

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



YWAM
LANGUAGE SERVICES

2024 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 Interpreters, Translators, and Proofreaders of YWAM Language Services.

Michael Harold Negrón

Founder

A handwritten signature in black ink, appearing to read "M. H. 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.

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 Speaker² 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 Person⁴ 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 <Speaker²> and <Listener³>, not just for one party or the other
 - Please avoid referring to <Listener³> 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 Speaker².
- 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 Listener³ and the Speaker².
- J. The Interpreter is expected to behave in a comradely and honorable manner towards their peers and colleagues.
- K. The Interpreter may accept any reward in the form of a physical gift or monetary donation. This is not considered payment for their missionary service at Youth With A Mission.
- 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 Person⁴ 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, or correct the Speaker², 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.

3. Confidentiality

- A. Anything said during the non-public exchange¹ requiring interpretation will remain between the parties involved.
- B. The Interpreter is bound by confidentiality regarding information transmitted between the Speaker² and the Listener³. 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 Representative⁵, they may mention a situation, making sure not to mention names.
- 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.

4. Transparency and Completeness

- A. The Interpreter must ensure as much as possible that they are clearly heard and understood by the Listener³.
- 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's² tone and emotions, in order to facilitate comprehension.
- E. In the event of uncertainty, the Interpreter must inform the Speaker² and Listener³ 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 exchange¹ 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 Speaker² or Listener³, if necessary.
- H. The Interpreter must acknowledge and rectify any errors in the interpretation without delay.



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 Speaker² or Listener³ expects confidential information beyond the scope of interpretation.
- If they feel that the situation goes against their personal convictions, or if their availability changes.
- 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

- 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: **Prisca-Diane NGNINTENG**



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.

"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 Interpreter 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 Person¹ 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 Contact¹.
- J. The Translator is expected to behave in a comradely and honorable manner towards their peers and colleagues.
- K. The Translator may accept any reward in the form of a physical gift or monetary donation. This is not considered payment for their missionary service with Youth With A Mission.
- 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.



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, 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.

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 Representative², they may mention a situation, making sure not to mention names.
- 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.



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 highly encouraged to put the translation in a similar format to the original text.
- J. While subtitling or transcribing, the Translator must include timestamps.



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.
- 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

- 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