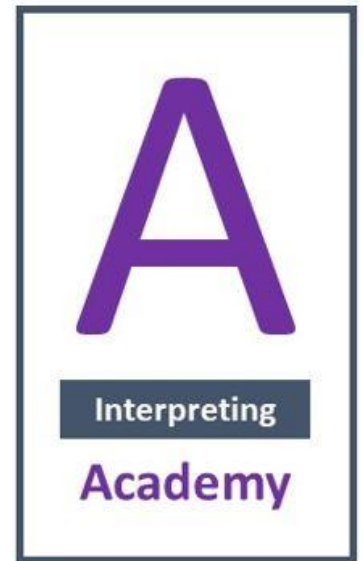


Editorial

The best thing any interpreter can do to improve quality interpreting standards across the industry is to obtain an interpreting qualification.

There are no silver bullets so this is obviously not the only thing interpreters can do to improve the industry. However, this is the single most important action any interpreter can take for themselves and the industry. We all know that a recognised qualification is the most basic benchmark for any profession. A qualification offers the best guarantee to the industry that you can do the job. Without a qualification everyone will be left guessing if you have the right language skills to work as an interpreter. There are many linguists and skilled bilinguals who were already able to do a good interpreting job before they obtained their qualification. However, there are also other practicing interpreters who should not be practicing because of poor language skill. Until everyone passes an interpreting qualification there is no way to independently evidence the above to the industry. This is why the Academy received some funding in Scotland to create an online public register of qualified interpreters, which we are working on. This should bring transparency to the market of who is and who is not qualified. Qualified interpreters should be given priority in order to ensure a higher level of quality to anyone who needs an interpreter.



The Academy is for all interpreters and we will not leave anyone behind.

The Academy is not an agency so it can't decide who should work or not as an interpreter. Anyone working as an interpreter who does not have an interpreting qualification will still be offered interpreting training opportunities by the Academy. We can help all practicing interpreters at all levels to gain and keep developing their professional interpreting skills. We also promote interpreting qualifications and DPSI exams preparatory courses. In this newsletter, we have put together detailed information that will assist interpreters to proceed their journey into becoming qualified.

Poor pay and working conditions affect everyone

The Academy and other professional bodies are not unions, but we all have witnessed how pay and working conditions keep on getting worse. We have also seen how this has negatively impacted on all interpreters. For instance, many qualified interpreters keep leaving the industry. This quality drain is eroding standards for the whole industry. Interpreters do important work and a skilled job. We need fair pay and working conditions. The best organisations to defend the rights of interpreters to fair pay are unions, as they have the expertise and funds to deal with these matters. We have put together a full article about unions in this issue of the Academy.

How can you help?

Please helps us spread the message by sharing this newsletter. Thank you!



Ricky Mateus

Interpreting Academy Chair

info@interpretingacademy.org

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Acknowledgments

The Academy Newsletter is run by volunteers and receives articles from the industry which are also put together on a volunteer basis. We would like to thank all the DPSI training providers who sent their courses details to be listed on this issue and the Chartered Institute of Linguists for all the relevant information. We also would like to thank the unions SUPSIT and NUPIT for their updates. As always, this newsletter would have not been possible without the expert help from [Adriana Uribe](#) who proofreads and helps edit the newsletter.

Behind the scenes

The work behind the scenes to move the future website of *Qualified Interpreters* is progressing and this is the largest Academy project in 2022/2023. Other work like putting together the quarterly newsletters, meeting industry stakeholders, planning future training and so on are also happening in the background.

Website Focus Groups

A few qualified interpreters in Scotland kindly agreed to take part on our focus groups. Their input was much appreciated and is helping to shape the website. Individual discussions are also happening in the background and the Academy is happy to hear from anyone interested. Just email us at info@interpretingacademy.org.

Register or Directory?

One interpreter made a good point that if we call it a *Register of Qualified Interpreters*, then everyone will expect this public register to also be a regulator, like the NRPSI (National Register of Public Service Interpreters). The Academy is following the NRPSI criteria to decide who is qualified and who is not and is also applying their code of professional conduct. However, the Academy is not a regulator. The NRPSI remains the Regulator. This new website will list the qualified members of the Academy, not the registrants of a regulator. Should it be called the *Directory of Qualified Interpreters* instead? This debate is still ongoing.

June 2023

The Academy would like to launch its future website by June 2023. However, there is a lot of work to do before that. Among the tasks before the actual launch, we are expecting to design and deliver workshops to future Academy Members on the NRPSI Code of Professional Conduct, define joining criteria, define an annual fee, list membership benefits, register members and much more.

October 2022: Meeting the NRPSI

The Academy Chair Ricky Mateus met with the new NRPSI Chair Alan Kershaw and the NRPSI Executive Director Mike Orlov to discuss how both organisations can align themselves to professionalise public service interpreting in Scotland. The new website of Qualified Interpreters and the work the Academy is doing in Scotland, have been regarded by the NRPSI as great stepping stones into having regulated interpreters in the future. Both organisations continuously cooperate, with Mike Orlov and Ricky Mateus keeping regular contact to discuss relevant matters on this process

Collaborating with the CIOL and DPSI Training Providers

The Academy has been collaborating with the Chartered Institute of Linguists (CIOL) and DPSI Training providers to present in the newsletter useful information about registering for the DPSI preparatory courses and DPSI exams. The Academy will add further information on future quarterly newsletters throughout the year to assist interpreters in their journey to obtain an interpreting qualification.

Only unions can be unions

We all have witnessed a gradual erosion on interpreting fees and working conditions for many years in the public service industry across the UK. When interpreters get together this becomes the main topic of conversation. The problem is visible and real. Interpreters need an organisation that defends their rights to fair fees and fair working conditions. They need an organisation that negotiates on their behalf to get them a fair deal.

Who should do the union work?

The Academy is not a union. The NRPSI is not a union. The CIOL is not a union. The ITI is not a union. Our professional associations of interpreters are not unions. Only unions are unions. Only unions have the infrastructure, funds and expertise to deal with union matters. There are two unions in the UK that represent interpreters and translators: SUPSIT and NUPIT.

Trade Unions Achievements

Trade unions brought real changes to society:

- Holiday and sick pay
- Abolition of child labour
- Improved worker safety
- Reduction of the working week – improving healthy work/life balance
- Equality legislation

Scottish Union of Public Service Interpreters and Translators (SUPSIT)

SUPSIT trade union have recently met with the Scottish Government to talk about police and court interpreters' pay and working conditions. When speaking with a SUPSIT representative, they explained that “after months of pushing for a response from the Government, they have finally announced changes to terms and conditions of PSI's work. From the 1st of November 2022, interpreters will receive a minimum of 3.5 hrs payment (instead of the current 2 hrs) when a block assignment or a floating trial is cancelled up to 48 hours before it is due (instead of the current 24hrs) and it is payable up to 5 days. The Scottish Government promised to look at further suggestions as outlined by SUPSIT”.

A seat at the table

Being able to influence the above changes to the current terms and conditions is great news, but the biggest achievement is the invitation to get a seat at the table. SUPSIT has been welcomed by the Scottish Government as a stakeholder and invited to future consultations on amendments to both the current framework and when future frameworks are drafted. Interpreters in Scotland will finally be able to represent their views when these important contracts are being discussed. These contracts have been around in Scotland since 2009 and this is the first time interpreters were invited to have a seat at the table.

Who is the union? You are the union. Unions depend on their members. If you are interested in joining [SUPSIT](#) their email address is supsitscotland@gmail.com.

National Union of Professional Interpreters and Translators (NUPIT)

There is also a branch from Unite for interpreters and translators, in England. If you are interested in contacting [NUPIT](#), please email the Branch Secretary Rhona Desmond on nupit@unitetheunion.org.

DPSI Preparatory Courses 2022/23

There are several training providers in the UK. The list below is just a sample of some of them. Most courses are now provided online, but there are also some courses that are offering both online and face-to-face options.

Preparatory Courses Table

for DPSI, DPI and DCI exams

Click below on the training provider that you wish to find out more about:	DPSIs				Other PSIs	
	Health	English Law	Scottish Law	Local Gov.	DPI (English Law)	DCI
Cardiff University						
DPSI Online						
Global Language Services						
HITS						
London Metropolitan University						
Middlesex University						

Notes:

- (1) **DPSI** stands for Diploma in Public Service Interpreting and Other PSIs means other Public Service Interpreting courses
- (2) **DPI** stands for Diploma in Police Interpreting *
- (3) **DCI** stands for Diploma in Community Interpreting *

* These qualifications might not always be widely recognised in Scotland for legal interpreting work, please double-check that before you proceed.

Diploma in Police Interpreting (DPI) has been discontinued

The qualification ceased to be available for registration of new candidates from 01 August 2022. For more information see the DPI page on the CIOL website [here](#).

Training Provider	Course Details	
<p>Cardiff University Continuing and Professional Education Senghennydd Road, Cardiff CF24 4AG</p> <p>Main Contact Siân Austin Executive Officer</p> <p>Telephone 029 2087 4183</p> <p>Email languages@cardiff.ac.uk</p> <p>Visit Website</p>	<p>Learning and teaching</p> <ul style="list-style-type: none"> The courses (Public Service Interpreting – Health and Public Service Interpreting – Criminal Justice) offer guidance on preparation for the Diploma in Public Service Interpreting (DPSI) examinations run by the Chartered Institute of Linguists Students will be guided to apply the main principles of professional conduct for public service interpreters and the Impartial Model of Public Service interpreting to working in various Health or Criminal Justice related scenarios and settings. The skills required by a public service interpreter will be demonstrated and practised. Students will be guided to research terminology, develop a continuously expanding glossary of specialised terminology and practice the skill of paraphrasing. Practical issues related to working as a public service interpreter in health settings will be outlined and discussed. <p>Students are generally expected to spend an average of four hours of additional study time for each hour they spend in the classroom. In this course they will be guided to use Learning Central in order to undertake relevant reading and research and practice oral and written tasks between lessons. This will include researching terminology that will feature in written tests and practical work in the classroom like sight translations and role plays. There is also a minimum attendance requirement of 50% of the lessons.</p> <p>Further Information</p>	
<p>Courses Provided</p> <div data-bbox="97 1167 363 1344" style="border: 2px solid purple; border-radius: 15px; padding: 10px; text-align: center; margin-bottom: 10px;"> <p>DPSI in English Law</p> </div> <div data-bbox="97 1379 363 1556" style="border: 2px solid purple; border-radius: 15px; padding: 10px; text-align: center;"> <p>DPSI in Health</p> </div>	<p>Start and end dates</p>	<p>Starts 18 /19 January 2023, 17.00-20.00 (19 weekly meetings)</p>
	<p>Delivery</p>	<p>Online</p>
	<p>Languages confirmed</p>	<p>Courses are taught in English only; all languages are accepted</p>
	<p>Price <i>Excludes exam fees</i></p>	<p>£488 (Concessionary fee is £390)</p>
	<p>Enrolment requirements & how to apply</p>	<p>Details on how to enrol</p>

Disclaimer: please note that the above information might be subject to changes and that all the content is entirely the responsibility of the named training provider. Neither the Interpreting Academy nor its staff and volunteers can take any direct or indirect responsibility for decisions taken based on the above information.

DPSI Online

DPSI Courses 2022-23

Training Provider	Course Details	
<p>DPSI Online with Helena El Masri Kingsland Close, Shoreham by Sea</p> <p>Main Contact Ms Helena El Masri</p> <p>Email info@dpsionline.co.uk</p> <p>Visit Website</p> <p>Courses Provided</p>	<p>DPSI Online offers online training for beginner, intermediate and advanced-level interpreters. Improve your skills and get qualified by learning from experienced professionals who are qualified interpreters working in your language combination. The main benefit of our courses is that most tutors have between 10 to 20 years' experience with valuable feedback to give you. We believe interpreters need to be trained in both languages to improve their interpreting skills so you will have a tutor that guides you through the course to help you get ready for the exam. Courses have 11 modules of theory to read and research and 12 contact hours with a language tutor. In class you practice with role-plays and texts for sight translation and written translation. Feedback is given live on Skype at flexible times allowing you to combine learning with your other commitments. All from the comfort of your home. You can enrol on a 1-2-1 or in a group course. After completing your training, you can sit the DPSI Law exam with the CloL or online with us. You need to put in the hours (average 300-400 hours of study over 8 months = 37 to 50 hours a month) but it pays off in the end as the pass rate for someone who follows our training is currently 75%.</p>	
<p>DPSI in English Law or Health</p>	<p>Start and end dates</p>	<p>All year round (start anytime)</p>
<p>DCI In English Law or Health</p>	<p>Delivery</p>	<p>Online (via Skype and/or Zoom)</p>
<p>Diploma in Police Interpreting</p>	<p>Languages confirmed</p>	<p>All languages considered. If you speak a rare language contact us we will find a tutor and examiner in your language.</p>
<p>Interpreting for Victims of Crime</p>	<p>Price <i>Excludes exam fees</i></p>	<p>Prices vary per course. To compare exams, click the links: DPSI (Health & Law) - £825 DCI (Health & Law Pathways) - £1450 Diploma Police Interpreting - £825 DPSI Law exam (iCQ) - £699 (£650 for DPSI Online students) DPSI Law exam (CloL) - £845</p>
	<p>Enrolment requirements & how to apply</p>	<p>Start our courses at any time. To apply follow this link.</p>

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Global Language Services

DPSI Courses 2022-23

Training Provider	Course Details	
<p>Global Language Services Ltd Craig House 64 Darnley Street G41 2SE</p> <p>Main Contact Gilat Torem</p> <p>Telephone 0141 429 3429</p> <p>Email CPD@globalglasgow.com</p> <p>Courses Provided</p> <div style="border: 2px solid purple; border-radius: 15px; padding: 10px; text-align: center; margin: 10px 0;"> <p>DPSI in Health</p> </div> <div style="border: 2px solid purple; border-radius: 15px; padding: 10px; text-align: center; margin: 10px 0;"> <p>DPSI in Scottish Law</p> </div>	<p>As part of this online course you will have a weekly 3-hour Zoom session, led by a team of tutors who are all experienced public service interpreters and trainers. You will also have access to a dedicated class server and additional study and training materials in addition to the weekly class: worksheets, exercises, drills, videos and other materials. The course is suitable both for experienced interpreters and those with no experience. Our course has a theoretical and practical component, and includes the following (non-exhaustive list):</p> <ul style="list-style-type: none"> • Public service interpreting/translation theory, models & techniques. • Relevant contextual knowledge for your preferred pathway, such as: common & statutory law, criminal justice system, police, courts, immigration (legal option) / basic anatomy, common ailments, NHS system, diagnostic methods, treatments (health option). • Professional boundaries and career progression. • Interpreting and translation practical skills & competences. • Practical work to develop practical skills in the form of drills, around 30 practice role plays, past papers and individual work. • Mock exams on the same topic as the exam to assist the students prepare for the final exam. <p>Our course aims not only to prepare you to pass the exam, but also to empower and support you in getting started and/or progress your career as a public service interpreter through expert advice from industry experts. Our head tutor has 20+ years of experience working at all levels in the industry, as a freelance interpreter and translator, a senior manager for one of the largest interpreting agencies in the UK for more than 12 years, as a linguist for other bodies such as the European Commission and business consultant.</p>	
	Start and end dates	Starts on week commencing 14 th November 2022 and runs until week commencing 12 th June 2023.
	Delivery	Online
	Languages confirmed	All languages accepted.
	Price <i>Excludes exam fees</i>	£450
	Enrolment requirements & how to apply	Candidates are expected to have oral and written fluency in English + 1 language. In order to apply, please send an email to CPD@globalglasgow.com

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HITS

DPSI Courses 2022-23

Training Provider	Course Details	
<p>Herts Interpreting & Translation Service (HITS) 48 High Street, Hemel Hempstead, Herts HP1 3AF</p> <p>Main Contact Ian McKenzie Head of Service</p> <p>Telephone 01442 867213</p> <p>Email HITSrecruit@communityactiondacorum.org.uk</p> <p>Visit Website</p> <p>Course Provided</p> <div style="border: 2px solid purple; border-radius: 15px; padding: 10px; text-align: center; width: fit-content; margin: 0 auto;"> <p>DPSI in English Law</p> </div>	<p>Our 22nd year of DPSI training will commence on Saturday, February 4th, 2023.</p> <p>HITS Has been a registered DPSI training centre since 2001. Twice awarded the Nuffield Trophy as leading UK DPSI examination centre and with multiple leading-student awards, HITS has guided more than 400 students to the full DPSI qualification in the Local Government, Health and English Law specialisms.</p> <p>Our chosen specialism for 2023 is English Law.</p>	
	Start and end dates	The course will start on Saturday, February 4 th , 2023, and continue until mid-June. The full schedule can be viewed at our website. The course is one day per week.
	Delivery	Online
	Languages confirmed	All languages are welcome. Speakers of rare (non-DPSI) languages may access the training course without entry into subsequent examination.
	Price <i>Excludes exam fees</i>	The training course fee for DPSI 2022 will be £495.00. A reduced fee is available for early-bird registrants. Examination fee to be paid directly to CIOL by students.
	Enrolment requirements & how to apply	Admission for external students determined through online interview. Please contact HITS on 01442 867213 or at HITSrecruit@communityactiondacorum.org.uk

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London Metropolitan University

DPSI Course 2022-23

Training Provider	Course Details	
<p>London Metropolitan University 166-220 Holloway Road London N7 8DB</p> <p>Main Contact Danielle D'Hayer Associate Professor</p> <p>Email interpreting-translation@londonmet.ac.uk</p>	<p>DPSI (English Law) The DPSI course is part of the wider portfolio of postgraduate interpreting and translation courses at London Met. As a result, PSI students are included in T&I activities, such as guest speakers, simulated conference interpreting events, practice in the university mock court, and CPDs. The course is made up of 3-hour generic and language specific practical sessions on Fridays over 15 weeks. They will develop skills and techniques to carry out consecutive and whispered interpreting as well as translation. They will explore terminology management and preparation strategies, enhance communication skills in multilingual settings with role-plays based on authentic PSI assignments. PSI students interact in a collective multilingual community, which facilitates reflective debates on linguistic and ethical challenges, the relevance of the code of conduct and membership to professional associations and the National Register for PSI. Tutors are all PSI practitioners who feel passionate about teaching interpreting. They guide students to pass the DPSI, provide a mock exam with feedback, and prepare DPSI exam specific materials once the exam topics are published by the CiOL in June.</p>	
<p>Visit Website</p>	<p>Start and end dates</p>	<p>Classes take place every Friday from 3 FEB 2023 to 5 MAY 2023, plus 1 mock exam feedback as well as 2 exam-preparation sessions in June, just before the exam.</p>
<p>Course Provided</p> <div style="border: 2px solid purple; border-radius: 15px; padding: 10px; text-align: center; width: fit-content; margin: 0 auto;"> <p>DPSI in English Law</p> </div>	<p>Delivery</p>	<p>Hybrid delivery combining online teaching with occasional on-site sessions that will also be available remotely.</p>
	<p>Languages confirmed</p>	<p>Arabic, Farsi/Dari, French, Spanish, Portuguese, Japanese Other language pathways may be considered depending on demand.</p>
	<p>Price <i>Excludes exam fees</i></p>	<p>£1,250 It includes the course fee plus 1 mock exam feedback as well as 2 exam-preparation sessions in June.</p>
	<p>Enrolment requirements & how to apply</p>	<p>We have already processed applications and tested applicants. But we are still able to accept candidates until the end of January. The aptitude test is free.</p> <p>To apply, visit our website or contact: interpreting-translation@londonmet.ac.uk</p>

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Middlesex University

DPSI Courses 2022-23

Training Provider	Course Details	
<p>Middlesex University The Burroughs Hendon NW4 4BT</p> <p>Main Contact Dr Brooke Townsley Senior Lecturer Public Service Interpreting and Translation</p> <p>Telephone 0208 411 4336</p> <p>Email b.townsley@mdx.ac.uk</p> <p>Visit Website www.mdx.ac.uk</p> <p>Courses Provided</p> <div style="border: 2px solid purple; border-radius: 15px; padding: 10px; text-align: center; margin-bottom: 10px;"> <p>DPSI in Legal</p> </div> <div style="border: 2px solid purple; border-radius: 15px; padding: 10px; text-align: center; margin-bottom: 10px;"> <p>DPSI in Health</p> </div> <div style="border: 2px solid purple; border-radius: 15px; padding: 10px; text-align: center;"> <p>Diploma in Police Interpreting</p> </div>	<p>Diploma in Public Service Interpreting (DPSI) Legal or Health pathways Diploma in Public Police Interpreting (DPI)</p> <p>Train to become a professional interpreter and translator working for the UK Public Services. Prepare for the CIOLQ DPSI (Legal or Health exams and/or the CIOL DPI exam).</p> <p>Why DPSI/DPI at Middlesex University?</p> <p>University standards, online delivery via live webinars, one to one tutorials and formative assessments. Full access to past DPSI/DPI papers. Many years of experience of preparing students for the DPSI/DPI exams. Personal attention and support.</p>	
	<p>Starting and finishing dates</p>	<p>DPSI Legal and DPSI Health: First cohort: 27th September 2022 – April 2023 Second cohort: January 2023 – June 2023</p> <p>Diploma in Public Police Interpreting (DPI) First cohort: 27th September 2022 – Jan 2023 Second cohort: January 2023– April 2023</p>
	<p>Delivery</p>	<p>Online</p>
	<p>Languages confirmed</p>	<p>All languages welcome</p>
	<p>Price</p>	<p>DPSI Legal: £1,650 DPSI Health: £1,650 Diploma in Public Police Interpreting (DPI): £1,150</p>
	<p>Enrolment requirements & how to apply</p>	<p>All applicants interviewed by course leader. Application via online forms (https://app.geckoform.com/public/#/modern/21FO00g4qcqk0f008qd3f5x9xo) followed by one to one interview. Alternatively, e-mail b.townsley@mdx.ac.uk or call 0208 411 4336 for further information.</p>

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Chartered Institute of Linguists DPSI Exams

What is the DPSI?

The CIOL Qualifications Level 6 Diploma in Public Service Interpreting (DPSI) has been the benchmark qualification for public service interpreting for over 30 years, and is now available fully online. Linguists seeking recognition as an interpreter can take the CIOLQ DPSI with pathways in Law (English, Scottish and Northern Irish) Health and Local Government.



QUALIFICATIONS

The CIOLQ DPSI provides candidates with recognition and validation of their skills in specialist areas of public service and provides reassurance to employers, public bodies and those benefiting from the services of freelancers that the interpretation provided by qualified holders of the CIOLQ DPSI is of the highest professional standard.

The CIOLQ DPSI qualifies you not just for vitally important work but also to become a valued participant in a community of like-minded professionals widely respected for their skill, expertise and experience. In addition, once you have the CIOLQ DPSI, applying for full CIOL membership and Chartered Linguist status can set you apart to ensure you get the recognition and reward you deserve.

What format does the exam take?

The qualification is composed of five units for each pathway:

- **Unit 01:** Interpret consecutively and simultaneously
- **Unit 02:** Provide a sight translation into English
- **Unit 03:** Provide a sight translation from English
- **Unit 04:** Translate into English
- **Unit 05:** Translate from English

For detailed information on the content and format of the qualification please refer to the [DPSI Qualification Specification](#).

Which languages can I take the exam in?

You can take the DPSI in a wide range of languages. View [DPSI Home](#) for more information.

How can I prepare for the exam?

The CIOL Qualifications Level 6 Diploma in Public Service Interpreting is a professional qualification, set at graduate level. It is the responsibility of each candidate to ensure that they are sufficiently prepared for the exam, competent in both the source and target languages, have very good interpreting and writing skills and the ability to interpret at a professional level. It is essential that you read the [Qualification Specification](#) and our [Candidate Information](#) for detailed information about the exam format, criteria and regulations.

The exam is available both to candidates attending courses and to independent candidates. It is good practice to prepare for a professional qualification by following a course of study. Courses are available in different regions of the UK. Please refer to the [list of courses](#) and contact course providers directly. Please note that as the Awarding Organisation for the DPSI, we are unable to endorse or recommend any particular course.

Preparing to take the DPSI online

An [online demo test](#) is available if you are preparing to take the DPSI online. This is recommended to familiarise yourself with the exam software in advance. This [YouTube video guide](#) (click the link or the picture below) offers advice on joining the DPSI Oral Unit.



This [YouTube video guide](#) (click the link or the picture below) offers advice on joining the CIOLQ Online Exam Delivery Platform for written units.



If you are studying for the DPSI Law pathway, you may wish to supplement your studies with a **five-part interactive preparatory online workshop** available to CIOL members in our [webinar library](#). Non-members and CIOL [Study Affiliates](#) can purchase past DPSI papers using this form: [DPSI Past Paper Order Form](#)

Registration

The DPSI exams take place in June and November. Registration opens in February (for June exams) and July (for November exams). Please refer to the [DPSI section](#) of the CIOL website to check when to register.

If you have queries about dates and language combinations, please email the Client Services Team at info.dpsi@ciol.org.uk who will provide you with further assistance.

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Sneak preview of the next issue

Public service interpreters face the irony of being surrounded by people and yet completely alone. Their compassion and consideration for the parties involved cannot deter their impartiality while they do their job, but they don't get to discuss it with anyone. It is not difficult to consider that bottling up their experiences is likely to affect them and deter their mental health.

On our next newsletter, Dr Beverley Costa will talk about self-sustained reflective support for interpreters as a way to take an essential step towards maintaining and improving interpreters' mental health, while DPSI Marina Burgess tell us of her own experience going through the process of training as a facilitator. The training was originally promoted among interpreters in Aberdeen by a Language Service Provider who understands the importance of looking after their interpreters to maintain the quality and efficiency of their team. The accounts of these three parties offer a positive view into what it means to be a public service interpreter and how valuing professional standards goes hand in hand with self-value and a culture of professional respect in the language industry.

Staying in touch with the Academy

Email	info@interpretingacademy.org
Facebook Page	https://www.facebook.com/interpretingacademy
LinkedIn Page	https://www.linkedin.com/company/interpretingacademy