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**Subject:** NRPSI Website Users update #15  
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Thank you for signing up to this Newsletter and the NRPSI website. This enables you to access the NRPSI Register of accredited interpreters (along with over 2,250 organisations working in and for the public services). It helps us if, when you contact interpreters from our website, you mention that you **obtained their details** from the National Register.

### **NRPSI Annual Review of Public Service Interpreting 2016**

We have just published the latest edition of our review of interpreting in the UK - you can access a copy here:

[www.nrpsi.org.uk/AnnualReview2016](http://www.nrpsi.org.uk/AnnualReview2016)

With detailed information presented in clear diagrams, the Annual Review provides a quick snapshot of the interpreting profession. As this is the fourth edition, we have introduced some analyses of trends over the four years.

To request a printed copy of the Annual Review 2016, please email the name and address of the person to whom this should be sent to [feedback@nrpsi.org.uk](mailto:feedback@nrpsi.org.uk).

### **Interpreting as a highly qualified profession**

To be registered at Full status for each language, interpreters need to have passed an interpreting qualification at level 6 (equivalent to an undergraduate degree) or higher. This ensures that Registrants have the skills to face the exacting demands of interpreting face to face in public service situations. In fact the Annual Review (Graph 2.11) shows that on average Registrants have 1.5 relevant interpreting qualifications - a highly qualified profession.

### **Training for interpreters**

In order to maintain professional standards, NRPSI has been working with London Metropolitan University to provide one-day Continuing Professional Development on interpreting ethics and the code of conduct. The most recent event was held on 15 June 2017, and 85% attendees rated the day as 'good' or 'excellent', while 93% would recommend attending the event to colleagues. We will promote the dates for future training days on the '[CPD Events](#)' section of our website. They are open to both Registrants and non-registered interpreters, and public service users are also welcome to attend - as happened at the most recent CPD.

### **Professional complaints**

Our Annual Review shows the trend over recent years for a growing number of complaints to be referred to NRPSI, as awareness increases of the importance of referring problems with professional conduct to an independent body for consideration. Most interactions with Registered Interpreters are entirely satisfactory. On those few occasions where they are not, NRPSI provides a free impartial disciplinary process, detailed in full on our website.

If you are unsure whether a complaint should be referred to NRPSI, please email our Professional Standards Department on [psd@nrpsi.org.uk](mailto:psd@nrpsi.org.uk), outlining the issue and we will advise you on the best way to proceed.

### **Record numbers of searches**

In the year so far we have experienced three of the highest ever monthly number of searches on the National Register, and the number of new people registering to search increases by 150 each month. These statistics are a testament to the value that public service users place on Registered Interpreters.

### **Reduce risk by checking interpreter credentials**

Most organisations have analysing, managing and reducing exposure to risk on their agenda. One way of achieving this when using interpreters is to ensure that they conform to the independent standard represented by NRPSI. Whatever the method your organisation uses to source interpreters, a Registered Interpreter will always carry their NRPSI Photo ID Card and be willing to show it at the commencement of an assignment.

In addition to the identity of the interpreter shown on the badge, you should always check that the interpreter is registered for the language you need. Please do not ask interpreters to interpret in a language for which they are not registered (even if it appears to be related) as this contravenes their professional Code of Conduct.

### **Further information and contacting NRPSI**

There are extensive FAQs on the website which you may find helpful if you have queries not covered in this email:

<http://www.nrpsi.org.uk/about-us/frequently-asked-questions.html>

If your query is not covered there or you have suggestions for further developments there is a 'Contact NRPSI' section under My Account which provides a convenient way of emailing NRPSI (with the option to receive a copy of your own email).

Follow the NRPSI Company page on [LinkedIn](#) for other developments of interest in professional interpreting and at NRPSI.

With kind regards,

Stephen Bishop

**Executive Director**

National Register of Public Service Interpreters

[www.nrpsi.org.uk](http://www.nrpsi.org.uk)

a not-for-profit organisation

This communication has been sent to you as a registered Website User by NRPSI. If you no longer wish to receive information from NRPSI, but still wish to search, you can go to 'My Account' and uncheck the 'send me information' button at any stage.

Alternatively, you can send an email from your registered email address to [admin@nrpsi.org.uk](mailto:admin@nrpsi.org.uk) with the subject line Unsubscribe. If you no longer need to search for interpreters you can use the subject line Delete Account and our records of your registration as a Website User will be deleted and you will no longer receive newsletters.

If you have a colleague who you think would benefit from receiving information from NRPSI, please encourage them to click on the 'Subscribe' button that appears on every page of the [www.nrpsi.org.uk](http://www.nrpsi.org.uk) website.