

ITA – Code of Professional Conduct and Business Practices

I. As a Translator and/or Interpreter, a bridge for ideas from one language to another and one culture to another, I commit myself to the highest standards of performance, ethical behavior, and business practices.

1. I will endeavor to translate and/or interpret the original message faithfully. I recognize that ideally such a level of excellence requires:
 - a. mastery of the target language, at a level equivalent to that of an educated native speaker;
 - b. up to date knowledge of the topic and relevant terminology in both source and target languages;
 - c. access to information resources and auxiliary tools and familiarity with appropriate professional tools;
 - d. ongoing efforts to improve, broaden, and strengthen my skills and knowledge.
2. I will be truthful about my qualifications and abilities and will not accept any assignments for which I am not properly qualified or which I will not be able to complete in a professional manner within the given time frame.
3. I recognize the importance of a clear understanding with the Client, and the desirability of setting out the terms of collaboration in writing. I will adhere to the terms as agreed.
4. I will inform my clients of any difficulties I am unable to resolve and we will decide together how to proceed.
5. I will safeguard the interests of my clients as my own and divulge no confidential information, as if I had signed an NDA (non-disclosure agreement) and will be willing to sign such a document if requested to do so by the client.
6. I will respect and refrain from interfering with any business relationship between my client and my client's client.
7. I will use a client as a reference only if I can provide the name of someone who can testify to the quality of my work, and if said client has granted his/her consent to be used as reference.

II. As an employer or contractor of translators and/or interpreters, I will uphold the above standards in my business. I further commit myself to the following practices with translators and interpreters:

1. I will endeavor to have a clear understanding with translators and interpreters, and recognize the desirability of putting matters down in writing and stating my expectations prior to work.
2. I will adhere to agreed terms, payment schedules, and agreed changes, and will not change job descriptions after work has begun unless by common written consent.
3. I will deal directly with the translator or interpreter to try to solve any dispute. I will not arbitrarily cancel the agreement or withhold payment without good cause. Time constraints permitting, I will give the translator fair opportunity to correct any proven fault in the work submitted.
4. I will not use other translators' or interpreters' credentials and/or work samples in bidding or promoting my business without their consent or without the bona fide intention to use their services.