



National Register of
Public Service Interpreters

NRPSI Strategy **2023 – 2025**

Strategic Background

Professional practitioners in spoken language public sector language services

The UK, with a population of over 67 million, benefits from a multicultural society in which more than 4.2 million people have a language other than English as their main language and 27 per cent of these regard their English skills as 'non-proficient' (2011 Census data).

The UK issued 277,069 work-related visas in the year ending March 2022 (including dependents); a 129 per cent increase on the year ending March 2021 and surprisingly 50 per cent higher than in the year ending March 2020 (Home Office statistics).

There is a continuing, growing need for professionalism in public sector spoken language services. Effective regulation of those working as interpreters and translators in potentially life-changing interactions with the public services has never been more important.

NRPSI Launch

The 1993 Runciman Royal Commission recommended the establishment of a register of public service interpreters with the aim of using only interpreters with proven competence and skills, who are governed by a nationally recognised code of conduct in court. In 1994, NRPSI was established by the then Institute of Linguists (now the CIOL). NRPSI became an independent body in 2011.

The core activities of NRPSI remain as relevant now as when it was founded in 1994. The NRPSI Board exists to enhance the organisation's regulatory role, acknowledging that registration is voluntary and therefore requires the engagement of both the interpreters and the users of their services. A current -initiative will extend the regulatory function across public service translating through the National Register of Public Service Translators (NRPST).



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Purpose

Protecting the public who are in need of language services by providing access to registered, regulated language professionals.

Developing, upholding, raising and promoting standards in public sector language services

Maintaining standards among those who achieve the status of registered, regulated public service spoken language professionals

Vision

To secure recognition for the organisation as the definitive independent strategic resource for government, the public sector and linked private sector in setting standards for language services delivery

To achieve a position where public sector organisations are mandated to engage only with registered, regulated language service professionals

To secure for registered, regulated public services language professionals:

- Protection of title
- Statutory recognition
- Professional status, ensuring this is valued by government and public sector organisations as well as related private entities
- Terms, conditions and remuneration commensurate with the qualifications and experience of registered, regulated practitioners

By securing these we will fulfil our remit to uphold standards in language services delivery, protecting those who need it most and giving a voice to the voiceless.



Values

Confidence

Inspiring and motivating all stakeholders to have confidence that the NRPSI regulation process is working in everyone's best interests; and to celebrate the assurance this offers them at every opportunity

Consistency

Reliably delivering high quality services in a transparent manner

Commitment

Respecting people, cultures and all stakeholders; maintaining strong social and environmental responsibilities, especially in the management of the funds that Registrants invest in the regulation of their profession

Compliance

Acting with integrity, honesty and openness, always adhering to proper ethical and moral standards in all aspects of the organisation's activities

Better regulation

In all our work we will be guided by the Better Regulation Principles: *Proportionality, Accountability, Consistency, Transparency and Targeting.*

Mission

Across the UK:

- Determine the standards required for registration
- Recognise the required qualifications and experience levels
- Secure the procedures that protect the required standards
- Maintain publicly and freely accessible registers
- Promote our role to government and public sector organisations and, where appropriate, to other countries
- Promote the services of Registrants to the public sector and related private entities
- Promote the need for professional practitioners to continue to grow and develop through their careers



- Promote the need for registration and regulation amongst possible new Registrants
- Administer a robust, proportionate process for handling complaints about a Registrant's fitness-to-practise
- Manage the organisation effectively and sustainably
- Work alongside other organisations that share our purpose, vision and values

Our Goals

- Maintain sustainability of the organisation through volatile times
- Review and develop the Code of Professional Conduct
- Review the procedures for handling complaints
- Establish NRPST and grow NRPSI
- Embed the organisation's delivery across the UK
- Build on our conversations with Registrants and extend our services (such as NPPV3) where viable
- Increase effectively our use of media platforms
- Become active across all areas of public service interpreting and translating, matching levels of attainment to the complexity of work
- Continue effective dialogue with public sector organisations
- Develop dialogue with executive and legislative functions across the UK
- Secure protection of title for public service language professionals
- Lobby for statutory regulation for public service language professionals
- Lobby to obtain appropriate remuneration, terms and conditions, commensurate with the qualifications and experience of registered, regulated practitioners

Our Objectives

- Redouble efforts to maximise cost savings given the volatile environment
- Continue to do all possible to maintain and increase NRPSI numbers
- Secure NRPST as a viable and well perceived register by 2025
- By 2026 have a plan for a Community Register and launch registrations
- By 2026 change the company name to cover the three brands: NRPSI/NRPST/L3
- Conclude overhaul of the Code of Professional Conduct and fitness to practise procedures by March 2024



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- Promote the work of the organisation and Registrants more effectively across all platforms with greater Board involvement
- Continue lobbying for statutory regulation of public service language professionals
- Continue lobbying for fair terms, conditions and remuneration commensurate with the qualifications and experience of registered, regulated practitioners
- Seize any opportunity to further the purpose and vision of the organisation notwithstanding any environmental uncertainty

NRPSI Board

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