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Subject: NRPSI Website Users update #5
Date: 18 June 2015 15:15:16

When contacting interpreters from the National Register, please mention where you obtained their details.

Conference for those working in health settings

Calling all those who work with interpreters in health settings: The 'Wake-Up Call: Turning the spotlight on Health and Social Care Interpreting' one-day conference will provide a great overview of the issues involved. Including presentations from the lead developer of the new interpreting standards at NHS England, interpreting practitioners and educationalists there will also be opportunities for interpreters and users of language services to work together. The conference is hosted by the London Metropolitan University, Moorgate on 3 July 2015. [Attendance](#) for the day only costs £20.00.

Top Tip: searching by security clearance

When searching for Registered Interpreters, we recommend leaving the 'Security Clearance' drop-down box at the default 'Any Security Clearance' position, as this will return the maximum number of Registered Interpreters for the language you need. All Registered Interpreters have security vetting at a minimum of the Standard DBS/CRB, and the search results display the security vetting Registrants have on their record.

Only choose the option to specify security clearances if your organisation has a specific policy on the type of vetting required for interpreters. Our website has more [guidance](#) on using the search facilities.

Strategy process and user survey

Many thanks to the 14% of recipients who responded to our National Register user survey. The results have been reviewed by the NRPSI Board and helped to refine the next three-year strategy. It was heartening that there was a high level of user satisfaction with the standard of interpreting provided by Registered Interpreters (61% were 'very satisfied') compared to the level of satisfaction with non-registered interpreters (only 18% were 'very satisfied'). There was also a high level of recognition for NRPSI's work with 82% stating that we are upholding Public Service Interpreting standards. The final strategy, reconfirming NRPSI's commitment to protect the public from poor standards of interpreting, will be published on our website shortly.

New interpreters

The National Register is constantly changing. Every working day our Registration Team are making changes to the interpreters' records, adding qualifications and CPD, changing contact details etc. Of most importance to you is the availability of the qualified accredited interpreters that you need. In 2015 to date, **over 50 new interpreters** have met our registration criteria and are now available on the National Register.

NRPSI Media Pack

If you are contacted by the media about your use of interpreters, you may find it

helpful to direct them to the online [NRPSI Media Pack](#) that describes the key issues around both the National Register, and using interpreters in the public services today.

Easier to use Complaint Form

After reviewing forms used elsewhere and including feedback from major users of the Register, we have updated the [Complaint Form](#). It is now easier for users to provide the information required for a complaint about the professional standards of a Registered Interpreter, should the occasion arise. If you have any queries on complaints, please [contact](#) our Professional Standards Department.

Further information and contacting NRPSI

There are extensive [FAQs](#) on the website which you may find helpful. If your query is not covered or you have suggestions for further developments use the 'Contact NRPSI' section under My Account which provides a convenient way of emailing us.

Remember to follow the [NRPSI Company page](#) on LinkedIn for the latest developments in professional interpreting and at NRPSI.

These communications are saved in the [News section](#) of the NRPSI website, so please direct interested colleagues to this useful source of information.

With kind regards,

Stephen Bishop
Executive Director

National Register of Public Service Interpreters
www.nrpsi.org.uk
a not-for-profit organisation

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