

Stephen Bishop

From: admin@nrpsi.org.uk
Sent: 12 August 2014 18:08
To: stephen@nrpsi.org.uk
Subject: NRPSI Website Users update #2

Thank you for registering to access the NRPSI Register of accredited interpreters (along with over 2,000 other public service users). This will help us to inform you of developments at the NRPSI, and to obtain feedback from users on future developments. Note that these updates are saved on the NRPSI website in a special section of the [News section](#) for you to refer to yourself, or for your colleagues who have decided not to receive these communications from NRPSI.

Top Tip: searching by security clearance

We make no apologies for repeating the Top Tip from Update #1: we recommend leaving the 'Security Clearance' drop-down box at the default 'Any Security Clearance', as this will return the maximum number of Registered Interpreters for the language you need. Only use the option to specify security clearances if you have particular requirements, such as working with children.

How do I check the NRPSI Photo ID Card?

A reminder that all interpreters on the NRPSI Register have met the annual criteria for registration and carry the NRPSI Photo ID Card as evidence of their identity and registration. There is concise guidance on how to check the details on:

<http://www.nrpsi.org.uk/for-clients-of-interpreters/interpreters-id-card.html>

We have had reports of interpreters passing themselves off as NRPSI Registrants so it is important to check identity.

What does RPSI mean?

Only interpreters who are currently on the Register are able to use the letters 'RPSI' after their name – standing for Registered Public Service Interpreter. The letters indicate their commitment to professionalism.

Change in reporting of disciplinary outcomes

NRPSI is increasing the transparency of our complaints process by a) reporting the outcomes of all cases considered by our disciplinary panels on the website and b) if a Registrant is given a sanction of suspension or expulsion, the Registrant will be named on the [NRPSI website](#) for the period the sanction is in force. This will help to further increase confidence in the profession of Registered Interpreters.

Working with interpreters: Breaks

In ideal circumstances, we recommend that interpreters are provided with a short break after every hour of interpreting. Interpreting is an extremely taxing practice, and breaks are required to enable interpreters to continue to perform at a high level. Interpreters should never be left alone with the client.

We will be publishing guidelines on working with interpreters – if you would like to be involved in their development please email feedback@nrpsi.org.uk stating which part of the public service your experience lies in.

Forgotten your password?

If you need a reminder, you can get this at any time of day or night by clicking on the red 'login to your Account' box on that appears on every website page, and then clicking on the 'Need help with Email

Login/Password?’ link underneath the NRPSI Website user section. Remember that you can select the ‘Log me in automatically’ tick box on the ‘Login to your Account’ screen when you next log in, which means that you will stay logged in on that computer until you choose to log out.

Other tips

There is a specific section on the website providing guidance on using the search facilities:

<http://www.nrpsi.org.uk/for-clients-of-interpreters/searching-the-register.html>

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.

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).

With kind regards,

Stephen Bishop
Executive Director

National Register of Public Service Interpreters

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 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 with the subject line Unsubscribe. 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 website.