

### Additional information

- > When accepting appointment ensure that you take all the details correctly. If in doubt do ask for clarification.
- > If you are requesting details via email please note these will only be sent through your corporate email and not your personal email.  
Ensure you logon to you corporate email regularly in order for it to remain operational.
- > If you have any doubts about a case or need to discuss certain issues please ensure you raise these only with the CITU Manager and not discuss with other interpreters or the admin staff.
- > Remember you are bound by the General Data Protection Regulations at all times.
- > Ensure all information given to you about service users is kept in a secure and safe place.
- > Do not leave them lying around the house or in your car.
- > Where possible keep all paperwork in a folder.
- > Ensure that you bring in your timesheets as soon as each month has ended.
- > The admin staff should not be ringing you to remind you. Remember it is your responsibility.
- > If you are unable to personally come into the CITU office you can post your timesheets or scan and email them to the generic CITU email address.
- > To check or get copies of your payslip and P60 please logon to 'myemployment'  
(If you have problems obtaining access to this ring 024 7678 7777)  
For any payroll queries ring **024 7683 1808**.  
For any HR queries ring **024 7683 2454**.

### CITU's opening hours:

Monday to Thursday: 9.00am to 5.00pm

Friday: 9.00am to 4.30pm

**CITU**  
Coventry Interpretation  
and Translation Unit

# Information for Interpreters

**The following information is a useful guide for all Interpreters and Translators working for the Coventry Interpretation and Translation Unit (CITU).**

**It is essential that you read this information to ensure that good practice is promoted when undertaking work for CITU.**

### Checklist

- › Always wear your ID badge.
- › Check the language/dialect match.
- › Familiarise yourself with terminology.
- › Do not delegate the assignment to someone else.
- › Dress appropriately (according to the weather) and present yourself in a professional manner. Remember you are representing the organisation.
- › Introduce yourself according to the CITU's introduction statement.
- › With prior permission from the professional, brief the client about the procedure of that appointment.
- › Interpret truly, faithfully and completely.
- › Remain impartial and respect confidentiality.
- › Withdraw if impartiality is questioned.
- › Intervene only if you have to according to the rules.
- › Ensure you have your referral form signed with the end time.

### Do's and Don'ts for Interpreters: Do's

- ✓ Ensure that you know where beforehand the location is and how to get there.
- ✓ Ensure punctuality and allow extra time for travel especially during peak hours and bad weather.
- ✓ If you are unavoidably delayed, ring the CITU office and let us know immediately.
- ✓ If the booking is a Home Visit ensure you wait outside the property although you can knock on the door to inform the service user that you are waiting.
- ✓ Ensure you wait at least 30 minutes for the professional to arrive unless you are requested to wait longer by the CITU Admin staff. (for more information on your roles and responsibilities please refer to CITU's Code of Practice)

- ✓ Ask for a briefing before the session.
- ✓ Introduce your role; assure confidentiality/impartiality.
- ✓ Intervene, in cases of noise, lengthy speech without pauses, or unclear terminology.
- ✓ Stick to your role as an interpreter unless asked, or you feel the need to explain cultural differences.
- ✓ Carry a notebook and pen for taking notes.
- ✓ Ensure confidentiality and always stay neutral.
- ✓ Ask for a de-briefing and report to the CITU Manager, if needed.

### Do's and Don'ts for Interpreters: Don'ts

- ✗ Guess.
- ✗ Add or take off any words to or from what is being said.
- ✗ Undertake the role of an advocate.
- ✗ Assess the needs of the service users.
- ✗ Discuss any sensitive matters with the service user before or after the interpretation session.
- ✗ Accept assignments too close together to each other.
- ✗ Give your personal telephone number or your address to the professional or service user.
- ✗ Visit service users at their home or at an establishment on your own.
- ✗ Get too friendly with the service user.
- ✗ Make comments about service users and discuss any other cases with them.
- ✗ Take your children to appointments.
- ✗ Accompany service users from one agency to another on your own.
- ✗ Provide a befriending service to service users.
- ✗ Influence service users to ask for you for any subsequent appointments.
- ✗ Give the impression that you are the only interpreter in that language.
- ✗ Ask practitioners to make "nice" comments about you.
- ✗ Book appointments yourself, ask the professional to contact the CITU office.