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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 2,800 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.

### **User survey reminder**

Thank you to all those who have already completed the survey we emailed on 20 November. The **closing date** for responses is 10 December 2018 and we really want to hear from more of those of you who work with interpreters. If you haven't already taken part please take our survey and provide us with valuable feedback from the user community:

<https://www.surveymonkey.co.uk/r/NRPSIUserSurvey2018>

### **Annual Review 2017 published**

The 2017 edition of the [NRPSI Annual Review](#) was published on 12 July. It provides an unmatched overview of the profession and the NRPSI Registrants' professional skills. News of the publication and a link to the Review were sent to more than 60 government department contacts and 30 educational establishments, as well as 40 Police and Crime Commissioners and 5 elected Mayors.

### **Respecting Registrants' privacy**

The National Register is an open access database of interpreters who have met the NRPSI standards of education and practice for public service interpreting. It provides an up-to-date resource for those wishing to engage interpreters, the online record providing a summary of the Registrant, including language(s) registered, security clearances and contact details. It should be noted, however, that if a Registrant has stated clearly that they do not wish to be contacted by your organisation, this request needs to be honoured. Being on an open register does not mean that Registrants should continue to receive contacts from an organisation after they have stated they did not wish to be contacted.

Note, however, that this is different from a Registrant declining a specific offer of an assignment, which they may do for a number of different reasons while still being interested in future assignments from your organisation.

### **Languages in demand**

We have had a shortage reported in the East and West Midlands areas for interpreters with the following languages to work with the police:

Greek, Hakka, Hindustani, Indonesian, Ilocano, Japanese, Kurdish-Kurmanji, Malayalam, Mauritian Creole, Nepalese, Oromo, Pothwari, Romai, Shona, Sinhalese, Swahili, Tagalog, Tetun, Twi and Wolof

If you are aware of interpreters in this region with these languages, please encourage them

to contact the NRPSI so that we can inform them about how to register their language and become available to work for police forces.

### **Updated facilities for professional complaints**

Our Annual Review shows the trend for a growing number of complaints to be referred to NRPSI, as there is increasing recognition of the benefits and importance of referring problems with professional conduct to an independent body for consideration.

Although very few assignments with Registered Interpreters lead to complaints, in order to make raising issues with NRPSI easier, we have now provided an online form (using SurveyMonkey) which can be used to submit a complaint to our Professional Standards Department, available via the [Complaints](#) section of the website.

### **Anniversary of founding of NRPSI**

With 2019 marking the twenty-fifth anniversary of the founding of NRPSI, we are planning a programme of commemorative activities. The focus will be on raising the profile of our objective for public service interpreting to be statutorily regulated.

Please follow the [NRPSI Company page](#) on LinkedIn for the latest developments in professional interpreting and at NRPSI – we would like to achieve 1,000 followers for our 25th anniversary!

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

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