



Home Office

# Interpreter code of conduct and guidance

Version 6.0

Interpreters are engaged by the Home Office and External Service Providers to deliver interpreting and translation services across various UK locations in line with operational demands, which may occur at any time on a 24-hour basis. This guidance outlines the role, responsibilities and professional standards expected of all freelance interpreters.

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# About this guidance

This guidance is owned by the Interpreter and Language Services Unit (ILSU) and sets out the role, responsibilities and professional standards required of interpreters and translators.

Within the Home Office (HO), the ILSU is responsible for delivering interpreting services on behalf of the department. ILSU recruits and maintains a database of freelance HO interpreters, referred to within this guidance as the HO panel of interpreters, to provide interpreter services for HO assignments – including ad hoc engagements. ILSU are also responsible for managing invoices and payments and operating a quality assurance process to maintain professional standards of interpreting.

The Home Office also engages external service providers to provide interpreters and translators for some Home Office assignments.

Interpreters and translators play a vital role in supporting the decision-making processes, which often involves some of the most vulnerable individuals in society.

Whilst interpreters and translators are not HO employees, they are expected to uphold professional standards when carrying out any assignments commissioned by the HO, regardless of whether they are provided by an external provider or are a member of the Home Office panel. Failure to comply with professional standards, may result in disciplinary action.

This guidance does not cover every situation or eventuality that may arise. Interpreters must be prepared to exercise sound judgement and common sense when accepting and conducting assignments. Interpreters will engage with HO staff, claimants, and external stakeholders, who come from diverse backgrounds and cultures.

## Contacts

If you 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 ILSU Interpreter Management](#).

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

## Publication

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

- version **6.0**
- published for Home Office staff on **24 February 2026**

## Changes from last version of this guidance

This guidance has been fully reviewed and updated.

The code of conduct may be amended or updated in line with business requirements. Interpreters are responsible for ensuring they are familiar with the latest version and will be notified via a mailshot of any updates to the code of conduct.

Any additional communication issued by ILSU forms part of the conditions outlined in this guidance and must be adhered to in the same way. Failure to comply with these communications will be treated as a breach and may result in sanctions as set out in this guidance.

### Related content

[Contents](#)

### Related external links

[NRPSI](#)

# ILSU Interpreter Management

ILSU Interpreter Management are responsible for the recruitment, security clearance and performance of freelance HO interpreters.

## ILSU interpreter recruitment

ILSU recruit interpreters when languages / dialects - including rare and difficult languages - are in demand and required by the business.

If certain languages are not required, ILSU will retain details in line with GDPR guidelines and legal requirements for data retention, should business requirements change.

ILSU operates a digital only recruitment process. Postal recruitment applications will **not** be accepted.

ILSU interpreter management will consider recruitment applications from any individuals who meet the below criteria.

## Qualifications

To join the HO panel of interpreters, the following requirements **must** be met:

- Registrant of the National Register of Public Services Interpreters (NRPSI)

**or** hold one of the below qualifications or assessments:

- Diploma in Public Services Interpreting (DPSI) (Law) or a letter of credit in all oral components (Law)
- Diploma in Community Interpreting (DCI) Level 6 (Law pathway)
- ICQ (I Can Qualify) Level 6 in Public Service Interpreting - Regulated Qualifications Framework (RQF)
- Metropolitan Police Assessments
- CIQL Qualification Diploma in Police Interpreting (DPI) Level 6
- Immigration and Asylum Chamber (IAC) Assessments
- TQUK (Training Qualifications UK) Level 6 in Public Service Interpreting - Regulated Qualifications Framework (RQF)

## Proof of hours

In some extraordinary circumstances, interpreters who are not registrants of NRPSI and do not hold recognised qualifications, may be considered based on documented proof of hours worked as an interpreter for a reputable business or organisation. All proof of hour recruitment applications will be considered on an individual case-by-case basis. These will require approval from senior management within ILSU who make the final decision.

## Eligibility

To apply you **must** meet all of the following criteria:

- you have been a resident in the UK for the last 3 years
- you are a British / EU citizen or have indefinite leave to remain in the UK
- you speak English and another language fluently
- you are not employed by the Home Office

As part of the recruitment application process, the following documentary evidence is required:

- valid passport or travel document or birth / adoption certificate
- passport photograph
- current bank statement within the last 6 months to demonstrate proof of address in the UK
- current utility statement within the last 6 months to demonstrate proof of address in the UK
- employment reference
- professional / academic reference
- employment history covering the last 3 years:
  - pay slips
  - P60
  - P45
  - National Insurance number

This list not exhaustive.

## Security vetting

Interpreters are required to complete and successfully obtain valid security clearance before being appointed to the HO panel of interpreters or accepting any HO assignments.

Interpreters **must** declare if they have been:

- arrested, charged, convicted and / or cautioned for any offence
- subject to professional disciplinary action while registered on the HO panel of interpreters
- removed from any list maintained by another public sector body / any interpreting organisation

Any declarations **must** be immediately reported directly to: [ILSU Interpreter Management](#).

## External service providers

ILSU also engage with External Service Providers (ESP) who deliver written translation and interpreting services, as well as British Sign Language (BSL).

Interpreters registered on the HO panel of interpreters may also hold a contract with an ESP.

Interpreters and translators carrying out HO assignments, including those provided through an ESP, are required to comply with both the HO code of conduct as well as the code of conduct applicable to the ESP.

Any ESP providing services on behalf of the HO also has qualification requirements set by the HO, which must be adhered to before an interpreter / translator can work on any HO assignment.

## Translation services

The HO panel of interpreters does not provide translation services for any foreign language documents claimants wish to submit. The HO contract for written translation is held by an ESP.

If an interpreter registered on the HO panel accepts a translation assignment from an ESP, they should note it will be administered by and paid through the ESP, rather than directly from the HO.

### Related content

[Contents](#)

# Role of the interpreter

## Remote assignments

Interpreters must be physically located within the UK, when conducting any remote HO telephone or video assignments.

## Permissible devices for video conferencing

Any remote HO video assignments must be carried out via Microsoft Teams using a reliable internet connection. Permitted devices for optimal functionality and effective participation are:

- laptop / desktop computer
- tablet
- iPad

Mobile phones to conduct remote video assignments are strictly prohibited.

## Welfare

Interpreters who may have a physical and / or mental health condition that could impact effective performance during HO assignments should inform: [ILSU Interpreter Management](#).

Interpreters may request reasonable comfort break / breaks with agreement from the interviewing officer but should not interrupt the flow of HO interviews.

## Standards and expectations

Interpreters must maintain professional standards and expectations of interpreting during HO assignments, and adhere to the following expectations, you **must**:

- not damage the reputation of the HO, including ILSU, as a result of your conduct and behaviour
- not accept HO assignments, which could lead to a conflict of interest - this includes providing interpretation for the claimant via their immigration advisor: if this becomes apparent during any assignment, you must inform the interviewing officer
- comply with the law and refrain from any activity that could result in criminal liability
- only accept HO assignments in languages / dialects in which you are fluent as registered on the HO interpreter database
- immediately inform ILSU of any changes to your personal details, as well as any medical conditions / disabilities or health issues that could impact your ability to perform HO assignments
- contact ILSU or the appropriate business area, should any questions or concerns arise regarding HO assignments

- obtain contact details of interviewing officers for every HO assignment accepted
- not challenge how questions are asked or how HO assignments are conducted during the interview
- interpret verbatim and must not summarise, omit, or change responses made by

## How interpreters can raise complaints

Any complaints relating to how an interview was conducted should be made by the interpreter as soon as possible following the incident. All complaints will be investigated promptly and fairly. Complaints will be acknowledged within 48 hours and should be directed to: [ILSU IMT Complaints](#).

## How interpreters can raise issues during HO interviews

Interpreters should communicate with the interviewing officer discreetly and clearly to state the nature of the issue and request a private conversation, where possible. Both interviewing officers and interpreters must avoid discussing issues in front of claimants to maintain confidentiality and professionalism.

Examples of issues that interpreters may need to raise include:

- conduct and behaviour of interviewing officers or claimants
- technical difficulties (for example, audio or video problems during remote interviews)
- overrunning HO interviews if multiple consecutive assignments have been scheduled
- situations affecting impartiality or confidentiality
- health or wellbeing concerns impacting performance

## Conduct and behaviour

HO assignments are highly sensitive and confidential. You must adhere to the following standards of conduct and behaviour, you **must**:

- always be alone in a secure, private and appropriate location when conducting remote interpreting: examples of inappropriate locations include (this list is not exhaustive):
  - public spaces
  - cars or other vehicles
  - rooms within a home where privacy cannot be guaranteed
- remain visible on camera for the full duration of remote video interviews
- remain in the assigned interview until completion, even if the interview overruns the scheduled time - if an emergency arises inform the interviewing officer
- follow all instructions provided by the interviewing officer and only interpret questions asked
- confirm the correct language and dialect at the start of the interview and raise any discrepancies immediately
- **not** question or challenge the content of the interview

- remain calm and professionally detached, especially during unpleasant or controversial responses that may be distressing or traumatic
- **not** show emotions and the only reactions you express should be those of the claimant

## Dress code

It is important to present a professional image at all times, and therefore appropriate dress standards should be adhered to.

Dress standards that are not appropriate are:

- shorts
- vest tops
- sportswear
- slogan T-shirts
- visible underwear
- revealing clothing

This list is not exhaustive.

## Dress code exceptions

Exceptions may be permitted for medical, religious, or cultural reasons. Interpreters should contact [LSU Interpreter Management Team](#) or the interviewing officer prior to the HO assignment for guidance.

## Mobile phones

### Remote video conference assignments

Mobile phones to conduct remote video assignments are strictly prohibited, however, interpreters must keep their mobile phones charged and accessible while awaiting meeting invitations, as interviewing officers may need to make contact if technical issues arise.

Mobile phones and all other forms of communication, including beepers, tablets, AI / virtual assistants, must be switched off or placed in silent mode for the duration of any HO assignment. Interpreters must notify and obtain agreement from the interviewing officer before any interviews are paused, prior to accepting emergency phone calls.

Interpreters should refer to [permissible devices](#) for remote HO video assignments.

### Telephone only assignments

Mobile phones and landlines are accepted forms of communication to conduct remote telephone assignments.

## Confidentiality

### Official Secrets Act compliance

You will be expected to sign a confidentiality declaration agreeing to comply with the Official Secrets Act. This means you must not disclose any information obtained during an assignment to anyone outside the HO, as such disclosure could be unlawful and could infringe the rights of any party. Confidentiality obligations do not apply where disclosure is required by law.

### Continuing duty of confidentiality

You must maintain strict confidentiality and must not misuse, disclose, or exploit any information obtained during HO assignments. This obligation applies at all times and continues after the assignment has concluded. You must not discuss any aspect of HO assignments with any individual or organisation, before, during or after the assignment. Any notes or information recorded during the HO assignments must be securely destroyed once no longer required, to prevent unauthorised access or data breaches.

### Prohibition on sharing personal material

You **must not** share or distribute any personal material relating to claimants, yourself or HO staff.

This includes:

- photographs or images
- personal details such as names, phone numbers, or other identifying information
- any content posted on social media

This list is not exhaustive.

### Disclosure of identification information

You **must not** reveal your own personal details, including names or reference numbers, in the presence of claimants.

### Post interview

You are strictly prohibited from contacting HO staff and claimants outside the professional context of HO assignments, as this may result in your removal from the HO panel of interpreters.

## Equality and integrity

You must remain impartial and be perceived as impartial at all times. Any behaviour that creates a perception of bias, even unintentionally, can undermine professional credibility. You are required to uphold the highest standards of integrity by acting with honesty, fairness, and impartiality, ensuring all actions are taken independently and free from personal interests or external influence.

You must not offer personal opinions, comments, or observations regarding the credibility of claimants under any circumstances. Any requests from interviewing officers to comment must be declined, as they fall outside your professional responsibilities and must be reported to [ILSU Interpreter Management](#).

## Conflicts of interest

You are responsible for identifying and reporting any conflicts of interest, the obligation to disclose rests entirely with you.

## Disclosure of conflicts

You are solely responsible for identifying and promptly reporting any conflicts of interest, and the obligation to disclose is entirely yours.

This includes:

- accepting HO assignments where you are acquainted with or related to claimants or anyone else connected to the case, must be reported immediately to the interviewing officer - this includes any personal / family, friendship connections or business and economic connections
- if you have previously interpreted for claimants on behalf of an immigration advisor or any other external organisation, you must report this immediately to the interviewing officer

This list is not exhaustive.

## Gifts and hospitality

You must not accept gifts or hospitality offered to you, nor offer such incentives to others, as this may compromise professional integrity and obligations.

## Identification and security requirements

You must comply with the security renewal process.

The ILSU Interpreter Management Team will review your work history and may notify you when your renewal is due. Once notified, you will be required to complete a new security questionnaire 6 months before your current clearance expires.

You may be asked to submit a digital copy of your passport and current utility bill as part of the renewal process.

Failure to complete the security renewal process, will result in your removal from the HO panel of interpreters.

## Photographic identification

Valid photographic ID must be presented to gain access to any government building for face-to-face assignments. Access will not be granted without correct ID.

## Security passes

Valid security passes **must always** be displayed whilst attending government buildings and returned to the appropriate security team upon departure.

## Remote identification profile (RIDP) verification

Interviewing officers will conduct verification checks against their RIDP, prior to the start of an interview. If there are identity concerns, you will be required to show an additional form of valid photographic ID.

Photographic ID **must not** be visible to claimants.

Failure to provide suitable identification may result in assignment termination.

You may be asked to scan your surroundings during remote interviews and must ensure no personal items are visible that could reveal your location or cause the HO reputational damage.

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 on site where possible.

## RIDP photograph updates

You must provide an updated passport photograph if your appearance changes significantly or when requested by ILSU.

A full list of acceptable ID is available on [GOV.UK](https://www.gov.uk) under proof of identity checklist.

## Cyber security / Artificial Intelligence (AI)

Where HO assignments are not taking place in a HO or Foreign Commonwealth and Development Office (FCDO) facility, the interpreter must be present in the UK when conducting remote HO assignments. This means the location is within UK law enforcement jurisdiction, to ensure that any risks associated with cyber security are reduced and support for interpreters is improved.

You are strictly prohibited from using any form of AI or recording devices during HO assignments.

AI refers to any platform that uses machine learning and can be used to validate existing content or create content including audio, code, images, text, simulations, and videos.

ILSU reserves the right to take the appropriate disciplinary action against any interpreters who breach this instruction. This may include suspension and / or removal from the HO panel of interpreters.

## Updating personal details

You are responsible for ensuring that all personal and bank details are accurate and up to date. If there are any changes to your address, telephone number, or bank account information, this [Change of details form](#) must be completed and directed to: [ILSU Interpreter Management](#).

### Related content

[Contents](#)

# Home Office assignments

HO assignments may be conducted face-to-face, via video conferencing or telephone. Interview types are determined by business operational requirements, and you must be prepared to undertake any of the following:

## Face-to-face

Face-to-face (also referred to as in-person) interviews involve interviewing officers and claimants being in the same interview room as each other. Face-to-face interviews are conducted at HO locations around the UK or at other secure and suitable locations, such as government buildings or large sites housing claimants.

## Video conferencing

Remote interviews are conducted via video conference (VC), which means that claimants will not usually be in the same room as the interviewing officer.

You will be required to carry out interviews through a Digital Interview (DI) platform, and these interviews will be audio recorded.

It is strongly recommended to use a headset during VC interviews to ensure clear audio and prevent interruptions that could lead to termination of the interview.

## Telephone calls

HO business areas that conduct screening interviews, may only require you to join by telephone. However, asylum interviews are generally conducted by remote video conferencing to ensure you are visible, but where this is not possible (for example technical difficulties once the interview has already commenced), you may be requested to join by telephone or another audio connection.

## Role of the interviewing officer

The interviewing officer is responsible for leading all aspects of a HO interview. Interviewing officers must read all information and questions in English. Interpreters are responsible for accurately interpreting everything verbatim, spoken by the interviewing officer. Interpreters will not be provided with any documents / materials intended to facilitate or to speed up interpreting, including questions to be asked.

Interviewing officers may request the interpreter to repeat or rephrase questions. This is not a reflection of an interpreter's performance; it is to ensure the interviewing officer can gather appropriate information to complete the interview. Where clarification or challenge is necessary, the interviewing officer will explain the reasons to the claimant.

It is also the interviewing officer's responsibility to address any behaviour or activity considered to be inappropriate during the interview, including persistent use of offensive or abusive language.

Interviewing officers should accommodate reasonable requests for comfort breaks from interpreters, including prayer breaks where religious observance may coincide with scheduled HO interviews. Comfort breaks enable interpreters to perform their duties effectively and wherever possible, should be arranged to minimise disruption to the interview process.

To prevent interview delays or cancellations, interviewing officers must promptly liaise with the ILSU Interpreter Bookings Team or EPS to arrange a replacement interpreter.

This applies in the following circumstances:

- language or dialect issues
- interpreter emergencies
- delays caused by a previous interview overrunning

This list is not exhaustive.

## Support services

You may hear distressing or traumatic related details during HO interviews. If you are affected by any of the information disclosed during an assignment, you can access support through any of the following services such as:

- General Practitioner
- personal support network
- [Mind](#)
- [Samaritans](#)

## Interpreting

Interpreters must comply with all instructions and guidelines provided by the interviewing officer.

Interpreters are required to interpret to a high standard on a range of subjects. Often this will relate to protection-based and human rights topics including (though not limited to) religious conversion, Female Genital Mutilation, sexuality-and gender-based claims, all types and forms of persecution and / or trauma, medical (physical and mental health) and political activity.

Interviewing officers must confirm the role of the interpreter at the outset of the interview to the claimant emphasising their impartiality, professionalism, and the confidentiality of the process.

Interpreters must conduct themselves in a professional and impartial manner, and respect confidentiality **at all times**, irrespective of whether they are attending a face-to-face or remote interview.

## Accuracy and impartiality

Interpreters **must** adhere to the following:

- speak slowly and clearly
- use direct speech (for example, interpret “I...” rather than “They said...”)
- inform the interviewing officer immediately if you have any difficulty interpreting
- interpret responses accurately and as verbatim as English allows, even if the response does not make sense or the claimant has not answered the question
- wait until directed by the interviewing officer before rephrasing a question
- interpret offensive or culturally sensitive language accurately, providing the closest alternative word / wording and inform the interviewing officer if an exact translation is not possible
- spell out names or unusual words when asked to do so by the interviewing officer
- do not anticipate responses or alter meaning
- some claimants may use a calendar that is different to the Gregorian calendar used in the UK and provide dates in a different format - do not convert dates unless requested to do so by the interviewing officer
- do not interrupt the interviewing officer, unless interpreting correction is required, or clarification is requested, or a private conversation is necessary.
- do not talk over interviewing officers or claimants

### Related content

[Contents](#)

# Disciplinary and misconduct

Interpreters may be subject to disciplinary procedures, to investigate potential misconduct promptly and fairly. This is in the best interests of the HO, interpreters, claimants and the wider public.

## Complaints

Interpreter performance feedback is obtained by 2 methods:

- internal interpreter monitoring forms completed by interviewing officers / technical specialists / senior caseworkers
- external complaints submitted by claimants, immigration advisors, non-government organisations and support workers

All allegations of misconduct or behaviour that fails to meet the professional standards set out in this guidance, will be subject to a thorough investigation.

## Disciplinary procedures

Cases that may lead to suspension or removal from the HO panel of interpreters, will be referred to a disciplinary panel, chaired by ILSU senior management and consist of independent members.

Independent members will review evidence, including any available recordings of the interview and consider any additional representations from interpreters before making a decision on the case.

If an agreement cannot be reached, the chair will make the final decision.

Interpreters may be temporarily suspended, where necessary, to protect both the interpreter and the HO during an ongoing investigation.

Interpreters will be formally notified of the outcome once an investigation has been concluded.

ILSU reserves the right to suspend interpreters during an investigation period.

Factors that will be considered include:

- nature, frequency, and severity of the allegation
- risk of recurrence
- previous assignment and complaint history
- evidence of merit or exemplary service
- reputational damage to the HO

## Minor misconduct

Conduct or behaviour that falls short of expected professional standards.

Examples include:

- asking own or different questions
- excessive breaks disrupting interview flow
- failure to interpret verbatim / accurately
- inappropriate comments
- interview delay / no show
- unacceptable nonverbal behaviours
- persistent refusal of assignments and no shows
- unauthorised conversations with claimants or HO staff
- using mobile devices during interviews without permission

Repeated minor misconduct may increase the severity of action taken, which could lead to formal monitoring or suspension, pending investigation.

## Formal monitoring

Interpreters may be placed on formal monitoring to review performance and to determine if further disciplinary action is required.

## Serious misconduct

Serious misconduct or behaviour deemed unacceptable, will result in immediate suspension pending an investigation. This may lead to permanent removal from the HO panel of interpreters.

Examples include:

- bullying, harassment, or discrimination
- repeated breaches after formal warnings
- allegations that could compromise HO integrity and reputation

## Gross misconduct

Substantial misconduct or behaviour that is wholly unacceptable and is deemed to have compromised HO integrity and reputation, will result in the immediate permanent removal from the HO panel of interpreters.

Examples include:

- fraud or deliberate misrepresentation
- breach of confidentiality or data protection laws
- criminal activity impacting suitability

This list is not exhaustive.

ILSU reserves the right to remove interpreters from the HO panel of interpreters without prior notice or explanation, should information be provided that could compromise the integrity of the HO.

**Related content**

[Contents](#)

# ILSU interpreter bookings

## ILSU assignments

### Interpreter availability

It is the interpreter's responsibility to maintain up to date availability, as ILSU review schedules prior to assigning bookings. Up to date availability ensures HO assignments can be allocated efficiently.

### Interpreter acceptance of assignments

Interpreters must only accept assignments they can fulfil and **must not** accept any additional bookings that conflict with an existing confirmed assignment, for the same date and time.

### Interpreter confirmation emails

Confirmation emails are usually sent to interpreters at the time of acceptance. If a confirmation email has not been received, interpreters must notify the ILSU Interpreter Bookings Team.

### Interpreter preparation and punctuality

Interpreters accepting HO assignments must review relevant information contained within the interpreter confirmation email.

Interpreters attending video conference interviews will receive a Microsoft Teams (MST) link 24 hours prior to the interview from the interviewing officer. Appropriate equipment must be fully operational and ready to use.

Interpreters must have valid photographic identification ready to present to the interviewing officers.

Interpreters are required to arrive on time, as HO interviews will commence at the scheduled start times. Interpreters who may be unavoidably delayed must inform the interviewing officer or the ILSU Interpreter Bookings Team immediately.

Interpreters who are not contacted by interviewing officers and have been given an interview end time, should contact ILSU Interpreter Bookings Team after **30 minutes**, who will resolve the matter accordingly.

Interpreters who are not contacted by interviewing officers and have **not** been given an interview end time, should stand down after **3 hours** and will be paid accordingly.

## Non-ILSU assignments

Interpreters who accept HO assignments that have **not** been booked by ILSU, must contact the relevant team directly.

## Interpreter cancellations

Interpreters who are unable to attend any HO assignments must notify the ILSU Interpreter Bookings Team immediately where possible to prevent business disruption.

Interpreters must provide cancellation reasons.

Interpreters **must not** contact individual HO staff email addresses.

Cancellation confirmation emails will be sent once cancellations are processed.

Failure to follow this process could result in disciplinary action that may lead to removal from the HO panel of interpreters.

## Interpreter no shows

Interpreters who repeatedly fail to attend HO assignments, without valid reasons, could be subject to disciplinary action that may lead to removal from the HO panel of interpreters.

## ILSU interpreter bookings team contact

Interpreter assignment queries, cancellations or general questions, should be directed to: [ILSU Interpreter queries](#).

### Related content

[Contents](#)

# ILSU interpreter finance

ILSU Finance Team is responsible for verifying and processing payment claims submitted by interpreters, for services delivered on behalf of the HO.

## Face-to-face and remote rates of pay

Day	Fee type	Rate
Monday - Friday	Enhanced first hour	£48.00
	08:01 – 18:00	£16.00 per hour
	18:01 – 08:00	£20.00 per hour
Saturday	Enhanced first hour	£72.00
	Then	£26.00 per hour
Sunday	Enhanced first hour	£72.00
	Then	£32.00 per hour

## Enhanced first hour

A maximum of **one** enhanced first hour payment may be authorised per day, which will usually be applied to the interpreter's first assignment on the day.

## Minimum payment and cancellation rates

Only **one** payment will be authorised per day, provided no additional assignment(s) is offered and accepted that day.

Day	Minimum payment
Monday - Friday	£80.00 (covers up to 3 hours)
Saturday	£124.00 (covers up to 3 hours)
Sunday	£136.00 (covers up to 3 hours)

## Telephone rates of pay

Minimum payments enhanced first hour and cancellation fees **do not** apply to telephone assignments.

Monday - Sunday	Rate
08:01 – 23:59	£10.00 per half hour
00:00 – 08:00	£20.00 per half hour

## Approved expenses

Reimbursement of accommodation costs for required overnight stays, travel costs such as public transport or mileage in line with guidance, and subsistence costs within the maximum allowable rates can be claimed.

ILSU reserves the right to decline reimbursement of non-essential or unreasonable purchases.

## Hotel accommodation

Hotel accommodation may be claimed up to a maximum of £65.00 per night. An original receipt obtained on the date of departure must be submitted. If hotel accommodation exceeds the £65.00 limit, prior authorisation should be sought from the ILSU Interpreter Bookings Team.

## Travel allowance

### Travel time

Interpreters cover the first **3 hours each way**; only excess hours are paid.

### Travel expenses

Car: Over 100 miles (return) - £0.238 per mile (in excess of 100 miles return):

- mileage and travel time will be checked against **AA Route Planner**

Parking: Actual cost up to £13.00 / day

Public transport: Actual fare if:

- tickets provided
- most economical route taken
- off-peak travel for overnight stays, where this option is available

Travel costs are not reimbursed for interpreters whose journey from home to work is under £13.00. Interpreters also receive an enhanced first hour payment each day, to cover any additional travel expenses incurred during assignments.

Taxi: Only reimbursed for overnight stays (station to hotel). Other taxi costs require pre-authorisation and receipts.

## Subsistence allowance

Subsistence allowance:

- up to £26.00 per overnight stay may be claimed for meals, non-alcoholic drinks and snacks, including breakfast if not provided by the hotel
- claims must be reasonable, relate only to items consumed by the interpreter, and exclude alcohol, tips and gratuities
- the allowance applies from departure to the end of the return journey

## Receipts

All expense claims must be supported by valid receipts, to ensure compliance with HO auditing requirements and should be itemised and dated. If a receipt lists other items, you must clearly indicate which costs relate to the claim.

Credit / debit card slips, and bank statements are not accepted as proof of expenditure and any amended or altered receipts will not be reimbursed.

## Claim forms

Claim form details:

- record start and end times of interviews and interviewing officer's name
- include personal details (for example, interpreter supplier code, VAT number)
- VAT-registered interpreters must submit a VAT invoice with every claim

Weekly submission rule:

- all assignments completed in the same week (Monday–Sunday) must be included on **one** claim form
- do not merge multiple weeks or submit separate forms for the same day
- multiple assignments within the same day must be listed on the same weekly claim form
- failure to comply may delay payments and repeated non-compliance will be reported to ILSU Interpreter Management

## Submission

Email electronic claim forms should be submitted within 28 days of completing an assignment and directed to: [ILSU Interpreter claim forms](#).

## Payment timeline

Payments will be processed within **28 days** of claim receipt. Do not make payment enquiries until this period has elapsed.

## Non-ILSU assignments

For non-ILSU bookings you should obtain contact details for the team making the booking to ensure payment.

Direct claim forms or payment queries for non-ILSU assignments will need to be sent to the relevant team or officer.

## Record keeping

Retain originals or copies of all payment-related paperwork.

## ILSU finance contacts

Claim form submission: [ILSU Interpreter claim forms](#).

Payment queries: [ILSU Interpreter Finance](#).

The email subject line must include:

- interpreter supplier code
- date of HO assignment

### Related content

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# ILSU contacts

For any concerns or queries, interpreters should contact the appropriate ISLU team:

## **Interpreter Management Team**

Email: [ILSUInterpreterManagement@homeoffice.gov.uk](mailto:ILSUInterpreterManagement@homeoffice.gov.uk)

## **Interpreter Bookings Team**

Email: [ILSUinterpreterqueries@homeoffice.gov.uk](mailto:ILSUinterpreterqueries@homeoffice.gov.uk)

## **Interpreter Finance Team**

Email: [ILSUInterpreterFinance@homeoffice.gov.uk](mailto:ILSUInterpreterFinance@homeoffice.gov.uk)

## **Related content**

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# Declaration

Failure to comply with any requirement set out in this guidance or in any ILSU communication, will be managed under the disciplinary process and may result in removal from the HO panel of interpreters.

All interpreters are required to sign a declaration confirming their acceptance of these terms, when joining the HO panel of interpreters.

## **Related content**

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# Useful Information

## Health and safety

Health and safety notifications will be displayed at HO locations and interpreters are expected to familiarise themselves with any requirements accordingly.

Health & Safety concerns should be directed to [ILSU Interpreter Management](#).

## Medical conditions

If a claimant has a medical condition that may be contagious during a face-to-face interview, interpreters must immediately seek guidance from the interviewing officer before continuing with the HO assignment.

## Interpreter references

Interpreter references provided by ILSU Interpreter Management, will include the interpreter's registration date, registered languages and where possible, hours worked.

The HO reserves the right to refuse interpreter reference requests.

## Interpreter freelance status

No formal contract exists. Interpreters are not employed by the Home Office and are classed as self-employed.

### Related content

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# Definitions

**Assignment** – An interview or interpreting service commissioned by the Home Office.

**Claimant** – The individual whose dialogue is being interpreted during an assignment.

**External service providers** – A third party supplier who provides interpreters or translators for HO assignments.

**Freelance HO interpreter** – An individual engaged by the Home Office to provide interpreting services in a professional capacity.

**HO Panel of Interpreters** – The official register of qualified freelance interpreters approved by the Home Office.

**Home Office** – The UK government department responsible for keeping the country safe and securing the UK border.

**ILSU Interpreter Bookings Team** – The team responsible for arranging interpreter services based on language demand.

**ILSU Finance Team** – The team responsible for processing interpreter payment claims.

**ILSU Interpreter Management Team** – The team responsible for recruitment, management, and quality assurance of freelance interpreters.

**Interviewing Officer** – A Home Office employee responsible for conducting and managing interviews.

**Interpreter code of conduct** – Guidance outlining professional standards and expectations for freelance Home Office interpreters.

**Official Secrets Act** – UK legislation governing confidentiality and non-disclosure obligations in relation to Home Office assignments.

**Remote ID profile** – A verification document used to confirm the identity of freelance interpreters to interviewing officers.

## Related content

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