



🔍 NRPSI interviewed as part of BBC investigation

On Monday 14 January 2019, **Inside Out on BBC One in the North East** featured a story about how the use of unqualified police interpreters by police forces in the region had cost the public thousands, delayed court proceedings and even resulted in the collapse of a case. Interviewed for the programme, NRPSI Executive Director Stephen Bishop said: "I'm really concerned that people are being picked up off the street because they can speak a language and then are being used as interpreters. This seems to be a complete misunderstanding of what interpreting is about." **Watch the full programme**, available on BBC iPlayer for a very limited period, or **read the BBC News report**.



🔍 Focus groups on video interpreting

NRPSI is working with The Language Shop (TLS) to assess the possible impact on the profession of **video interpreting**. While seen as a way to improve the availability and timeliness of language services by enabling interpreters to work remotely from wherever they are in the UK, video interpreting also poses challenges for the maintenance of interpreting professional standards as well as interpreting working practices and conditions. In light of this, TLS intends to run a number of focus groups in February 2019 with Registered Interpreters to obtain their feedback on these issues as well as other aspects of its video interpreting system. Participants will receive travel expenses (up to £100) and a fee of £100. If you are interested in taking part, please **complete the form supplied** by 11 February 2019. This will enable a representative sample of Registrants to be invited to the focus groups.

NRPSI news

🔍 NRPSI Anniversary Conference, 8 February 2019, London

Registrants were sent an email on 18 January with an invitation to register to attend the **NRPSI Anniversary Conference**. All seats sold out within five hours of the email being issued. There is now a waiting list for places. If you have registered and find that you can no longer make the event, please cancel your ticket through the **Eventbrite website** so that another Registrant can attend. Please note that we are unable to admit anyone without a ticket to the event.

🔍 Showing professionalism at all times

Over the last year, the **NRPSI Professional Standards Department (PSD)** received a small but increased number of complaints/concerns from users about Registrants' perceived lack of professionalism. The concerns referred not only to cases of poor timekeeping and interpreting standards but, notably, also to approaches taken in email correspondence, telephone conversations and fees negotiations that were far from professional. The **NRPSI Code of Conduct** states that Registrants shall always act with integrity and in accordance with the high standards appropriate to practitioners within the profession (Clause 3.1). While clause 3.2 adds that Registrants shall not bring the status of NRPSI or the profession into disrepute by not following these high standards. Please remember to always act professionally when interacting with people (whether it is your client, an organisation or agency that you work for, or your colleagues on social media), as you are representing the profession of public service interpreting and the standards of NRPSI in addition to yourself at all times.

🔍 NRPSI strategy 2019-2021

The NRPSI Board has recently approved the **'2019-2021 Strategy'**, which is available to view in the Interpreter's Room and the **News Section** of the NRPSI website. NRPSI Chair Ted Sangster says: "Every three years we review our strategy to take into account developments within the profession and wider world. This enables us to refocus our activities and strategic aims, ensuring we continue to deliver against the objectives we were set up to meet – and that we move closer towards our ultimate goal of statutory regulation and protection of the public service interpreting profession." We welcome comments on the '2019-2021 Strategy' to **feedback@nrpsi.org.uk**.

🔍 'Movers and Shakers' interview

In the latest of our series of profile pieces with **leading lights in the public service interpreting profession**, we talk to NRPSI Award winner Ana Lavinia Coaje. She describes what changes she would like to see made to safeguard language professionals and the interpreting profession she loves. **Read Ana's interview**.

I hope you find this issue an informative and enjoyable read. If you have a suggestion for inclusion in the newsletter, email admin@nrpsi.org.uk.

Stephen Bishop, Executive Director, NRPSI