



**INFORMATION PACK FOR APPLICANTS  
FOR THE POSITION OF  
PRACTITIONER NON-EXECUTIVE DIRECTOR**

The purpose of this brief is solely to provide potential applicants with further background information to assist them in deciding on whether they wish to apply, and if so, how they could seek to position their covering letter and accompanying CV.

The NRPSI website will enable you to update yourself, particularly on current issues and news.

The website also gives a brief outline of our current board members, both practitioner and lay members.

1. Background

The National Register of Public Service Interpreters Ltd (NRPSI) was established on 1<sup>st</sup> April 2011 as an independent company limited by guarantee.

It was previously a wholly owned subsidiary of the Chartered Institute of Linguists (CIoL) who after a number of years of discussion around such issues as potential conflict of interests undertook a detailed review of the future of the NRPSI in 2009.

The result was that the CIoL decided to divest themselves of this subsidiary and set it up as a completely independent not-for-profit body.

2. The Board and the staff team

Our constitution provides for a board of 7 non-executive directors of whom 4 are lay members and 3 are practitioners (NRPSI Registered Interpreters.) The chair is one of the 4 lay members.

The Chief Executive has a team of six staff of whom two (our Professional Standards Manager and our Registration Manager) have been with NRPSI since before it became independent from the CIoL in April 2011 and therefore have considerable experience. Our registration team of three staff are involved in maintaining the Register, which requires in depth understanding of the registration criteria and great efforts have been made to retain experienced staff. Complaints against our Code of Conduct are managed by our Professional Standards Manager.

Whilst the Chief Executive is accountable to the Board for the way in which he/she manages the NRPSI's affairs, all the Directors are non-executive, so do not get involved in day-to-day operations.

The Directors provide a range of skill sets and contacts however that the Chief Executive can and does call on as the occasion requires and the Chair has regular and fairly detailed contact with the Chief Executive.

The lay directors are particularly valuable in both supporting the Executive Director in maintaining the operations of NRPSI and ensuring an understanding of and application of best-practise and good governance.

### 3. NRPSI's relationships

To a significant degree we have as NRPSI sought to distance ourselves from some of the confrontational activity that has been taking place around the issue of the changes in the justice sector, seeking to position ourselves as an independent regulator, in touch with what is going on but retaining a degree of impartiality. Our constant message is that of the need to maintain the quality of public service interpreting and to stress that the use of the Register provides the “gold standard” of such quality.

A view of our website ([www.nrpsi.org.uk](http://www.nrpsi.org.uk)) will give some examples of the way in which we have so engaged and positioned ourselves over the past year – and also the links we have with others in the interpreting community.

In this context we have allied ourselves with a number of interpreter representative organisations to present a united front in addressing the concerns caused by the Ministry of Justice changes to the way in which interpreters are booked and used in the courts in England and Wales. The alliance is the Professional Interpreters for Justice (PI4J) and one of our practitioner Directors sits on the committee alongside our Chief Executive.

Of course, saying that quality is what we are all about has to be demonstrated by the way in which we conduct ourselves and manage the Register. Our Code of Professional Conduct and our disciplinary procedures are an essential part of this and both have been regularly reviewed and updated since the company was formed.

Complaints against the Code are managed by the Professional Standards Manager who issues them to a panel (the Professional Conduct Committee, or PCC) to consider whether there is a case to be answered and then, if necessary, on to a Disciplinary Committee for a hearing and decision. The chair of the board is also the chair of the appeals committee.

Again relevant details and the [Code of Conduct](#) which will be familiar to all Registrants are contained on our website.

Following the early decision to maintain the Register as open access for all, we also improved the way in which our Registrants could display information and contact details about themselves – if they wished to do so.

Engagement with others has been important, with the Chief Executive having regular dialogue with the MoJ, Police Authorities, agencies and interpreting bodies – with again some of this activity is evidenced on the website and on social media such as LinkedIn; see

<https://www.linkedin.com/company/2134408/admin/> and <https://www.linkedin.com/in/orlovsmike/>

The Chief Executive Director and his team have also embarked on a programme of presentations and visits to universities and language centres to promote and explain the Register to newly/about to be

qualified students and others. Some of the practitioner directors have also spoken at language conferences and exhibitions, served on relevant committees and on many occasions have been able to provide information on NRPSI to their own networks.

#### 4. Support relationships and development

With a small team of staff, it was obvious very early on that the Chief Executive and the Board required a degree of professional support and a range of services to enable the most effective use of our own resources.

An early priority was to appoint Crossley, an accountancy company based in Kent that does all our accounts and financial transactions, working closely with the Chief Executive.

#### 5. Recent activity and other relevant information

There is much more effort devoted to providing Registrants with information about registration, professional standards and events happening within the profession, with a Registrants Newsletter issued each month, as well as other news items published on the website and an increasing use of social media; see <https://www.nrpsi.org.uk/news-and-links.html>

We instituted access control for those wishing to search the National Register. While still being free to access, the required registration process is providing us with valuable information on which organisations are actually using the Register, as well as the means to communicate with the users and forge beneficial relationships with them.

To emphasise NRPSI's role in setting standards, NRPSI sponsors the annual CloL Award for excellence in the Diploma in Police Interpreting, given that the DPI meets NRPSI's qualification requirements for registration.

New qualifications emerge from time to time and our Qualifications Committee reviews the way that the qualifications criteria for registration are framed and whether any such new qualifications meet our criteria for registration. Increasingly the requirements will be defined by the National Occupational Standards in Interpreting.

With an overall agenda of greater transparency, we list the outcomes of all disciplinary panels-reviewed complaints.

#### 6. Financial Information

Our formal year end is 31<sup>st</sup> August. We are working within our current budget for September 2025 – August 2026 agreed by the Board. Income derives primarily from registration fees which are accounted for on an accruals basis given that such fees provide for 12 months subscription and therefore service provision.

The financial risks are identified as including

- retention of Registrants on renewal
- attraction of new Registrants
- cost effective management of services
- and the market level of registration fees

The number of Registrants has fluctuated over the time we have been in existence from the 2,180 when we started in April 2011, reaching around 2,250 at one time to the current level of around 1,660.

There is no doubt that the MoJ changes and more recently the COVID crisis have meant that a number of interpreters have stopped working because they could no longer make a living, and therefore left the Register.

However, the number of new interpreters joining the Register each year has stayed relatively stable although the COVID restrictions and resulting cancellation or postponement of qualification examinations is undoubtedly having an impact on the number of new applications for registration. Details of the financial reports to the board are contained in the minutes and recent documents are available for you to review.