

CODE OF CONDUCT: SOUTH WESTERN DISTRICTS CRICKET

1. DEFINITIONS

In this Code of Conduct, unless the context indicates otherwise listed below have the following meanings –

- 1.1 Appeal Board – an appeal board shall consist of one or more persons constituted and appointed by SWDC in their discretion, in accordance with the provisions of paragraph 6 of this code.
- 1.2 Affiliate Members means the affiliated clubs represented in the area of jurisdiction according to the Members Register in accordance with the provisions of section 24(4) of the Companies Act. A cricket club is a formal organization of affiliated members with the aim to promote Cricket in a specific area and is guided by a constitution.
- 1.3 Area of Jurisdiction” – The geographical area in accordance with the CSA demarcated boundaries.
- 1.4 Associate Member” means any cricket organisation, other than an Affiliate Member, which in the opinion of the Board meets the relevant criteria as determined by the Board from time to time – namely the SWD Cricket Scorers Association, SWD Cricket Umpires Association, SWD Women’s Cricket Association and SWD Schools Sport Cricket.
- 1.5. Board Committee Members as appointed in terms of Clause 24 of the MOI.
- 1.6 Captain – the captain of a team in a Regulated Match
- 1.7 Chief Executive Officer – the most senior office official as mandated by the to manage the Rules and Code of Conduct and related matters
- 1.8 Code – the code of conduct set out above
- 1.9 Complaint – a report submitted stipulating the alleged contravention of the rules and code of conduct.
- 1.10 Cricket South Africa” means the National Custodian of cricket in South Africa.
- 1.11 Director or Directors means those Persons nominated, elected and appointed as such in terms of clause 19 of the MOI – also referred to as Board Members
- 1.12 Disciplinary Commissioner – a person or persons, appointed by the Board of SWD Cricket to perform the duties and functions, exercise the powers and to hear and to adjudicate upon alleged breaches of the Code
- 1.13 Laws – the Laws of Cricket (2000 Code 4th Edition - 2010)
- 1.14 Officials –Boards Members of SWD Cricket and employees of SWD Cricket, members of Affiliated Clubs or Associated bodies to the SWDCB, and delegated sports representatives or officials of any company which provides sponsorship to SWD Cricket.

- 1.15 Participants – Players, Umpires, Scorers, Coaches, Team Officials, Ground Staff and/or Supporter Clubs
- 1.16 Player – any player who holds himself/herself available for or is participating or about to participate in a Regulated Match
- 1.17 Regulated Matches – all matches played under the auspices of SWD Cricket
- 1.18 Rules – the rules of procedure and related matters made and promulgated by SWD Cricket which is set out in this document
- 1.19 Team Manager – the team manager of a team participating in a Regulated Match
- 1.20 Team Officials – physiotherapists, coaches and technical assistants and any other person associated with a team participating in a Regulated Match
- 1.21 Spectators – observer or a person who looks on and attending a Regulated match by SWD Cricket or CSA
- 1.22 Umpires – an umpire appointed to officiate in a Regulated Match by SWD Cricket or CSA
- 1.23 Writing and Written includes Electronic Communication but as regards any Member to the extent that such Member has notified SWD Cricket of an Electronic Address;

2. CODE OF CONDUCT: PURPOSE AND SCOPE

The Code of Conduct of the SWD Cricket serves to regulate relations, off and on the field, between Players, Match Officials, Umpires Supporters and any other Participants within the arena of Cricket in the Jurisdictional Area of SWD Cricket.

It is expected of every Member, Player, Match Official, Umpire, Adjudicator, Spectators or any other Participant to familiarize themselves with the content and rules set out in this Code and to abide thereby.

It is the duty of every President/Chairman of Participating affiliates and associates to SWDC to distribute the Code of Conduct to all its members and supporters.

3. APPLICATION OF THE CODE

The Code shall apply to Officials and Participants who are participating in Regulated Matches.

The Code shall apply to Officials and must be read together with the Code of Conduct as applicable to:

- 3.1 Board Members of SWD Cricket, Board Committee Members and Executive Committee members Associated Bodies
- 3.2 Team Managers, Coaches and Officials of representative provincial teams
- 3.3 Representative provincial players of the Board
- 3.4. Any members of Affiliated Clubs or Associated Bodies of the Board

3.5 Spectators (responsibility of the club)

The Code, a breach of which may render a Participant, Official or Spectator to disciplinary action, shall be enforced in accordance with procedures laid down in these Rules

All Participants and Officials shall acquaint themselves and shall be deemed acquainted with the Constitution, Bye-laws and Rules and Regulations of SWD Cricket and this Code.

4. CONDUCT DURING SCHEDULED MATCHES

- 4.1 Officials and Participants shall abide by the Laws, Playing Conditions, Rules and Regulations and Bye-laws.
- 4.2 Players and Team Officials must at all times accept an Umpire's decision and must not show dissent at an Umpire's decision.
- 4.3 Officials and Participants shall not verbally abuse, assault, intimidate or attempt to assault or intimidate any other Participant or spectator, nor shall any Participant engage in any conduct, act towards or speak to any other Participant or spectator in a manner which offends, insults, humiliates, intimidates, threatens, disparages or vilifies that other person's dignity.
- 4.4 No Official or Participant shall discriminate directly or indirectly against another Official or Participant on the basis of that other person's race, religion, colour, gender, and descent, national or ethnic origin.
- 4.5 Officials and Participants shall not use crude or abusive language nor make offensive gestures to any other Participant, Official or spectator.

Affiliated Members and Associated Members will be responsible to oversee the conduct and behavior of Spectators of such clubs as applicable to all Regulated Matches. Affiliated clubs must take ownership to ensure the safety off all Officials and Participants at Regulated Matches

- 4.6 Participants shall not abuse cricket equipment or clothing, ground equipment or fixtures and fittings
- 4.7 Participants shall not continue with Excessive appealing after being warned by the umpires.
- 4.6 Officials and Participants shall not engage in –
 - 4.6.1 Acts of misconduct, unruly behaviour or commit any criminal offence whilst participating in or about to or having participated in a REGULATED MATCH and whilst within the precincts of the ground at which the REGULATED MATCH is played; or
 - 4.6.2 Unbecoming or detrimental conduct which could be perceived by a reasonable person that could bring him/her, SWD Cricket or the game of cricket into disrepute

- 4.7 Officials and Participants shall not, directly or indirectly, engage in, or give advice concerning, betting, gambling or any form of financial speculation on the outcome of any Regulated Match.
- 4.8 Officials and Participants shall not accept any form of inducement which is likely to affect his/her performance or the performance of any Participant involved in any Regulated Match adversely.
- 4.9 Officials and Participants shall not –
- 4.9.1 Whilst participating in a Regulated Match, wear or use clothing and equipment other than that as is approved by SWDC from time to time;
- 4.9.2 At any time, wear or use or display commercial logos or other advertising material which is not approved by SWD Cricket.
- 4.10 Officials and Participants shall not be involved in any form of handling, selling or using of illicit drugs or any prohibited substances and shall abide by the Doping Policy of Cricket South Africa. Players shall submit to drug testing if required to do so.
- 4.11 Media Correspondence
- Officials and Participants shall not disclose or comment publicly or make any public pronouncement or media comment (which includes but not limited to printed media, electronic or any form of social media platforms)
- 4.11.1 Which is detrimental to the game of cricket in general; or
- 4.11.2 Which is detrimental to a particular tournament or match in which they are involved; or
- 4.11.3 Which is detrimental to relations between the competing teams; or
- 4.11.4 Which is critical of or detrimental to the selection of any team for any Regulated Match; or
- 4.11.5 Upon any alleged breach of the Code or upon any hearing, Disciplinary Report decision arising from such a breach; or)
- 4.11.6 on any decision by an Umpires (or Disciplinary Commissioner or Appeal Board)
- 4.12 Officials and Participants will not be allowed to communicate directly with any higher government-, sport- and/or cricket authority including
- The International Cricket Council,
 - CSA,
 - Western Cape Cricket,
 - The South African Sports and Olympic Commission,
 - The Eden Sport Council and/or Department of Cultural Affairs and Sport.

The correct procedure to address all communication or correspondence must be via the Board of SWD Cricket.

- 4.13 Officials and Participants will not be allowed to misbehave at any meeting of the Board, official functions of the Board or representative occasion that may bring the Board into disrespect.
- 4.14 Officials, Participants who attempts to commit any breach of these Codes shall be deemed to have breached the Code and shall be liable, on conviction, to the same penalties as are competent for a contravention of the Code itself.

5. CAPTAINS & UMPIRES

- 5.1 Captains are responsible at all times for ensuring that play is conducted within the spirit of the game of cricket as well as within the Laws and in accordance with this Code.
- 5.2 During the playing of a Regulated Match, if an individual member of a team, who cannot be identified, breaches the Code, then the Captain of that team will be sanctioned.
- 5.3 According to the Laws the umpires are the sole judges of fair and unfair play. The umpires may intervene at any time and it is the responsibility of the captain to take action where required.

5.1.3 On-Field Disciplinary Reports

Should an Official or Co-participant decide to report a Participant for an alleged breach of the Code or other offence, he/she must, no later than seventy-two hours (3 Working Days) after the close of the day's play, must lodge a complaint **in writing** and hand it to the SWDCB Office. The SWD Office must inform the Club Chairperson and/or Secretary or the reported Participant of receipt of a Complaint Lodged.

5.1.4 Off-Field Disciplinary Reports

If a person decides to report a person for an alleged breach of the Code, he/she must lodge a Complaint in Writing and deliver or send it to the SWD Office. If a Player is the subject of such a complaint, the SWD Office must inform the Club Chairperson and/or Secretary of the reported Participant of receipt or a Complaint lodged.

6. DISCIPLINARY PROCESS

- 6.1 The Chief Executive Officer shall have the power to:

- 6.1.1 Investigate any breaches of the Code;

- 6.1.2 Initiate disciplinary proceedings for any breaches of the Code.

- 6.2 Disciplinary Commissioner

The Disciplinary Commissioner shall:

- 6.2.1 have the power to adjudicate upon and impose penalties for any breaches of the Code;

6.3. The Panel

4.3.1 Will be chaired by a Disciplinary Commissioner for Disciplinary and Appeal Hearings as appointed by the Board of SWD Cricket.

7. **PROCEDURE FOR DEALING WITH DISCIPLINARY MATTERS**

7.1 Disciplinary Reports

7.1.1 The CEO shall always have the right to investigate any incident, whether or not it is the subject of a Disciplinary Report.

7.1.2 Eligibility to lodge a Disciplinary Report.

An alleged breach of the CODE or other offence can be reported by:

7.1.2.1 The Umpire, including the reserve Umpire;

7.1.2.2 Either Team Manager (in his own right or on behalf of any of his Players);

7.1.2.3 Either one of the Captains participating in the match in which an alleged breach occurs;

7.1.2.4 The Home Clubs President/Chairman;

7.1.2.5 Any Board member of SWD Cricket;

7.1.2.6 The Chief Executive Officer of SWD Cricket or his nominee.

5.1.2.7 Should the CEO for any reason be illegible to investigate any breach of the code the President should appoint an independent person to conduct an investigation.

7.2 Hearings

7.2.1 After a Complaint has been received and proper notification given, the following procedures must be carried out:

7.2.1.1 The SWD Cricket CEO or a nominee must notify the Disciplinary Commissioner concerned and arrange the hearing as soon as possible and practicable.

7.2.1.1 The hearing may be attended by the reported Participant, his/her chosen representative and witnesses.

7.2.1.1 The Disciplinary Commissioner may proceed with the hearing if the reported Participant, having received notice of the hearing, fails to attend.

7.2.1.4 The Disciplinary Commissioner must hear details of the alleged breach of the Code and adjudicate thereon.

- 7.2.1.5 In any hearing, but subject to the provisions of these Rules, the Disciplinary Commissioner must adhere to the principles of natural justice.
- 7.2.1.6 The Disciplinary Commissioner must allow the reported Participant if Present to give evidence in his/her defense and produce evidence, either orally or in writing and to call and question witnesses
- 7.2.1.7 The Disciplinary Commissioner may also call such witnesses as he may deem necessary or allow such witnesses evidence to be admitted on affidavit.
- 7.2.1.8 The Disciplinary Commissioner shall be entitled to adjourn the hearing if he/she considers that further evidence needs to be obtained, that further time is needed to consider the evidence in advance of the hearing or for any other reason deemed appropriate.
- 7.2.1.9 Subject to these Rules, the Disciplinary Commissioner shall, in his sole discretion, determine the procedure, date, and time for the hearing and shall notify all involved parties accordingly.
- 7.2.1.10 The Disciplinary Commissioner must not discuss or comment upon the hearing at any time prior to making his decision.

7.3 **Sanction**

- 7.3.1 The Disciplinary Commissioner may make his decision at the end of the hearing or within five working days after completion of the hearing.
- 7.3.2 Subject to Rule 7, the Disciplinary Commissioner's decision shall be final and binding.
- 7.3.3 The Disciplinary Commissioner must, after making his decision:
 - 7.3.3.1 Submit all reports and exhibits to the SWD Cricket CEO or a nominee; and
 - 7.3.3.2 Inform the SWD Cricket CEO or a nominee of his decision; and
 - 7.3.3.3 If he believes that the decision should not be made public, indicate why the decision should not be made public.
- 7.3.4 In any event the SWD Cricket CEO or a nominee shall convey the decision to the Board of Directors of SWD Cricket and the person who lodged the Complaint.

In any event the SWD Cricket CEO or a nominee shall transmit the decision to SWD Cricket members and the person lodging the Disciplinary Report.

8. CODE OF CONDUCT OFFENCES AND SANCTIONS

8.1 On-Field and Match-Related Offences

8.1.1 Subject to the provisions of paragraph 8.2 – 8.5 below, the Disciplinary Commissioner may impose an appropriate penalty in the form of a reprimand and/a fine and/or a suspension of matches (with reference to the level of offence) and may further, in his/her discretion, suspend the operation of such penalty;

8.1.2 For the purposes of determining an appropriate penalty, the Disciplinary Commissioner may, in his/her discretion take into account the Participant's previous convictions, if any; and with reference to paragraphs 8.2 – 8.5 below, regard a repeat of the same offence committed within 12 months of such offence as an offence at the next level above such offence.

In the instance of a repeat of the same offence committed within 12 months of such offence mentioned in this Notice, the Disciplinary Commissioner might regard a repeat of the same offence committed within 12 months of such offence as an offence at the next level with reference to clauses 8.2 – 8.5 below.

8.1.3. Where this Code does not specify a penalty for a particular offence, the Disciplinary Commissioner shall in his/her discretion impose an appropriate penalty for such offence, having due regard to: all the relevant circumstances;

8.2 LEVEL 1

8.2.1 The offenses set out below are Level 1 offences, and the maximum penalty for a Level 1 offense shall be a suspension of one match limited over or T20 match.

- a) Breach of SWD Cricket's regulating the use of clothing and equipment, commercial logo's and advertising material.
- b) Abuse of cricket equipment or clothing, ground equipment or fixtures and fittings.
- c) Showing dissent at an umpire's decision.
- d) Using language that is obscene, offensive or insulting and/or the making of an obscene gesture.
- e) Excessive appealing.
- f) Pointing or gesturing towards the pavilion in an aggressive manner by a bowler or other member of the fielding side upon the dismissal of a batsman.
- g) Public criticism of or inappropriate comment on a match-related incident or match official.
- h) Where the facts of the alleged incident are not adequately or clearly covered by any of the above offences, conduct that either: (a) is contrary to the spirit of the game; or (b) brings the game into disrepute.
- i) Minor Over Rate Breach – As per Playing Conditions.

8.2.2 Any charges of misconduct in respect of Level 1 offenses shall be dealt with in accordance with Clause 5.1.3

8.3 LEVEL 2

8.3.1 The offences set out below are **Level 2** offences, and the penalty for a Level 2 offence shall be a suspension for two (2) one day/T20 matches

- a) Showing serious dissent at an umpire`s decision.
- b) Serious public criticism of, or inappropriate comment on a match-related incident or match official.
- c) Inappropriate and deliberate physical contact between players in the course of play.
- d) Charging or advancing towards the umpire in an aggressive manner when appealing.
- e) Throwing the ball at or near a Participant in an inappropriate and/or dangerous manner.
- f) Using language/a gesture that is seriously obscene, offensive or insulting to another Participant or a spectator.
- g) A third breach of CSA Clothing and Equipment Regulations during a match relating to a 'Commercial Logo' or a 'Player's Bat Logo' as those terms are defined.
- h) Deliberate and malicious distraction or obstruction on the field of play during a match.
- i) Changing the condition of the ball in breach of Law 42.3 of the Laws of Cricket, as modified in the Match Playing Conditions clause 42.1;
- j) Any attempt to manipulate a match for inappropriate strategic or tactical reasons.
- k) Where the facts of the alleged incident are not adequately or clearly covered by any of the above offences, conduct that either: (a) is contrary to the spirit of the game; or (b) brings the game into disrepute.
- l) Repeat of Minor Rate Breach – As per Playing Conditions.

8.4 LEVEL 3

8.4.1 The offences set out below are **Level 3** offences, and the penalty for a Level 3 offence shall be a suspension for the Participant concerned of between four (4) and eight (8) one-day/T20 matches:

- a) Intimidation of an umpire or referee whether by language or conduct.
- b) Threat of assault on another Participant or spectator.
- c) Using language or a gesture that offends, insults, humiliates, threatens, disparages or vilifies another person on the basis of that person's race, religion, gender, colour, descent or national or ethnic origin.
- d) Where the facts of the alleged incident are not adequately or clearly covered by any of the above offences, conduct that either: (a) is contrary to the spirit of the game; or (b) brings the game into disrepute.
- e) Serious Over Rate Breach – As per Playing Conditions.

8.5 LEVEL 4

8.5.1 The offences set out below are Level 4 offences, and the penalty for a Level 4 offence shall be a suspension of between five (5) or ten (10) one-day/T20 matches and a life ban for the Participant concerned:

- a) Physical assault of another Participant or spectator.
- b) Any act of violence on the field of play.
- c) Threat of assault on an umpire or referee.
- d) Using language or gestures that seriously offends, insults, humiliates, intimidates, threatens, disparages or vilifies another person on the basis of that person's race, religion, gender, color, descent or national or ethnic origin.
- e) Where the facts of the alleged incident are not adequately or clearly covered by any of the above offences, conduct that either: (a) is contrary to the spirit of the game; or (b) brings the game into disrepute.
- f) Repeat of Serious Over Rate Breach – As per Playing Conditions.

8.6 OFF-FIELD AND NON-MATCH RELATED OFFENCES

8.6.1 The offences set out below are Off the Field Offences and the penalty shall vary between a reprimand and a suspension for a duration as determined by the Disciplinary Commissioner

- (a) Misconduct and bad behaviour during meetings and events of the Board;
- (b) Contraventions to regulations of constitution;
- (c) Disrespect towards the image of SWD Cricket and Cricket South Africa;
- (d) Contravention of Communicate Protocol – As set out in the constitution; press releases
- (e) Actions that can bring the Board into disrepute

9. PAYMENT OF FINES

Any fine imposed on a Participant shall be paid to SWD Cricket within seven days or as agreed between the Participant and the Convenor. Any failure to meet this requirement will render the Participant ineligible for selection to any Regulated Match or any fixture under the control of SWD Cricket.

10. APPEALS

10.1 Any Official, Participant or Spectator found to be in breach of the Code has the right to appeal against any finding, penalty or decision made by the Disciplinary Commissioner.

10.2 Only the Appeal Board shall deal with appeals.

10.3 All decisions, penalties, rulings, determinations or findings of an Appeal Board shall be final and binding on the person or persons concerned.

10.4 An Appeal Board shall not be obliged to provide any person with any proof of their authority to act.

10.5 In an appeal, an appellant and the SWDC, as respondent, shall be entitled to be legally represented by only a practising attorney or practising advocate or both

10.6 An Appeal Board, on hearing an appeal, shall have the powers:

10.6.1 To uphold or dismiss the appeal;

10.6.2 To substitute any finding or decision as it deems fit or substitute such penalty as it deems fit, including any increased penalty;

10.6.3 To make an order to remit the decision to the Disciplinary Commissioner for the hearing of further evidence or to hear further evidence itself;

10.6.4 To make such rulings as it in its sole discretion shall determine including postponing or adjourning any appeal.

10.6.5. To make an appropriate order as to costs against either the appellant or respondent in prosecuting or opposing an appeal as the Disciplinary Commissioner sees fit and the circumstances permits.

10.7 Procedure in appeals

10.7.1 Any person who wishes to appeal (“the appellant”) shall give notice in writing of his/her intention to appeal (“Notice of Intention to Appeal”) to the CEO within 72 hours from the date on which the decision of the Disciplinary Commissioner was communicated to him/her. Should a Notice of Intention to Appeal not be lodged within the prescribed time periods the right of appeal shall lapse.

10.7.2 All reports, evidence and exhibits which form part of the record of the decision appealed against, shall be made available for inspection by the appellant and his/her legal representative/s on a date and at a time and venue determined by the CEO

- 10.7.3 Within 36 hours from the day referred to in rule 10.7.1 the appellant shall lodge with the CEO a Notice of Appeal which shall set out whether he/she appeals against the conviction, penalty or both, and giving reasons why such decision and/or penalty ought to be set aside. Should a Notice of Appeal not be lodged within this time period (or as may be extended under 10.7.5), the appeal shall lapse.
- 10.7.4 Upon receipt of the Notice of Appeal, the Convener will immediately advise the SWD Cricket.
- 10.7.5 The period for lodging a Notice of Appeal may be extended by the Convener at his discretion on receipt of a written application from the appellant. This application must be lodged within the time period allowed for the lodging of the Notice of Appeal.
- 10.7.6 Where an appeal has been lodged, the SWDCB, may within 48 hours after being provided with a copy of the appellant's Notice of Appeal, lodge a written reply thereto with the SWD Cricket CEO or a nominee. A copy of such reply (if any), shall be sent to the appellant. Upon receipt of a reply or on the expiration of 48 hours whichever is the later. The SWD Cricket CEO or a nominee shall arrange for the appointment of an Appeal Board, which shall consist of one or more members of the Panel and be appointed in accordance with the provisions of paragraph 1.1.
- 10.7.7 An Appeal Board, when hearing an appeal, shall adopt such procedures as it, in its sole discretion, may determine and shall determine the place, date and time for the hearing of any appeal and shall notify all interested parties accordingly. All appeals must be heard as soon as possible.
- 10.7.8 Should any appellant not appear at the hearing of an appeal, the appeal may be proceeded with in his/their absence or may be postponed in the Appeal Board's entire discretion.
- 10.7.9 Subject to rule 10.6.3, the appellant and SWD Cricket (and their respective legal representatives) shall be bound by and confined to the record of the proceedings before the Disciplinary Commissioner.

11. RECORDS

The CEO is responsible for –

- 11.1 maintaining a register of all Disciplinary Reports and actions taken pursuant thereto and decisions taken by any Disciplinary Commissioner or Appeal Board.
- 11.2 forwarding copies of Disciplinary Reports, together with details of action taken, to SWD Cricket and the SWD Cricket CEO or a nominee.

12. GENERAL PROVISIONS

- 12.1 No indulgence granted by SWD Cricket, a Disciplinary Commissioner or Appeal Board shall constitute a waiver or abandonment of rights under the Code or these Rules.
- 12.2 The failure of any person to comply with any procedures laid down in terms of these RULES shall not invalidate any action or decision taken or made, by such person, nor shall any penalty imposed in terms of the Code and these Rules be invalidated as a consequence of any such non-compliance, provided that such failure has not materially prejudiced any other person concerned.
- 12.3 No person shall have any claim of any nature whatsoever and howsoever arising (including without limitation legal or other costs) against SWD Cricket, any members of SWD Cricket or the Disciplinary Commissioner or employees of CSA, arising, from any act or omission in connection with the administration, operation or regulation of cricket, whether in terms of the Code, these Rules or not.
- 12.4 All acts done in good faith by –
- 12.4.1 SWD Cricket, or an Appeal Board shall, notwithstanding that it be afterwards discovered that there was some defect in the composition, election or appointment of such body, be as valid as if such body had been duly constituted, elected or appointed;
- 12.4.2 any members of SWD Cricket or any Disciplinary Commissioner shall, notwithstanding that it be afterwards discovered that there was some defect in the election or appointment of such individual, be as valid as if every such individual had been duly elected or appointed.
- 12.5 Where in these Rules any power, duty, function or discretion is given or is to be carried out or exercised by the Chief Executive of SWD Cricket, such power, duty, function or discretion may be carried out or exercised by another person nominated by the Chief Executive.
- 12.6 Any person shall be deemed to have been given proper notice if communication in writing be sent to his affiliated club.
- 12.7 The English version of the Code and the Rules is the official version. All hearings and appeals shall be conducted in English, provided that any party or witness in any such hearings or proceedings shall be entitled to the services of a translator approved by the body concerned.