



National Register of  
Public Service Interpreters



National Register of  
Public Service Translators

# Regulation in Language Services

Occupation, Profession, Professionals, Regulation

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# Occupation or Profession

Regular activity performed to earn daily bread and butter – experienced or not

...but is there more to being a professional than earning money in a specific endeavour?


...does service-delivery need standards?

...is there a need for vocational qualifications as well as experience?




# Occupation or Profession

Does the occupation have:

- Standards
  - Training needs
  - Relevant vocational qualifications
  - Need to build competencies to deliver specific capabilities
  - An easily accessible register of professional practitioners
  - An independent regulator to hold professionals to account
- 

# Occupation or Profession

Can anyone set up in the role, even if they are:

- Unqualified
  - Under-qualified
  - Qualified but with irrelevant qualifications
  - No accredited experience
  - Lacking skills, experience and competencies
  - Incapable of carrying out the defined role
- 

# Occupation or Profession



Landscape Gardener: 1929

Doctor: 1858

State Registered Nurse: 1919

Teacher: 1998

London Taxi Driver: 1662

Personal Trainer: 1921

Director of a listed company: unregulated

# Regulated or Unregulated

Do professional practitioners need to be...

...accredited?

...registered?

...regulated?



# Regulated or Unregulated

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

# Regulated or Unregulated

A profession has a *governing body* when the complexity of service-delivery has *risks* which need to be minimalised and mitigated

*Regulated professions* ensure accountability of professional service delivery by those who are registered and regulated


...London Black Cabbie or an Uber driver at 2am for your daughter...





# Regulated or Unregulated

Does the profession have a need to minimise and mitigate risk:

- Protecting the public
  - Setting, maintaining, developing and promoting standards
  - Confirming relevant vocational qualifications
  - Accrediting competencies gained through experience
  - Measuring degrees of competence
  - Protecting the practitioners
  - Promoting a Code of Professional Conduct focusing on integrity
  - Lobbying for Protection of Title for practitioners
  - Having a regulator for registered professional
  - Publishing an open register ensuring visibility of practitioners
- 

# Statutory or Self-Regulating

The extent to which the state has an interest...

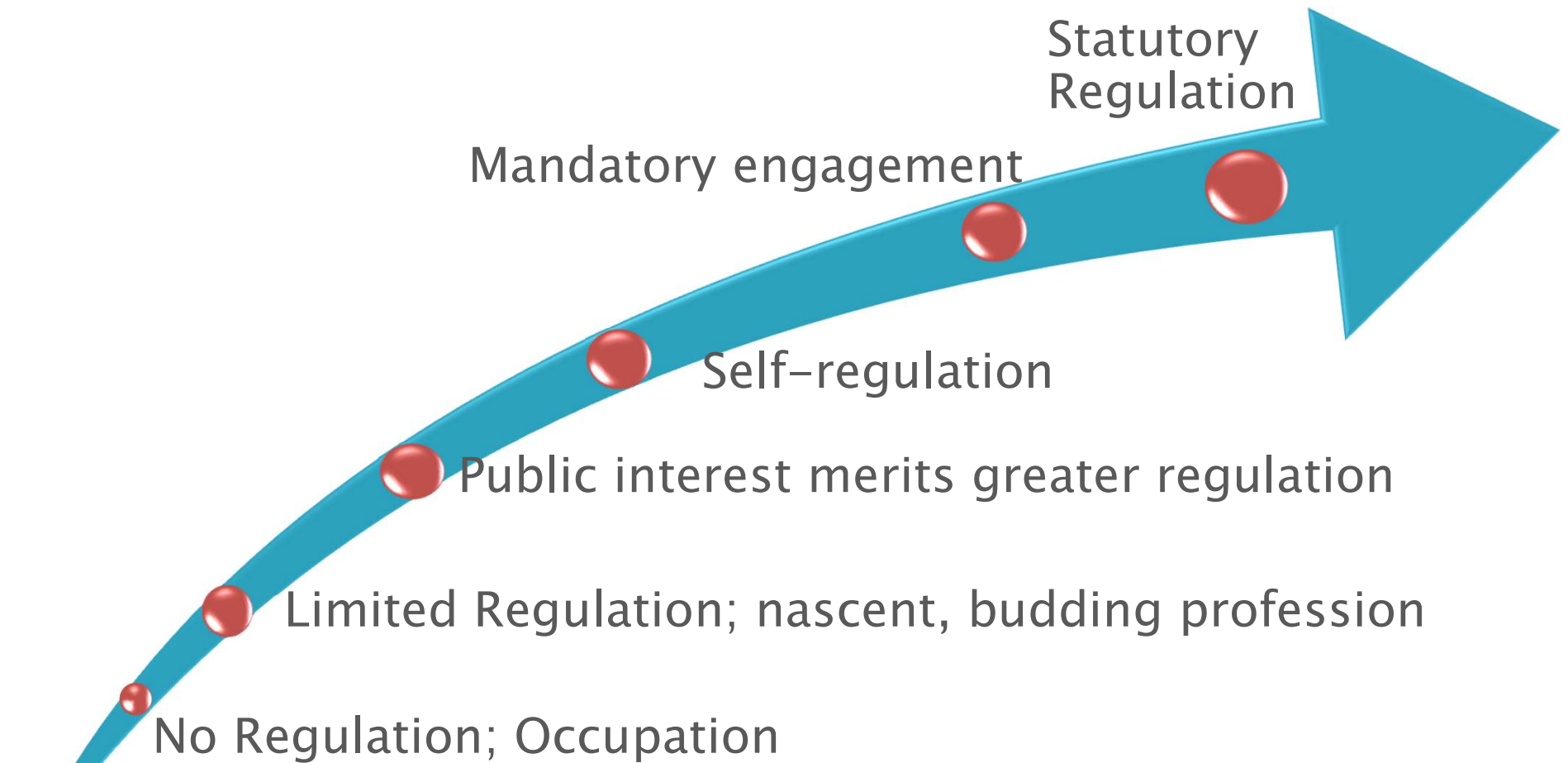
...in regulation of professionals and...

...in 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 who are fit to practise

# Statutory or Self-Regulating



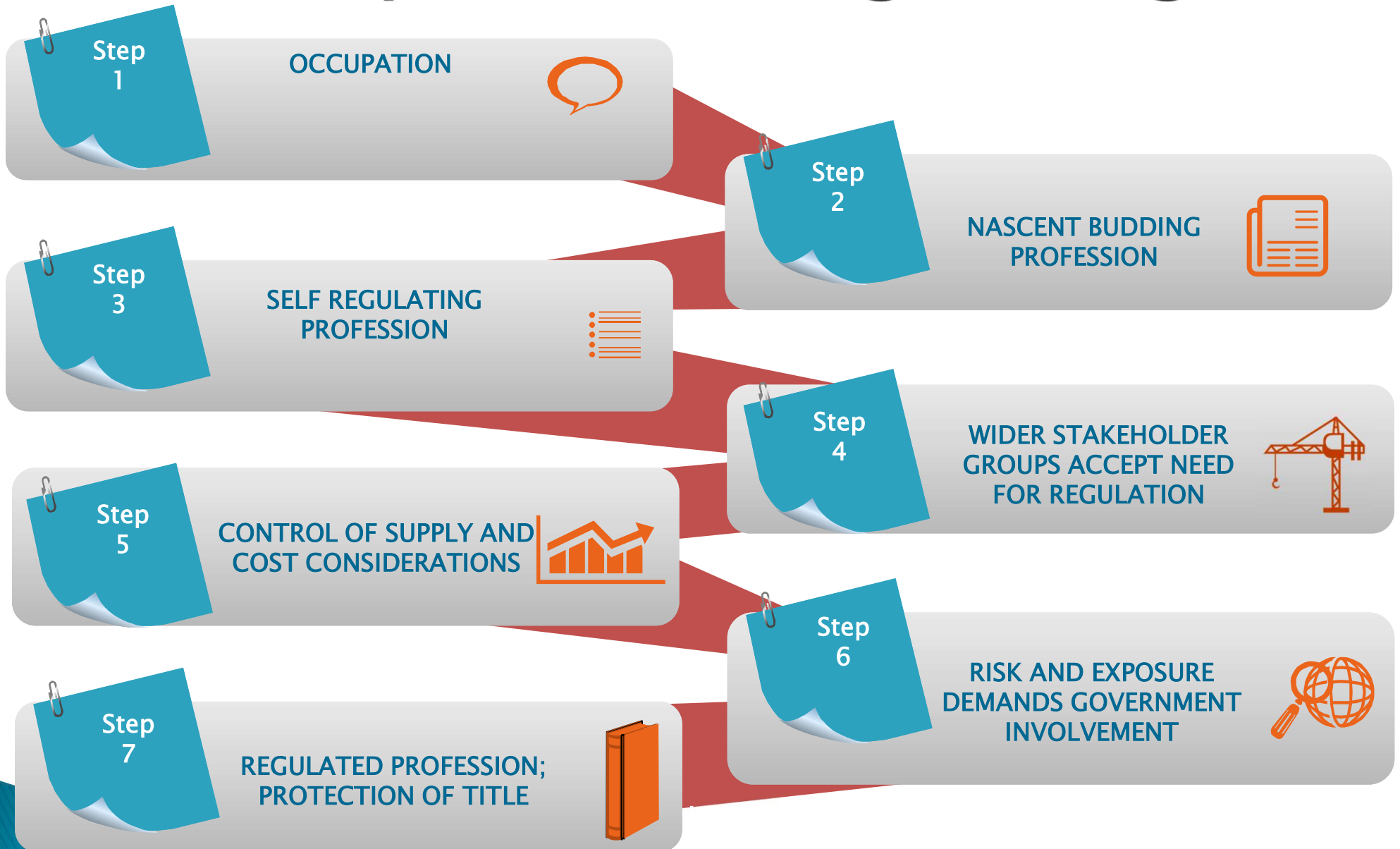
**Journey to the best possible regulatory frameworks with 'Protection of Title'**

# Statutory or Self-Regulating

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

# Statutory or Self-Regulating



# Inevitable & Inexorable Dynamic?

**This happens, when management thinks anybody can do any work.**



# Inevitable & Inexorable Dynamic?

"This amendment is important. The duty of an interpreter in courts and tribunals is limited and specific... Interpretation is a difficult skill that requires specialist and professional training and needs constant maintaining. I hope the Government will bring a positive response to this amendment."

**Lord Marks of Henley-on-Thames,  
House of Lords,  
22 November 2021**

"I wholeheartedly endorse my noble friend's amendment, having seen on a couple of occasions interpreters who I seriously thought could barely speak English. Imagine the confusion when the interpreter translated "car" as "cow". The judge became pretty exasperated at this point."

**Lord Berkeley of Knighton,  
House of Lords,  
22 November 2021**

"Language is very important. We would all say so, but I would say it is even more important in an adversarial [legal] system, which sometimes seeks to cause inconsistency in the account that is given. This creates an even bigger burden for the system to make sure that the account of the language is of the highest standard available."

**Lord Hogan-Howe,  
House of Lords,  
22 November 2021**

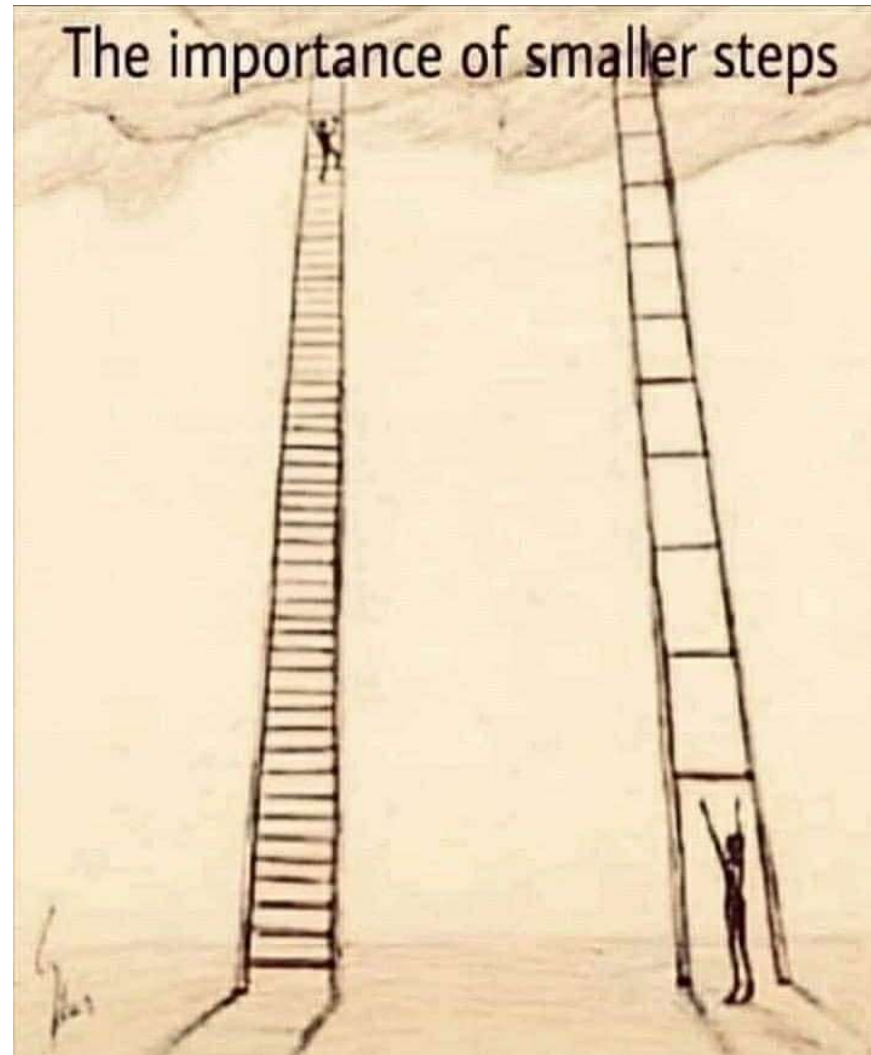
"My Lords, when I was a young solicitor in north Wales, I recall a knock on the door at about 6 o'clock in the evening. There was an agitated man of Polish extraction on the doorstep saying, 'Please come quickly. My friend is dying in hospital and he wants to make a will.' I went to the hospital, which was just around the corner, and discovered that the patient spoke only Polish. I said to the first man, 'What are we going to do?' He said, 'We don't need an interpreter. I'll do it. He wants to leave everything to me.'... I learned the importance then of having an [professional] interpreter."

**Lord Thomas of Gresford, House of Lords,  
22 November 2021**

"One of the things you learn as a professional linguist is that language goes deep. This is not simply a matter of picking someone off the street who can order a pint in a Spanish bar; you are dealing with the stuff of people's lives. Surely accuracy is vital, for the sake of not only clarity of understanding but justice itself."

**The Lord Bishop of Leeds,  
House of Lords,  
22 November 2021**

# Principle and Practicality







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