

ANNEX 1

Urgency Types, Security Levels and Complexity Levels

Table 1

Method of interpretation	Urgency Types (as defined in Table 2)	Security Levels (as defined in Table 3)	Complexity Levels (as defined in Table 4)
Face to face	UT1	SL1	Complex - Written
	UT2	SL2	Complex - Other
	UT3	SL3	Standard
	UT4	SL4	
	UT4	SL5	
Telephone	UT0	SL1	Standard
	UT1	SL2	
	UT2	SL3	
		SL4	
		SL5	
Video	UT0	SL1	Complex - Written
	UT1	SL2	Complex - Other
	UT2	SL3	Standard
	UT3	SL4	
	UT4	SL5	

Table 2

Urgency Type	Definition
UT0	Services required immediately.
UT1	Services required within 3 hours of the Booking.
UT2	Services required after 3 hours but within 24 hours of the Booking.
UT3	Services required on or after 24 hours but within 5 calendar days of the Booking.
UT4	Services required 6 calendar days or longer after the Booking.

Table 3

Security Level	Definition
SL1	Security clearance to baseline personnel security standard.
SL2	Security clearance to counter terrorism check standard.
SL3	Security clearance to security check standard.
SL4	Security clearance to developed vetting standard.
SL5	Security clearance to non-police personal vetting level 3 standard.

Table 4

Complexity Level	Definition
Complex – Written	<p>Either:</p> <ul style="list-style-type: none"> • where specified as Complex – Written by the relevant Commissioning Body in the Booking; <p>or:</p> <ul style="list-style-type: none"> • where there is no Complexity Level specified in the Booking, the criteria for Standard do not apply and there is a requirement for written translation.
Complex - Other	<p>Either:</p> <ul style="list-style-type: none"> • where specified as Complex – Other by the relevant Commissioning Body in the Booking; <p>or:</p> <ul style="list-style-type: none"> • where there is no Complexity Level specified in the Booking, the criteria for Standard do not apply and there is no requirement for written translation.
Standard	<p>Either:</p> <ul style="list-style-type: none"> • where specified as Standard by the relevant Commissioning Body in the Booking; <p>or:</p> <ul style="list-style-type: none"> • where there is no Complexity Level specified in the Booking and: <ul style="list-style-type: none"> ○ the Booking does not involve the giving of evidence; and ○ any one of the following criteria have been identified at the point of Booking:

	<ul style="list-style-type: none">▪ first hearing;▪ case management/setting a trial date;▪ legal argument;▪ application for bail; or▪ the defendant/claimant has a good grasp of English.
--	---

ANNEX 2

Qualification Levels

This Annex sets out the minimum level of qualification a Language Professional is required to have in order to work on each Complexity Level of Bookings.

1. Complex Written

- 1.1 To work on a Complex Written Booking for a language other than a Rare Language, a Language Professional must have obtained at least one of the qualifications in table 1 below.
- 1.2 To work on a Complex Written Booking for a Rare Language:
 - 1.2.1 the Primary Language of the Language Professional must be the Relevant Language or the Language Professional must have sufficient ability to communicate in the Relevant Language;
 - 1.2.2 the Language Professional must have provided at least one hundred (100) hours of interpretation services in the Relevant Language, which must include some spoken and some written;
 - 1.2.3 the Language Professional must either:
 - (a) have obtained at least one of the qualifications in table 2 or table 3 below; or
 - (b) either:
 - (i) have passed the English Proficiency Test; or
 - (ii) the Primary Language of the Language Professional is English; and
 - 1.2.4 the Language Professional must have provided suitable references; and
 - 1.2.5 the Supplier must have obtained the prior consent of the Commissioning Body to the use of the Language Professional for the Booking.

2. Complex Other

- 2.1 To work on a Complex Other Booking for a language other than a Rare Language:
 - 2.1.1 the Language Professional must meet the requirements set out in Paragraph 1.1; or
 - 2.1.2 where the Primary Language of the Language Professional is English:
 - (a) the Language Professional must have obtained at least one of the qualifications in table 3 below and the qualification must have featured the Relevant Language as part of the course; and
 - (b) the Language Professional must have provided at least one hundred (100) hours of interpretation services in the Relevant Language; or
 - 2.1.3 where the Primary Language of the Language Professional is a language other than English:
 - (a) the Language Professional must have obtained at least one of the qualifications in table 2 below, either:
 - (i) in the United Kingdom; or

- (ii) where the qualification was obtained outside of the United Kingdom, the qualification must have featured English as part of the course; and
- (b) the Language Professional must have provided at least one hundred (100) hours of interpretation services in the Relevant Language.

2.2 To work on a Complex Other Booking for a Rare Language:

- 2.2.1 the Language Professional must meet the requirements of Paragraph 1.2; or
- 2.2.2 the Primary Language of the Language Professional must be the Relevant Language or the Language Professional must have sufficient ability to communicate in the Relevant Language and either:
 - (a) the Language Professional must have provided at least fifty (50) hours of interpretation services in the Relevant Language; or
 - (b) the Language Professional must either:
 - (i) have obtained at least one of the qualifications in table 2 or table 3 below; or
 - (ii) either:
 - (1) have passed the English Proficiency Test; or
 - (2) the Primary Language of the Language Professional is English; and
 - (c) the Language Professional must have provided suitable references.

3. Standard

3.1 To work on a Standard Booking for a language other than a Rare Language:

- 3.1.1 the Language Professional must meet the requirements of Paragraphs 2.1.1, 2.1.2, 2.1.3; or
- 3.1.2 where the Primary Language of the Language Professional is English, either:
 - (a) the Language Professional must have obtained at least one of the qualifications in table 4 below; or
 - (b) the Language Professional must:
 - (i) be enrolled on a course or have partially completed a course for at least one of the qualifications in table 4 below;
 - (ii) have completed all required modules for the relevant qualification as shall be notified by the Authority to the Supplier prior to the Services Commencement Date;
 - (iii) have provided at least one hundred (100) hours of interpretation services in the Relevant Language; and
 - (iv) have provided suitable references; or
- 3.1.3 where the Primary Language of the Language Professional is a language other than English;

- (a) the Relevant Language must be the Primary Language of the Language Professional or the Language Professional must have sufficient ability to communicate in the Relevant Language; and
- (b) either:
 - (i) the Language Professional must have obtained at least one of the qualifications in table 4 below either:
 - (A) in the United Kingdom; or
 - (B) where outside the United Kingdom, English must have featured as part of the course; or
 - (ii) the Language Professional must:
 - (A) be enrolled on a course or have partially completed a course for at least one of the qualifications in table 4 below either:
 - (1) in the United Kingdom; or
 - (2) where outside the United Kingdom, English must feature as part of the course;
 - (B) have completed all required modules for the relevant qualification as shall be notified by the Authority to the Supplier prior to the Services Commencement Date;
 - (C) have provided at least one hundred (100) hours of interpretation services in the Relevant Language; and
 - (D) have provided suitable references.

3.1.4 To work on a Standard Booking for a Rare Language:

- (a) the Language Professional must meet the requirements of Paragraphs 2.2.1 or 2.2.2; or
- (b) the Primary Language of the Language Professional must be the Relevant Language or the Language Professional must have sufficient ability to communicate in the Relevant Language and either:
 - (i) the Language Professional must have experience of providing interpretation services in the Relevant Language; or
 - (ii) the Language Professional must either:
 - (A) have obtained at least one of the qualifications in table 2 or table 3 below; or
 - (B) either:
 - (1) have passed the English Proficiency Test; or
 - (2) the Primary Language of the Language Professional is English; and
- (c) the Language Professional must have provided suitable references.

Table 1: Qualifications for Complex Written Bookings

Qualification
CCI (IOL)
DPSI (Law)
DPI (formerly Metropolitan Police Test)
Level 6 Diploma in Community Interpreting (International School of Linguists)

Table 2: Qualifications for Complex Written Bookings for Rare Languages, Complex Other Bookings, Complex Other Bookings for Rare Languages, Standard Bookings for rare languages – all where the Primary Language is a language other than English

BA in English
BA in Interpreting
BA in Interpreting & Translation
BA Linguistics
BA in Modern Languages
BA Philology
BA in Translation
Degree in English Language
Degree in English Philology
Diploma in English Philology
Degree in Linguistics
DPSI (Health)
DPSI (Law) Partial
DPSI (Local Govt.)
Language Related Degree where English features as part of the course
Language Related Diploma where English features as part of the course
MA in Teaching of English

Masters in Interpreting
Masters in Interpreting & Translation
Masters in Linguistics
DPI (formerly Metropolitan Police Test) Partial
Post Graduate Diploma in Interpreting
Post Graduate in Conference Interpreting

Table 3: Qualifications for Complex Written Bookings for Rare Languages, Complex Other Bookings, Complex Other Bookings for Rare Languages, Standard Bookings for Rare Languages – all where the Primary Language is English

Qualification
BA in Interpreting
BA in Interpreting & Translation
BA Linguistics
Degree in Linguistics
BA in Modern Languages
BA Philology
BA in Translation
DPSI (Health)
DPSI (Law) Partial
DPSI (Local Govt.)
Language Related Degree (foreign language)
Language Related Diploma (foreign language)
Masters in Interpreting
Masters in Interpreting & Translation
Masters in Linguistics
DPI (formerly Metropolitan Police Test) Partial
Post Graduate Diploma in Interpreting
Post Graduate in Conference Interpreting

Table 4: Qualifications for Standard Bookings where the Primary Language is English and where the Primary Language is a language other than English

Qualification
AIT (formerly IAA)
Basic Interpreting Qualification
Community Interpreting Level 2
Community Interpreting Level 3
Community interpreting Level 4
DPI (formerly Metropolitan Police Test) Unit Pass
DPSI (Health) Partial
DPSI (Law) Unit Pass
DPSI (Local Govt.) Partial
IND (Home Office)
UK Border Agency Certificate
Language Related Degree
Language Related Diploma