

**CODE OF PROFESSIONAL  
CONDUCT FOR VOLUNTEER  
TRANSLATORS, INTERPRETERS,  
AND PROOFREADERS OF**



**YWAM**  
LANGUAGE SERVICES

*2025 EDITION*



## FINAL DECISION

### THE FOUNDER,

**NOTING** the lack of a standardized level of competency and professional guide for active members both past and present,

**NOTING** the rise in professional expectations from the different campuses of Youth With A Mission within our service network,

**CONSIDERING** that being subject to a Code of Ethics is an integral attribute of being an interpreter and translator within the missionary context of Youth With A Mission,

**INSPIRED** by the Code of Ethics and Professional Conduct of the United Nations, International Criminal Tribunals located in The Hague (The Netherlands), and various interpretation and translation agencies,

**HAVING CONSULTED** with the Representative of the Interpretation Department and the Representative of the Translation Department,

**HEREBY DECIDES** to issue this attached Code of Professional Conduct for Volunteer Translators, Interpreters, and Proofreaders of YWAM Language Services.

Michael Harold Negrón

*Founder*

A handwritten signature in black ink, appearing to read "Michael Negrón", written in a cursive style.

Dated this 23rd day of April 2024 in Lyon, France



## CODE OF PROFESSIONAL CONDUCT FOR VOLUNTEER INTERPRETERS

*The Code of Professional Conduct establishes the ethical principles and rules of the profession that must serve as a reference in the context of the Volunteer Interpreter's missionary service before, during, and after the assignment. This Code determines the conduct, duties and professional ethics that must prevail in the actions of the Volunteer Interpreter, who agrees to adhere to them while serving under the ministry of YWAM Language Services.*

*The purpose of the Code of Professional Conduct is to ensure the successful completion of the assignment, while respecting the roles and communication goals of each side, in order to facilitate a productive collaboration between the various parties involved. It is not a legally-binding volunteer contract.*

*In the event of a complaint or breach of certain ethical principles, this Code will serve as a frame of reference, validated and accepted by the various parties involved. This Code shall be reviewed every two years in consultation with department heads and active members, to reflect new challenges, technologies, and community standards.*

**Definitions of certain terms (indicated by the small, red numbers) are located after the articles.**

### 1. Professional Attitude

- A. The Interpreter must only accept assignments that are within their capabilities. If the task assigned to them exceeds their technical or linguistic capabilities, they should not hesitate to communicate this.
- B. If possible, the Interpreter should find out in advance what work is expected of them and prepare accordingly. YWAM Language Services is committed to assisting the Interpreter in procuring visual aids or Speaker<sup>2</sup> notes, if available.
- C. The Interpreter must be punctual and presentable. If they are unable to arrive at the scheduled time due to an unexpected delay, they will immediately inform the Point Person<sup>4</sup> from the soliciting ministry of Youth With A Mission so that the necessary measures can be taken.
- D. Depending on the culture, the Interpreter has the right to use informal speech and be on a first-name basis with any staff member or associate of Youth With A Mission, or fellow member of the Faith.



E. The Interpreter must present themselves according to the following guideline:

- I am the <source language>/<target language> interpreter from YWAM Language Services
- I am the communication channel between <Speaker<sup>2</sup>> and <Listener<sup>3</sup>>, not just for one party or the other
- Please avoid referring to <Listener<sup>3</sup>> in the third person and speak to him/her directly
- I am bound to interpret everything and contribute nothing to the exchange so please wait until the break or the end before starting a conversation with me
- If I need anything to be worded differently or any additional information, I will let you know

F. The Interpreter must carry out their assignment with integrity and probity.

G. The Interpreter has the right to use any resource at their disposal, including an online dictionary, the Bible, and glossary of the most commonly used vocabulary in Youth With A Mission. YWAM Language Services strongly advises against the use of Google Translate.

H. The Interpreter must use the same grammatical person as the Speaker<sup>2</sup>.

I. The Interpreter must ensure that the conditions in which they work facilitate communication, including their physical position in the space. If external factors (*including technical problems such as poor sound quality*) interfere with the accuracy or completeness of their interpretation, they must immediately inform the Listener<sup>3</sup> and the Speaker<sup>2</sup>.

J. The Interpreter is expected to interact with peers and colleagues in a respectful, collaborative, and honorable manner.

K. The Interpreter may accept a token of appreciation in the form of a physical gift or voluntary donation. These expressions of gratitude are not considered financial compensation or formal payment for their missionary service.



- L. In the case of sign language interpreting, the Interpreter is required to wear clothing in a solid color that contrasts with their skin color, and to not have fingernails that are distracting in terms of color and size.
- M. When interpreting remotely, the Interpreter must ensure that they are in a quiet place with no distractions, wears headphones with a microphone, and has a good Internet connection. If this is not possible for the Interpreter, they should inform the Point Person<sup>4</sup> from the soliciting ministry of Youth With A Mission.
- N. If there are several interpreters, they must alternate every 30 minutes maximum.

## **2. Neutrality**

- A. While interpreting, the Interpreter must be impartial and objective:
  - They are the communication channel between two or more speakers of different languages, and do not replace the leading professional. They reiterate the boundaries of their role when needed.
  - They do not take sides, give their opinion or advice, debate, or correct the Speaker<sup>2</sup>, with the exception of a linguistic error if necessary.
  - They do not express their personal, philosophical, discriminatory, political, religious, doctrinal, or moral beliefs.
  - They are allowed to communicate their personal data to either party for the purposes of reimbursement, reward, procuring visual aids for interpretation, and keeping in touch.
- B. Before or after interpreting, the Interpreter may express themselves freely, while maintaining respect for everyone.
- C. The Interpreter must approach each assignment with cultural sensitivity, avoiding assumptions, and seeking to represent each party's communication respectfully and accurately.

## **3. Confidentiality**

- A. Anything said during the non-public exchange<sup>1</sup> requiring interpretation will remain between the parties involved.



- B. The Interpreter is bound by confidentiality regarding information transmitted between the Speaker<sup>2</sup> and the Listener<sup>3</sup>. They may neither divulge it to anyone on the outside nor use it for personal motives.
- C. If the Interpreter takes part in any activity for members of YWAM Language Services or in a debriefing session with the Department Representative<sup>5</sup>, they may mention a situation, provided they omit all identifying details. However, if the Interpreter has a dual role (*e.g., close friend, mentor, or staff member*), they must take extra care to maintain professional confidentiality and avoid conflicts of interest.
- D. The Interpreter is bound by confidentiality even after the end of their service with YWAM Language Services.
- E. Only urgent cases (*death or serious injury*) for an identifiable person or group of people should be reported, in order to prevent an act of violence (*e.g. suicide*). The Interpreter is therefore obliged to inform a staff member of Youth With A Mission immediately.
- F. The Interpreter must protect any digital files or information received in the course of their service, ensuring secure handling, storage, and deletion once the project is complete.

#### **4. Transparency and Completeness**

- A. The Interpreter must ensure as much as possible that they are clearly heard and understood by the Listener<sup>3</sup>.
- B. The Interpreter must render as faithfully and accurately as possible, in an entirely neutral manner, the message that they are interpreting.
- C. The Interpreter is not permitted to commit any embellishment, omission or modification of their interpretation that would change the meaning of the message, even if asked to do so.
- D. The Interpreter must convey the entire message, including vulgar or derogatory remarks, insults, jokes, and non-verbal elements such as the Speaker's<sup>2</sup> tone and emotions, in order to facilitate comprehension.
- E. In the event of uncertainty, the Interpreter must inform the Speaker<sup>2</sup> and Listener<sup>3</sup> before requesting that the concerned passage be repeated,



rephrased or clarified, as well as additional information needed so that neither party feels excluded from the non-public exchange<sup>1</sup> requiring interpretation.

- F. The Interpreter must indicate, either before or while interpreting, any potential or encountered difficulties due to the use of a dialect or variant of the source language.
- G. The Interpreter is able to give insight on the culture or cultural expectations of the Speaker<sup>2</sup> or Listener<sup>3</sup>, if necessary.
- H. The Interpreter must acknowledge and rectify any errors in the interpretation without delay.
- I. The Interpreter has the right to request a pause during assignments that may significantly impact their emotional or spiritual wellbeing, and should not feel pressure to continue if overwhelmed.
- J. In the event of a medical emergency or significant technical failure during live interpretation, the Interpreter shall immediately notify the Point Person<sup>4</sup> or fallback contact, and prioritize safety and clear communication.

## 5. Refusal

- A. The Interpreter may refuse to interpret:
  - In the event of a conflict (*insults, fights, etc.*) during the assignment.
  - If they personally know the student or staff member who is the subject of a one-on-one or disciplinary meeting.
  - If the Speaker<sup>2</sup> or Listener<sup>3</sup> expects confidential information beyond the scope of interpretation.
  - If they feel that the situation goes against their personal convictions, or if their availability changes.
  - If an assignment significantly impacts their emotional or spiritual wellbeing.
  - For any other reason or conflict of interest affecting the successful completion of the assignment.



B. In every instance of refusal, conflict, toxic and destructive leadership, or illegal activity, the Interpreter must report the matter to the Coordination Team:

- ❖ **Séphora Zita** at **+33 6 95 74 05 55**  
(Service Requests Coordinator)
- ❖ **Michael Negrón** at **+33 7 66 44 96 04**  
(Administrator of YWAM Language Services)

## Definitions

The following definitions clarify key terms used throughout this Code. These terms are marked by small red numbers for easy reference:

- 1) **non-public exchange requiring interpretation** = training course, meeting, corporal sessions or community times, preaching, etc.
- 2) **Speaker** = person actively speaking the source language
- 3) **Listener** = person(s) actively listening to the interpretation in the target language
- 4) **Point Person** = person who has put in the interpretation request to YWAM Language Services
- 5) **Representative** = head of the Interpretation Department of YWAM Language Services: **Anna MOSIMI LERCH**





## CODE OF PROFESSIONAL CONDUCT FOR VOLUNTEER TRANSLATORS

*The Code of Professional Conduct establishes the ethical principles and rules of the profession that must serve as a reference in the context of the Volunteer Translator's and Proofreader's missionary service before, during, and after the project. This Code determines the conduct, duties and professional ethics that must prevail in the actions of the Volunteer Translator and Proofreader, who agrees to adhere to them while serving under the ministry of YWAM Language Services.*

*The purpose of the Code of Professional Conduct is to ensure the successful completion of the project, while respecting the roles and communication goals of each side, in order to facilitate a productive collaboration between the various parties involved. It is not a legally-binding volunteer contract.*

*In the event of a complaint or breach of certain ethical principles, this Code will serve as a frame of reference, validated and accepted by the various parties involved. This Code shall be reviewed every two years in consultation with department heads and active members, to reflect new challenges, technologies, and community standards.*

**"Translator" is the standard term used to address everyone in the Translation Department (including proofreaders).**

**The use of the term "translation" also applies to proofreading, subtitling, and transcription.**

**Definitions of certain terms (indicated by the small, red numbers) are located after the articles.**

### 1. Professional Attitude

- A. The Translator must only accept projects that are within their capabilities. If the project assigned to them exceeds their technical or linguistic capabilities, they should not hesitate to communicate this.
- B. If possible, the Translator should find out in advance what work is expected of them and prepare accordingly. YWAM Language Services is committed to assisting the Translator in communicating every detail about the project.
- C. The Translator must send the translation on time. If they are unable to honor the agreed upon deadline, they will immediately inform the Point Person<sup>1</sup> from the soliciting ministry of Youth With A Mission so that the necessary measures can be taken.



- D. Depending on the culture, the Translator has the right to use informal speech and be on a first-name basis with any staff member or associate of Youth With A Mission, or fellow member of the Faith.
- E. The Translator must present themselves according to the following guideline:
  - I am the <source language>/<target language> translator from YWAM Language Services
  - I am the communication channel between speakers of two different languages, not just for one party or the other
  - If I need any explications or additional information, I will let you know
  - Feel free to reach out to me if you have any questions
- F. The Translator must carry out their project with integrity and probity.
- G. The Translator has the right to use any resource at their disposal, including an online dictionary, the Bible, and glossary of the most commonly used vocabulary in Youth With A Mission.
- H. The Translator must use the same grammatical person as the original text.
- I. The Translator must ensure that the conditions in which they work facilitate translation. If external factors (*including technical problems*) interfere with the accuracy or completeness of their translation, they must immediately inform the Ministry Contact<sup>1</sup>.
- J. The Translator is expected to interact with peers and colleagues in a respectful, collaborative, and honorable manner.
- K. The Translator may accept a token of appreciation in the form of a physical gift or voluntary donation. These expressions of gratitude are not considered financial compensation or formal payment for their missionary service.
- L. The Translator must have a cordial exchange with all participating contacts from the soliciting ministry of Youth With A Mission.
- M. In the event of a very long text, the Translator may use an online machine translation service as long as they meticulously proofread the resulting



translated text. YWAM Language Services strongly advises against the use of Google Translate.

- N. In collaborative projects, the Translator shall respect the contributions of peers, provide constructive feedback, and be open to revision requests with humility and professionalism.

## **2. Neutrality**

- A. The Translator must be impartial and objective in their translation:
- They are the communication channel between two or more speakers of different languages, and do not replace the leading professional. They reiterate the boundaries of their role when needed.
  - They do not take sides, give their opinion or advice, debate, or correct the original text, with the exception of a linguistic error if necessary.
  - They do not express their personal, philosophical, discriminatory, political, religious, doctrinal, or moral beliefs.
  - They are allowed to communicate their personal data to either party for the purposes of translation and reward.
- B. The Translator must approach each project with cultural sensitivity, avoiding assumptions, and seeking to represent each party's communication respectfully and accurately.

## **3. Confidentiality**

- A. Anything said in the original text will remain between the parties involved.
- B. The Translator is bound by confidentiality regarding information transmitted via the original text. They may neither divulge it to anyone on the outside nor use it for personal motives.
- C. If the Translator takes part in any activity for members of YWAM Language Services or in a debriefing session with the Department Representative<sup>2</sup>, they may mention a situation, provided they omit all identifying details. However, if the Interpreter has a dual role (*e.g., close friend, mentor, or staff member*), they must take extra care to maintain professional confidentiality and avoid conflicts of interest.



- D. The Translator is bound by confidentiality even after the end of their service with YWAM Language Services.
- E. Only urgent cases (*death or serious injury*) for an identifiable person or group of people should be reported, in order to prevent an act of violence (*e.g. suicide*). The Translator is therefore obliged to inform the Coordination Team immediately.
- F. The Translator must protect any digital files or information received in the course of their service, ensuring secure handling, storage, and deletion once the project is complete.

#### **4. Transparency and Completeness**

- A. The Translator must ensure as much as possible that their translation is legible and comprehensible.
- B. The Translator must render as faithfully and accurately as possible, in an entirely neutral manner, the text that they are translating.
- C. The Translator is not permitted to commit any embellishment, omission or modification of their translation that would change the meaning of the original text.
- D. The Translator must convey the entire message, including vulgar or derogatory remarks, insults, jokes, and non-verbal elements such as the tone and emotions of the original text, in order to facilitate comprehension.
- E. In the event of uncertainty, the Translator must request that the concerned passage be clarified or explained, as well as any additional information needed.
- F. The Translator must indicate any potential or encountered difficulties due to the use of a dialect, slang, or variant of the source language.
- G. The Translator is able to give insight on the culture or cultural expectations of either party involved or the intended audience, if necessary.
- H. The Translator must acknowledge and rectify any errors in the translation without delay.



- I. The Translator is encouraged to keep the original format and follow any in-house style guides or formatting templates provided by the soliciting ministry or YWAM Language Services, to ensure consistency and quality across projects.
- J. While subtitling or transcribing, the Translator must include timestamps.
- K. The Translator has the right to put on hold any project that may significantly impact their emotional or spiritual wellbeing, and should not feel pressure to continue if overwhelmed.

## 5. Refusal

- A. The Translator may refuse to translate:
  - In the event of a conflict (*insults, fights, etc.*) during the project or exchange with all participating contacts from the soliciting ministry of Youth With A Mission.
  - If they personally know the person who is the topic of the original text.
  - If any of the parties involved expect confidential information beyond the scope of translation.
  - If they feel that the situation goes against their personal convictions, or if their availability changes.
  - If a project significantly impacts their emotional or spiritual wellbeing.
  - For any other reason or conflict of interest affecting the successful completion of the project.
- B. In every instance of refusal, conflict, or illegal activity, the Translator must report the matter to the Coordination Team:
  - ❖ **Séphora Zita** at **+33 6 95 74 05 55**  
(Service Requests Coordinator)
  - ❖ **Michael Negrón** at **+33 7 66 44 96 04**  
(Administrator of YWAM Language Services)



## Definitions

The following definitions clarify key terms used throughout this Code. These terms are marked by small red numbers for easy reference:

- 1) **Ministry Contact** = person who has put in the translation request to YWAM Language Services
- 2) **Representative** = head of the Translation Department of YWAM Language Services:  
**Fatima FERNANDES**