



🔍 Code of Conduct CPD event with LMU, 15 June 2017

**Save the date:** The next **one-day continuing professional development (CPD) event** on interpreting ethics and the NRPSI Code of Conduct will take place at London Metropolitan University's (LMU) Moorgate campus on 15 June 2017. Following a discussion about why professional standards are needed, there will be talks about the Code of Conduct by practitioners, the NRPSI complaints process and break-out groups to discuss real ethical dilemmas. Details of how to book will be circulated closer to the event. If you have experienced a difficult ethical situation and would like it included for discussion, please email the details (suitably anonymised) to [feedback@nrpsi.org.uk](mailto:feedback@nrpsi.org.uk).



🔍 PACE Codes updated

Following a public consultation, the **Police and Criminal Evidence (PACE) Act 1984 Codes C, D and H** have recently been revised. These revisions include enabling the use of live-link technology for interpreters. This means it is likely that more work will be carried out via remote interpreting in the future. Links to the revised PACE Codes can be found in the **General News section** of the NRPSI website.



🔍 Improving turnaround times by DBS

In latest issue of **DBS News**, the **Disclosure & Barring Service** report significant improvements in the time taken to process DBS applications via the Metropolitan Police Service Disclosure Unit. However, a number of cases remain outstanding for 60 days or more. Applying for a security clearance can be time-consuming, so please start the application process well ahead of when you will need a new clearance.

🔍 Complaints by interpreters

We are sometimes asked what Registrants should do when they have a **complaint about a client/agency** that has engaged them. We advise that you ensure that the companies you work for have a defined process for dealing with disputes, and that you follow this process should you have a complaint. If such a process is not available or not followed, there may be other industry solutions available. For example, if the client organisation is a member of the **Association of Translation Companies**, a trade body for commercial agencies, it offers an arbitration process for disputes involving its members.

🔍 National Occupational Standards review

Since our last update about the review of the **National Occupational Standards (NOS) in Interpreting**, there have been two NOS Working Group meetings and one NOS Steering Group meeting. The outcome of this work will be put out to public consultation shortly. Please look out for this and take part.

NRPSI news

🔍 Not engaging in the disciplinary process 'close to professional suicide'

Few Registrants have their **professional conduct** called into question, which is testament to their professionalism. In fact, NRPSI considered only 84 complaints in total between 2013-2015. It is important to be aware, however, that there is an opportunity for those complained about to provide a written account of the event that gave rise to the complaint to the Professional Conduct Committee (PCC). If the PCC then decides to refer the matter to the Disciplinary Committee, there will be a hearing that the Registrant is encouraged to attend in order to give evidence. It is worth noting the views expressed by a High Court Judge at an appeal hearing for a doctor struck off by the General Medical Council [2016] EWHC 1808 who did not turn up for the hearing. Mr Justice Kerr considered that 'non-attendance of the hearing can come close to professional suicide'. He upheld the original striking off.



🔍 QR Codes on NRPSI Photo ID Cards

If you have renewed your registration in the last month or so, you will have noticed a **QR Code** on the reverse of your NRPSI Photo ID Card. Scanning this with one of the free scanner apps that are available for use via a smartphone will direct you to your online record on the National Register. When you present at an assignment, encourage your client to scan the QR Code to validate your credentials.

I hope you find this issue an informative and enjoyable read. If you have a suggestion for inclusion in the newsletter, email [admin@nrpsi.org.uk](mailto:admin@nrpsi.org.uk).

Stephen Bishop, Executive Director, NRPSI