



National Register of
Public Service Interpreters



National Register of
Public Service Translators

Conflict of Interests

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Executive Director & Registrar
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Conflict of Interests



Question of a Conflict of Interests

What is this concept and when does it apply?

We will explore this area and explain why interpreters must maintain distinct and separate roles that cannot clash with their other interests, be these:

- Personal
- Financial
- Professional

Examples of professional dilemmas – many more from our Q&A

Conflict of Interests



ITI Code of Professional Conduct: Clause 2.4

<https://www.iti.org.uk/about-iti/professional-standards.html>

Not PSI Specific

All decisions and actions of the ITI community are to be made in the best interests of the ITI and the public good

A conflict of interest exists when a party's direct or indirect personal interests are inconsistent with or interfere with the best interests of the ITI

If you wish to notify ITI of a potential breach, you should download the notification form and use this to submit your complaint

[PCC fact sheet, PCC procedure, PCC notification of breach](#)

Conflict of Interests



Public Service Interpreting

Specific Code and Protocols: complex relationships

Focusing on a public service interpreter's responsibilities:

- Your own personal interests as well as professional RPSI interests
- Your responsibilities as a member of an association or institute
- Those members of the public involved in an engagement
- The public sector itself: general management and procurement
- Those operating in and around an engagement working with/for the public sector
- Any commercial agencies involved
- The profession of PSI
- The standing of the regulator - NRPSI

What NRPSI is not....



Not an agency...not a union...

According to PARN there are approximately 400 professional bodies in the UK

Represent 13 million professionals

- Professional associations for members
- Learned institutes and societies for members
- **Regulatory bodies with qualifying Registrants**

Professional Associations Research Network

Purpose Driven Strategy



The extent to which the state has an interest in regulation of professions and how professions are regulated depends on *political necessity*

Self-regulation is action by the profession to operate and promulgate **standards** which are designed to ensure quality-of-practice, and accredit those fit-to-practise

Purpose Driven Strategy



Typically *self-regulation* is first worked out within the ecosystem, negotiated with wider range of stakeholders, and promoted to extend the influence of how *'fit-to-practise'* is measured

Balancing standards, cost and supply of professionals, focusing on levels of risk, will drive government action and possible statutory regulation

Managing Conflict of Interests



The profession has a need to minimise, diminish and alleviate risk through:

- Protecting the public
- Setting, maintaining, developing and promoting standards
- Confirming relevant vocational qualifications
- Accrediting competencies gained through experience
- Measuring degrees of competence: PACTT* fitness to practise
- Protecting the qualifying professional practitioners
- Promoting a Code of Professional Conduct focusing on integrity and impartiality
- Managing effective PCC/ DC/ Appeals processes
- Lobbying for Protection of Title for professional practitioners
- Supporting the regulator and register of professionals
- Ensuring visibility of accredited RPSI practitioners as professional practitioners

*Proportionate, Accountable, Consistent, Transparent, Targeted

Code

Professional Conduct Committee

Disciplinary Committee

Appeals Committee

Protects the Public

Protects Public Services

Protects the PSI Profession

Protects You

In need of a trusted public service interpreter?

- ✓ I am proud to be a NRPSI regulated Registered Public Service Interpreter.
- ✓ I am a certified professional public service interpreter.
- ✓ My qualifications, experience and security vetting have been independently verified.
- ✓ I have signed up to the NRPSI Code of Professional Conduct and am accountable.

Check my credentials.

Find me listed on the free-to-access online National Register of Public Service Interpreters at www.nrpsi.org.uk.



YOU WOULDN'T ACCEPT AN UNREGULATED AND UNREGISTERED DOCTOR OR LAWYER, SO DON'T ACCEPT AN UNREGULATED AND UNREGISTERED PUBLIC SERVICE INTERPRETER.

Code of Professional Conduct



The Code applies to Registrants: RPSI

Duties, Responsibilities and Conduct

Prescribes standards of professional conduct

Maintain the integrity of the profession, providing assurance of professional standards to:

- Government and public sector organisations
- Users of language services; judges, doctors, police...
- Commercial agencies
- The public at large



PCC

Professional Conduct Committee

You shall not knowingly or negligently act in a way that is likely to be detrimental to the profession

You shall not accept any work which would, directly or indirectly, infringe the Code, and shall not knowingly act in contravention of the Code, even if asked or instructed to do so by a Principal

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PCC

Professional Conduct Committee



The Professional Conduct Committee:

- Investigates complaints made against NRPSI Registrants
- Assesses whether there is evidence of a breach of the Code of Professional Conduct such as would justify consideration by the Disciplinary Committee
- Issue warnings or recommendations in some minor cases



DC

Disciplinary Committee

You shall disclose any potential conflict of interest or other factor which may make it inappropriate for them to accept work in a particular case

You must respond to any complaints in a timely fashion and assist the Professional Conduct Committee and Disciplinary Committee in their investigations

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DC

Disciplinary Committee

The Disciplinary Committee considers allegations of professional misconduct referred to it by the Professional Conduct Committee and make decisions as fall within its powers

- Protection of the public
- Maintenance of public confidence in the profession
- Declaring and upholding proper standards of conduct and competence



Appeals

Appeals Committee

The Appeals Committee decides on appeals by the Respondent against the decisions and/or actions of the Disciplinary Committee

<https://www.nrpsi.org.uk/for-clients-of-interpreters/disciplinary-outcomes.html>

OUTCOMES OF COMPLETED COMPLAINT CASES

11: 2022
7: 2021
7: 2020
9: 2019
14: 2018
12: 2017
30: 2016
27: 2015

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The Code Works...



We are delighted to announce the appointment of **Robin Ellingham** as our new lay non-executive board members.

Rob has worked for the Metropolitan Police Service (MPS) for more than 21 years. He is recognised by many within the interpreting and translating professions as a national expert in delivering language services for the police and supporter of diverse communities in London.

Rob led and managed Language, Cultural and Travel Services until November 2022.

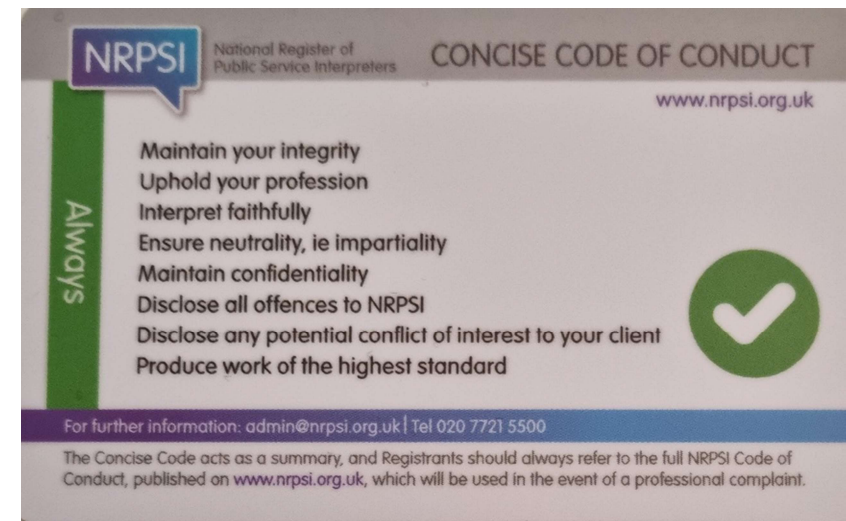
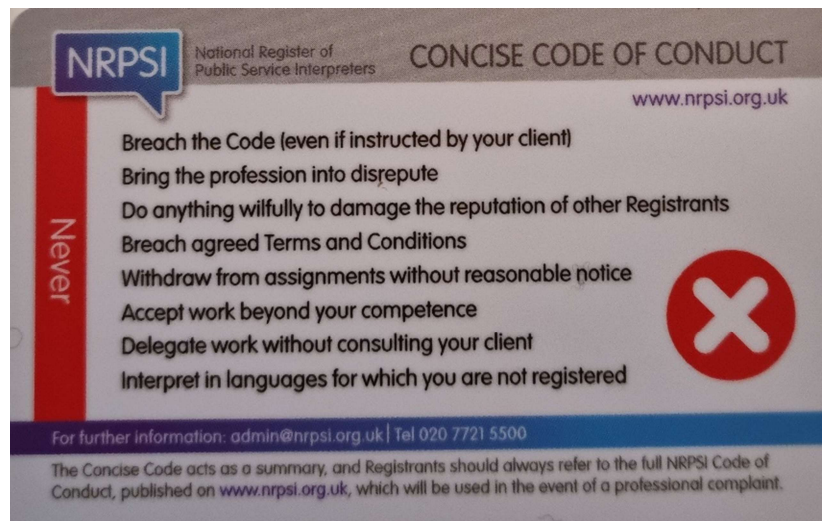
Following his appointment, he said: *"I welcome the opportunity to be on the NRPSI board to continue campaigning for public service interpreters' professional status to be recognised. As a purchaser of interpreting services, I valued the confidence that dealing with NRPSI interpreters gave me. In my nine years with the MPS, where I engaged well over 300,000 face-to-face interpreting-based interviews, we did not have one case where the interpreter's quality was a problem in court."*

Managing Conflict of Interests



Each practitioner who is a professional has a need to minimise and mitigate risk through carrying:

- ID Card: QR code on the back
- Copy of the Code of Professional Conduct: digital or hard copy
- Prompt card for the Code
- A4 infosheets



A4 Infosheets




- Registrants can find an A4 infosheet listing where key credentials as an RPSI can be printed out and given to your prospective clients – such as the nearest courts to your home, local GP surgeries, solicitors, police stations and Citizens Advice Bureaux with copies of the Code and Disciplinary guidelines
- There are two versions of this PDF document, one where your personal details can be added and the other version does not include the contact form
- Registrants might prefer to print this version and attach a business card instead
- The infosheet is designed for home printing
- Registrants can also choose to print it in black and white to save on ink

A4 Infosheets: Version 1




Registered
and Regulated
Interpreter


Registered
and Regulated
Interpreter

In need of a trusted public service interpreter?

I am proud to be a Registered and Regulated
Public Service Interpreter.



I am a certified professional public service interpreter who is committed to professionalism and best practice.

My qualifications, experience and security clearance have been independently verified by NRPSI* and are reassessed each year when I renew my registration.

I have signed up to the NRPSI Code of Professional Conduct and I am accountable.

I will always interpret faithfully, ensure neutrality, maintain confidentiality, disclose any conflicts of interest, only interpret languages for which I am registered and produce work to the highest standard.

Check my credentials

- ✓ As a Registered and Regulated Public Service Interpreter, I am entitled to use the designatory letters RPSI after my name.
- ✓ Ask to see my NRPSI Photo ID Card.
- ✓ Use the QR code on the back of my ID Card to see my entry on the National Register.
- ✓ Search the free-to-access online National Register of Public Service Interpreters using my surname or unique NRPSI registration number.

My registered language(s):

Get in touch:

First name:

Surname:


NRPSI registration no.:

Contact email:

Contact telephone no.:

* See overleaf for more information

Go to www.nrpsi.org.uk.


National Register of
Public Service Interpreters


Behind every Registered and Regulated Public Service Interpreter is the National Register of Public Service Interpreters (NRPSI)

NRPSI is the independent regulator of public service interpreting in the UK and exists to uphold professional public service interpreting standards to safeguard the public.

NRPSI maintains the register of public services interpreters and ensures all Registrants have met its rigorous registration requirements by holding the right public service interpreting qualifications and experience and the relevant security clearance.

NRPSI manages the Code of Professional Conduct and has a transparent complaints procedure and disciplinary process.

NRPSI's online register of public services interpreters is free to access and search.



Find an interpreter or check an interpreter's credentials with NRPSI:

Go to www.nrpsi.org.uk.

A4 Infosheets: Version 2



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NRPSI Registrant logo



Use of this Proud logo:

- On a LinkedIn banner with other logos
- In your email signature
- On your invoices
- As part of a letterhead
- And many more ways...

Registrants can also use the Registered and Regulated Public Service Interpreter logo: available in Registrant's Interpreter Room

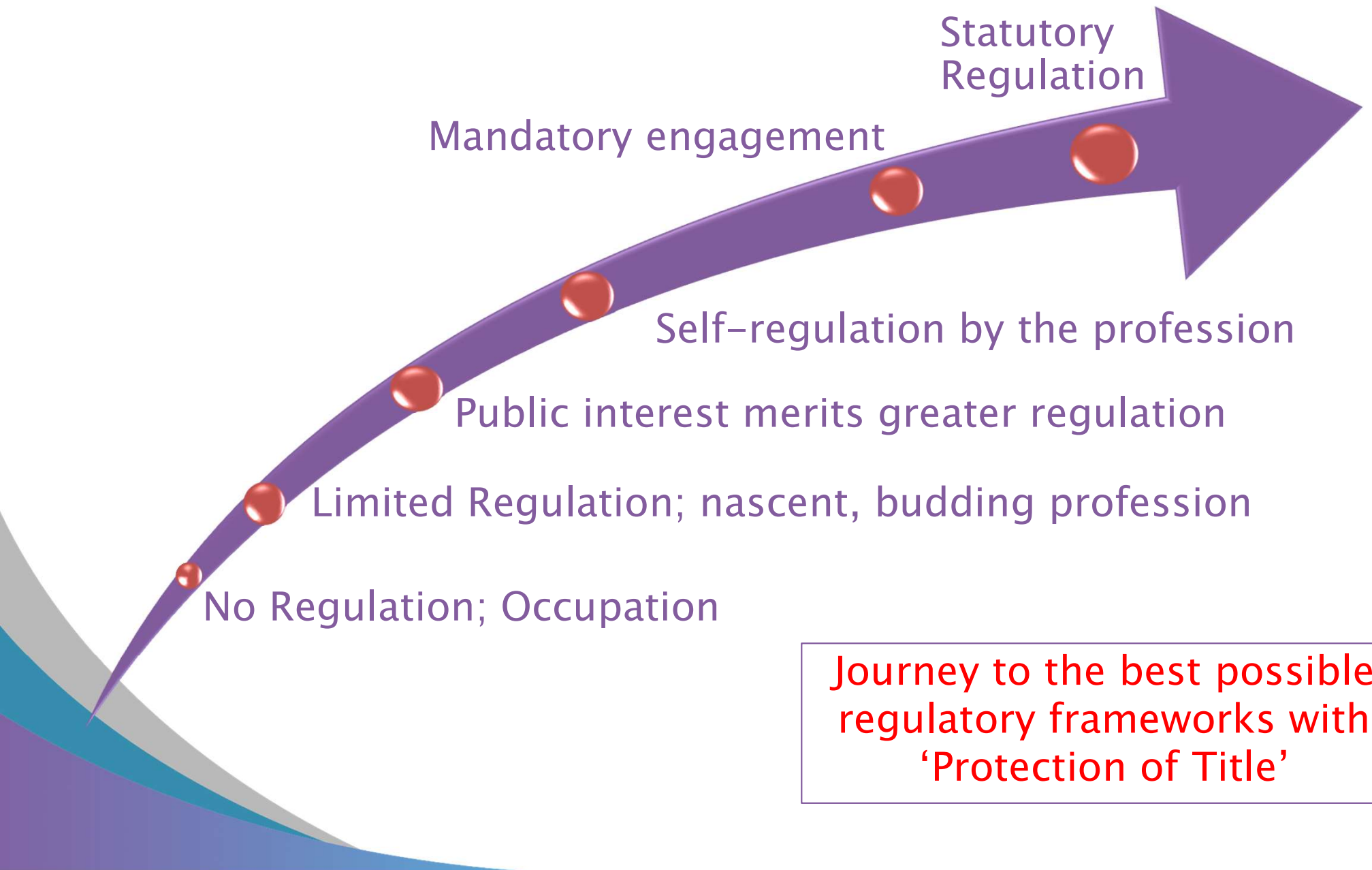
Use this in email signatures and on documentation, including invoices, to help mark yourself out as an accredited public service interpreting professional practitioner



Avoiding Conflict



Registered and
Regulated Interpreter



**Journey to the best possible
regulatory frameworks with
'Protection of Title'**

Promoting Professionalism

This has been appearing on LinkedIn and Facebook



Proud to be a public service interpreting professional?

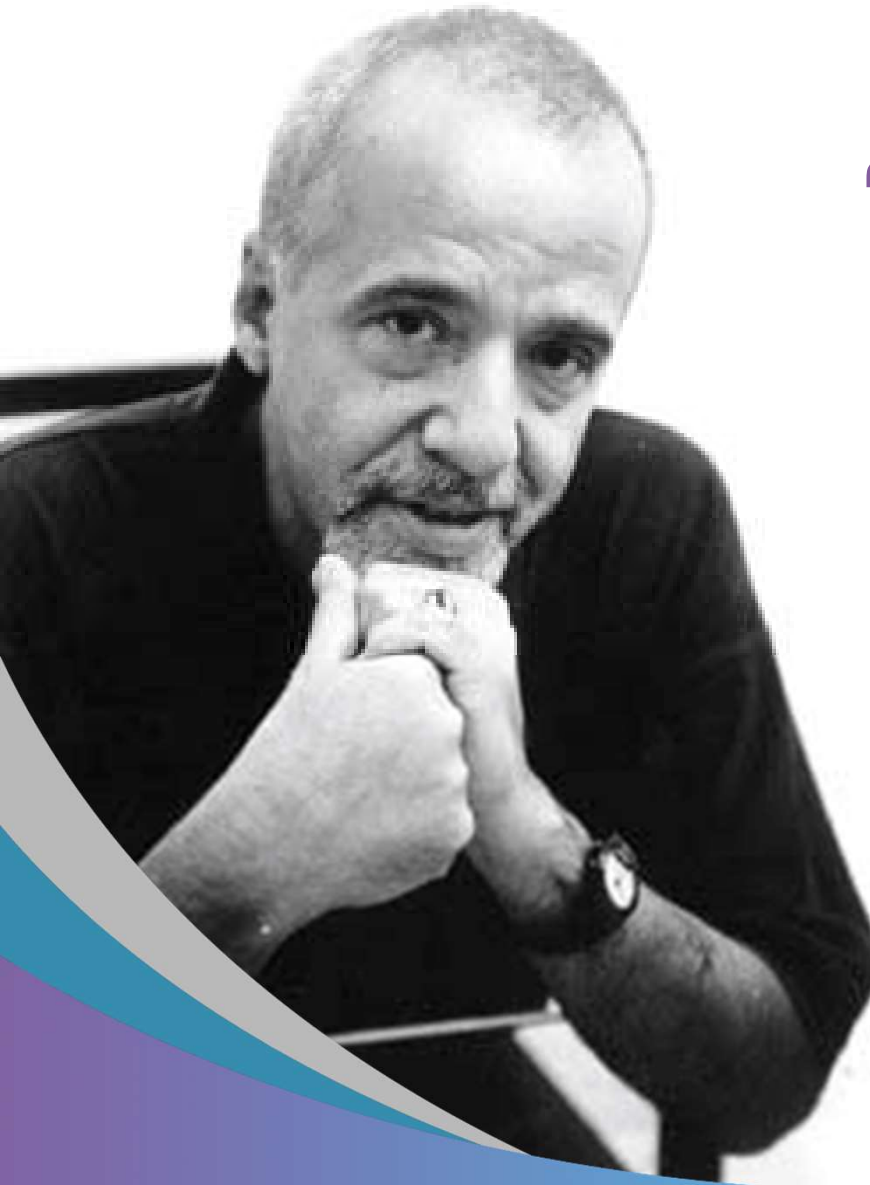
Become NRPSI registered and stand out from the crowd.

NRPSI National Register of Public Service Interpreters

Go to www.nrpsi.org.uk

....avoid Conflicts – carry your ID Badge

Our Responsibility...



**“The world is changed
by our example,
not by our opinions”**

Paulo Coelho

NRPSI Proud promo image

Registrants can post this image on social media



Looking for an
accredited public
service interpreting
professional?



Search the National Register
of Public Service Interpreters



NRPSI

Go to **www.nrpsi.org.uk**

http://www.nrpsi.org.uk/downloads/NRPSI_Code_of_Professional_Conduct_22.01.16.pdf



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