an interview is taking place unless this relates to an emergency.

Security and access to Home Office buildings

Interpreters must complete the security clearance application process successfully before joining the panel. A requirement of remaining on the panel is that security clearance is regularly renewed. Interpreters will be notified by the Interpreter Management Team when their clearance becomes due for renewal. Failure to comply with this process will result in removal from the HO Panel of Freelance Interpreters.

Interpreters are required to show photographic identification (ID) (a full list of acceptable ID is available on the [GOV.UK website](#) under proof of identity checklist) to gain access to all government buildings when attending Face to Face assignments. Interpreters will not be granted access without the correct ID.

Interpreters commissioned by the HO must familiarise themselves with local instructions when working at any HO location. The HO will ensure instructions are available to interpreters when completing assignments where possible.

Interpreters must always display their current, valid security pass whilst on the premises and return their security pass when leaving a HO building.

Interpreters conducting virtual assignments will have their details checked remotely against their Remote Identification Profile (RIDP), by the officer conducting the assignment, to validate their identity before the interview begins.

If the interviewing officer is in doubt about the interpreter's Remote ID Profile (RIDP) appearance matching the interpreter's appearance on video the interviewing officer will ask the interpreter to show another form of photographic identification (ID) (full list of acceptable ID is available on the [GOV.UK website](#) under proof of identity checklist) to continue with the assignment. Interpreters must ensure that any identification document presented is not visible to the claimant/customer.

If interpreters are unable to show suitable identification, the officer will contact the Liverpool Interpreter Booking Team and the interpreter may be terminated from the assignment.

It is the interpreter's responsibility to supply a recent photograph to the Interpreter Management Team for their RIDP and to resubmit a photograph if their appearance significantly changes in any way, or the interpreter is asked to do so by the Interpreter Management Team.

During remote interviews, interpreters may be asked by Interviewing Officers for a scan of their environment for security purposes. Interpreters conducting such assignments must ensure there are no personal items on view which could identify their whereabouts or cause reputational damage to the HO. Interpreters are obliged to comply with this security requirement.

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Disciplinary issues

Interpreters sanction process

This section sets out the formal process for dealing with complaints and disciplinary issues. The purpose of the Code of Conduct is to ensure expected standards of conduct and behaviour are met and that any potential misconduct issues are addressed at an early stage.

Feedback is collected on interpreter performance and any incidents of alleged behaviour falling short of the Code of Conduct will be fully investigated. Feedback is primarily compiled by Interviewing Officers completing an interpreter monitoring form, but this form may also be completed by other Home Office (HO) officials.

This process sets out the procedure used when it is suspected or alleged that an interpreter has failed to meet acceptable standards of behaviour or conduct.

Prompt and decisive action will be taken as soon as the HO becomes aware of any alleged inappropriate conduct. This is in the best interests of the department, the interpreter, and where others are involved, the wider public.

Interpreters must comply with any requests from Interpreter & Language Service Unit (ILSU) for information within the time specified. If there is evidence of behaviour falling short of the Code of Conduct, interpreter monitoring may be considered to determine any further action.

Any conduct leading to the disciplinary action of de-listing an interpreter on the HO panel, will be presented to a panel of HO staff, who will review the facts and agree an outcome. Interpreters will be given the opportunity to offer their representations and any evidence that may support their case. Panels will be chaired by a senior officer of SEO (Senior Executive Officer) grade or above who, if the panel cannot agree on an outcome, will have the final say on any decision to de-list an interpreter.

There may be instances where it is in the best interests of all parties to temporarily suspend an interpreter. This protects interpreters and the business in situations where an allegation could result in reputational damage if substantiated.

The Interpreter Management Team retains the right to suspend an interpreter's services if deemed appropriate in the circumstances, whilst undertaking any required investigation. A final decision on removing an interpreter from the panel will not be taken until all fact gathering is complete.

When making an assessment on an alleged incident of misconduct the following factors will be taken into consideration:

- nature of the alleged offence
- frequency and severity of the alleged offence
- risk of a repeat of the activity under investigation
- past record and previous incidents (if any)

- any instances of merit or previous examples of exemplary service
- the potential reputational damage to the HO
- any other contributing factors

A minor breach of the Code of Conduct can include behaviour which falls short of the standards expected. Some examples are:

- poor timekeeping
- using a mobile telephone or other electronic device during an interview
- inappropriate body language or nonverbal communication
- general conduct such as requesting so many breaks the flow of the interview is interrupted unnecessarily, causes stress to the claimant/customer, and lengthens the interview process

This list is not exhaustive.

Conduct that will usually warrant a warning being issued can include repeated minor offences or a significant breach of the standards expected, for example:

- not interpreting what is being said accurately by a claimant
- unauthorised conversations with a claimant/customer, which are outside the remit of the interviewing process
- inappropriate comments
- asking own, or different questions to those of the Interviewing Officer
- constantly refusing work assignments
- repeated minor breaches

This list is not exhaustive.

Suspension from the HO panel is defined as behaviour that is serious enough that all current activity as a HO interpreter must cease for a specified period. Examples could include:

- bullying, harassment, or discrimination
- payment demands outside the HO's set rates
- repeated conduct that warranted a breach or a warning
- the HO receives information that, if substantiated, would compromise an interpreter's integrity or negatively impact the HO's reputation

This list is not exhaustive.

De-listing from the panel occurs when conduct is so serious that continued activity as a HO interpreter is not considered appropriate. Examples of conduct leading to de-listing could include:

- contacting a claimant/customer or HO official outside the interview assignment
- serious incidents of bullying, harassment, or discrimination
- continually demanding own levels of payment outside HO set rates
- inappropriate behaviour

- failure to comply with any aspect of the security renewal process
- repeated offences following a period of suspension or the issuing of breaches and warnings
- continued incidents of failing to attend assignments

We reserve the right to remove an interpreter from our panel without prior notice should information be provided that could compromise the integrity of the HO.

This list is not exhaustive.

Conduct and behaviour

Interpreters must inform the Interpreter Management Team immediately if they are arrested, charged, convicted, or cautioned for any offence, or if they become subject to any professional disciplinary proceedings whilst registered on the panel.

Interpreters must inform the Interpreter Management Team immediately if removed from a list held by any other public sector body or interpreting organisation.

Dress code

Interpreters are expected to ensure that their dress code is appropriate for the situation in which they are working, this includes remote working and that they present a professional image.

Examples of inappropriate clothing include:

- shorts
- vest tops
- sportswear
- slogan t-Shirts
- visible underwear
- revealing clothing

This list is not exhaustive.

Some assignments may involve field work and interpreters may be asked to accompany Immigration Enforcement Officers on visits to employers' premises. In these circumstances, casual clothing and comfortable footwear may be more appropriate. Please check the circumstances of the interview with the business area offering the booking prior to the assignment.

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Fair treatment

Equality and Integrity

A freelance interpreter engaged by the Home Office (HO) has a duty to be impartial and to be seen by others to be always impartial. Even though interpreters may feel that they have been impartial and demonstrated no bias, if other people perceive interpreters are biased or not impartial their role as an interpreter may be compromised. Interpreters must act with integrity in all their professional and business activities. This means acting with honesty, fairness and impartiality always and not allowing themselves to be improperly influenced either by self-interest or the interests of others.

Conflicts of interest

Interpreters must disclose any potential or occurring conflicts of interest or any other factor which may make it inappropriate for them to accept work on a particular case.

Interpreters must not accept gifts or hospitality offered to them, nor offer such incentives to others, which may be viewed as activity contrary to their professional obligations.

Interpreters must not offer any personal opinions, comments, or personal observations on the credibility of a claimant/customer even if requested to do so. Such requests must be declined, and it must be stated that it is outside the remit of a professional interpreter.

Interpreters must not be acquainted with or related to the claimant/customer, or anyone associated with the case. If after an interpreter has accepted an assignment, they become aware of a conflict of interest they must immediately inform the Interviewing Officer of the circumstances.

At the start of the interview interpreters must make it clear to a HO official if they have previously interpreted on the claimant's / customer's case for the legal representative, or other supporting organisations.

The onus is on the interpreter to raise any issues relating to potential conflicts of interest.

Interpreters must not indulge in general conversation with a claimant / customer before, during or after an assignment, other than to establish that they both speak the language or dialect that the assignment has been booked in. An innocent conversation can lead to a perception of bias. If an interpreter is approached by a claimant / customer or legal representative outside the assignment, they must explain that they cannot discuss the case and politely walk away without getting involved in any conversation. Any such approaches must be reported to a HO official as soon as possible.

Under no circumstances must contact be made between the interpreter and the claimant /customer outside the working environment.

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Interpreting

During an assignment, the Interviewing Officer is responsible for managing the interview, the interpreter must follow any guidelines given, only asking the questions they have been asked to interpret and only communicating with the claimant / customer as instructed.

The following guidance applies to all interpreters when conducting the interview:

- you must be in a fit state to interpret effectively throughout the interview
- you must speak slowly and clearly
- you must not question the content of the interview
- you must be aware that you will be interpreting for potentially vulnerable claimants / customers and must behave accordingly
- you must bear in mind that the Interviewing Officer will be relying entirely on the interpreted version of the account given by the claimant/customer and may draw conclusions about the claimant's / customer's credibility - accurate interpretation is essential to enable fair and accurate decisions
- you must retain every element of information that was contained in the original message and interpret in as close to verbatim as English allows
- you must not try to anticipate what the interviewer or claimant / customer is trying to say or give an answer different from the one being provided
- you must not talk over Interviewing Officers or claimants/customers
- you must spell out names or unusual words said by the Interviewing Officer or claimants / customers
- you must inform the Interviewing Officer immediately if you have any difficulty in interpreting
- you must remain calm, especially if you hear unpleasant or controversial evidence – your duty is to remain professionally detached from what you are interpreting
- you must use direct speech when interpreting – you must not say, for example “he said...” this must be interpreted as “I...”
- you must interpret language which may be offensive - for cultural reasons, obscenities may be difficult to translate or have no direct equivalent - in this case you must look for the closest equivalent and inform the Interviewing Officer that is the case
- you must not interrupt the progress of the interview other than to make a correction to the interpretation, request clarification, resolve a misunderstanding or draw attention to any distractions
- you must confirm you are interpreting the correct language and dialect at the beginning of the interview, any differences in language or dialect being interpreted must be raised with the Interviewing Officer at the earliest opportunity
- you must not ask the claimant/customer what they mean by a particular answer – you must ask the Interviewing Officer's permission to ask the claimant/customer to repeat or clarify.
- you must not show emotions - the only reactions you must express are those of the claimant/customer

- any notes which you make during the interview must be passed to the Interviewing Officer so that they can be securely destroyed at the end of the interview - for remote interviews, you are responsible for ensuring any notes are destroyed/disposed of confidentially and no data breaches occur
- you must interpret to a high standard on a range of protection-based and human rights topics including, though not limited to, religious conversion, Female Genital Mutilation (FGM), sexuality-and gender-based claims, all types, and forms of persecution, medical, including physical and mental health, torture, trauma, and political activity
- following the completion of an assignment, you must not discuss the content, details or conduct of the interview with any third party

Due to the changing demands of the business, the booking and payment structure is subject to change, this includes the structure of how interviews are conducted. This will be communicated to all interpreters via email from Interpreter & Language Service Unit (ILSU) and interpreters are responsible for keeping themselves up to date with these changes. Interpreters are advised to regularly check their email junk folders for any missed communications.

When conducting any form of an assignment for the HO, Interpreters must be in a secure, private, and appropriate location. Examples of inappropriate locations include:

- in any public space
- in a car or any other moving or parked vehicle
- in a room at home where family members, pets and or visitors may enter
- This list is not exhaustive

Interpreters must always be alone when conducting an assignment outside of HO premises.

Remote interviewing

When conducting remote assignments booked by ILSU interpreters must be UK (United Kingdom) based at the point of conducting that assignment. Interpreters are not permitted to conduct any assignment from a location outside of the UK. Where an interview is not taking place in a HO or Foreign, Commonwealth and Development Office (FCDO) facility, to be within the UK conducting remote assignments means the location is within UK law enforcement jurisdiction. This is to ensure that any risks associated with cyber security are reduced and support for interpreters is improved.

Interpreters may be asked to conduct telephone interpreting. Interpreters will be informed in advance if this is the type of assignment they have been given.

Some telephone interpreting is not managed by ILSU, it is managed by the business area making the booking. It is an interpreter's responsibility to get details such as the Interviewing Officer's name and telephone number when a remote or telephone interpreting assignment is booked.

Some interviews may be carried out using video conference facilities. During these interviews, interpreters may not be in the same room as the claimant / customer or the Interviewing Officer. Interpreters will be informed in advance that this is the type of assignment they have been given.

Interpreters may be required to carry out interviews through the Digital Interview (DI) System and these interviews will be audio-recorded.

Interpreters who have been tested by the Interpreter Management Team as capable of conducting a remote interview may be asked to conduct virtual interviews using HO authorised remote platforms on a suitable device that has been tested. Interpreters will be informed in advance that this is the type of assignment they have been given. These interviews will be audio-recorded and subject to the same behaviours as telephone interpreting.

Interpreters are expected to keep their mobile phones charged and accessible when awaiting remote meeting invitations as the interviewing officer will contact interpreters on their mobile if experiencing technical or other difficulties. Mobile phones should then be switched off upon commencement and for the duration of the interview.

Where technical difficulties arise interpreters will be expected to assist as far as possible to resolve issues by referring to the guidance and FAQs (frequently asked questions) provided by the Interpreter Management Team.

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Training

Interpreters on the Home Office (HO) panel, are responsible for ensuring they remain up to date with the required levels of training and procedures to enable them to meet the expected standards of HO interpreting.

Health and safety

Interpreters must make themselves aware of Health and Safety requirements prior to attending a HO location. The HO will ensure relevant guidance is on display. Interpreters must raise any concerns about their own Health and Safety to the Interpreter Management Team.

Interpreters are entitled to reasonable rest breaks during their duties. If an interpreter requires a break, it is their responsibility to ask the Interviewing Officer to accommodate this request. It is essential that interpreters can conduct their duties to the best of their ability.

Medical conditions

Where a claimant / customer, during face-to-face interpreting, has a medical condition which can be contagious, interpreters must seek guidance from the Interviewing Officer regarding the continuation of an assignment.

References

Interpreters requiring a reference from the HO will receive a factual reference stating the date of registration on the HO panel, and their registered languages only. In certain circumstances, for example if the interpreter has been de-listed, the HO may decline to provide a reference.

Bookings

It is an interpreter's responsibility, when accepting assignments from the HO, to ensure that they have recorded the full details relating to the assignment. For example, where the interview is to take place, the time they are required to attend, the length of time they will be required, the name and contact number of the officer who booked their services.

It is the responsibility of the interpreter to ensure they understand this process.

If an interpreter wishes to cancel an assignment, they must contact ILSUInterpreterqueries@homeoffice.gov.uk as soon as they are aware they will be unable to complete the assignment. Interpreters will receive an email confirming what has been cancelled. Interpreters must not email individual Team Members; emails must be directed to the designated inbox.

If an interpreter has not been contacted by the Interviewing Officer or sent a link to join their interview, they must contact ILSUInterpreterenquiries@homeoffice.gov.uk.

The Bookings Team will communicate with the team concerned to rectify the situation. **If an interpreter is not contacted and they have not been given an end time, they should stand down after 3 hours and they will be paid accordingly.**

If an interpreter has been called for an assignment by Interpreter & Language Service Unit (ILSU) but does not receive their confirmation email by close of business, they must contact, ILSUInterpreterqueries@homeoffice.gov.uk and the team will investigate and ensure interpreters receive an email confirming the details of the booking.

Interpreters must only accept assignments they know they are able to keep.

Interpreters should not accept any other assignments if they are already committed to a booking that has previously been arranged for that same date / time.

Interpreters must give a realistic arrival time and make sure that they are punctual. Interviews will commence immediately from the start of the assignment, and interpreters must ensure any devices are working and ready to commence. Interpreters should also have any ID readily available to present to the officer if this is requested. If interpreters are unavoidably delayed, they must telephone the relevant contact as soon as they know they will be late and give an approximate time of arrival.

If an interpreter needs to cancel a booking booked outside of the Liverpool Bookings Team, they must contact the relevant booking unit. They must not delegate their assignment to another interpreter.

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Payments

We aim to pay interpreters promptly and accurately and to help with this, all interpreters must submit their electronic claim forms via email to ILSUInterpreterclaimforms@homeoffice.gov.uk within 28 days of completing an assignment. Interpreters should receive payment within 28 days of receipt of the claim form, we ask that interpreters wait until 28 days have passed before enquiring about any impending payment.

Any claim forms or payment queries for Home Office (HO) assignments that are not processed by the Interpreter & Language Service Unit (ILSU) Interpreter Finance Team, must be directed to the relevant team, or point of contact.

All assignments booked via ILSU and completed in the same week (Monday to Sunday) must be included on the same claim form.

Multiple daily assignments must be submitted on a weekly interpreter claim form and not submitted separately, failure to adhere to this could delay interpreter payments. Continued non-compliance of this request will be highlighted to the Interpreter Management Team, who will take appropriate action.

Interpreters must ensure that the start and end times of their interviews are clearly recorded on the claim form, or this could delay payments.

Interpreters are only entitled to one minimum payment per day for any cancellations received the day of, or 24 hours before, their assignment. They are also only entitled to one Enhanced First Hour payment per day.

Interpreters are entitled to a maximum £26.00 subsistence rate per night when they are required to stay in a hotel. This is to cover the costs incurred for lunches / evening meals / some snacks / breakfast and non-alcoholic beverages. Interpreters are required to produce itemised receipts to substantiate the subsistence costs they have incurred. Credit / Debit card slips will not be accepted. The date must be clear on all receipts and any receipts that have been amended will not be re-imbursed.

Interpreters must make sure they keep the originals or copies of all paperwork relating to payment requests.

Amendments

This Code of Conduct may be amended and updated at any time, as necessary. It is an interpreter's responsibility to make themselves aware of any updates and amendments to the Code of Conduct. The Code of Conduct will be reviewed every 6 months or when changes are required in line with changing business requirements. Any updates to the Code of Conduct will be notified via a mailshot to all interpreters currently on the HO panel and posted on the [GOV.UK website](https://www.gov.uk).

Any form of communication issued by ILSU is an addition to the terms and conditions set out in this code and must be adhered to in the same way as the Code of

Conduct. Breaches of any communications issued will be treated as breaches of the Interpreters Code of Conduct and may lead to the sanctions set out in this document.

Guidance for interpreters

Interpreters who require further guidance beyond the information contained in this document must contact the Interpreter Management Team.

Role of the Interviewing Officer

During an assignment, the Interviewing Officer is responsible for managing all aspects of the interview, which includes deciding the questions which are asked. The Interviewing Officer is conducting the interview to gather information to enable them to complete their specific duties. The Interviewing Officer may ask the interpreter to repeat or ask a question in a different way. This is not a reflection on the performance of the interpreter, it is purely to ensure the Interviewing Officer can gather enough information to enable them to complete their duties. The Interviewing Officer will explain to the claimant/customer the reasons behind any challenge or clarification. It is the responsibility of the Interviewing Officer to challenge any behaviour or activity that is considered unsuitable or inappropriate during the interview. In line with this document, it is the role of the Interviewing Officer to accommodate all reasonable requests for a break from interpreters. It is important that interpreters can conduct their duties to the best of their abilities and reasonable breaks are an important part of this.

Declaration

Failure to adhere to any of the requirements detailed in this document will be dealt with under the [disciplinary process](#) set out in this document and may result in an interpreter's removal from the panel of freelance interpreters.

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