



National Register of  
Public Service Interpreters



National Register of  
Public Service Translators

# NRPSI Proud Campaign

Mike Orlov  
Executive Director & Registrar  
February 2023



# Our Subject Today...



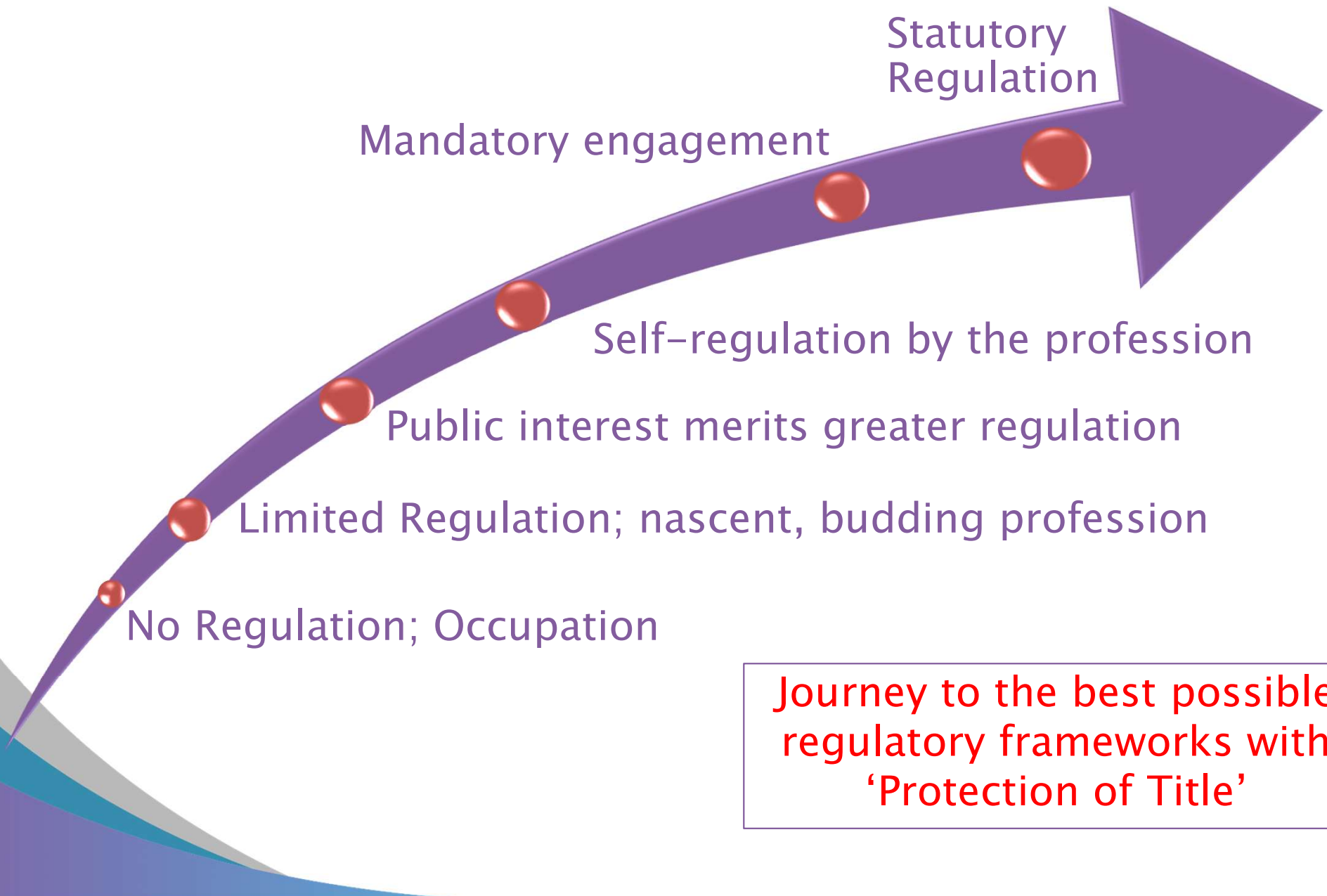
Registered and  
Regulated Interpreter

- What is a Registrant
- Qualifications and Experience
- Code of Professional Conduct
- Self-Marketing
- Self-Promotion
- Resources and Tools

# What is a Registrant...



Registered and  
Regulated Interpreter



# What is a Registrant...



## Public Service Interpreting

Handling complex relationships

Focusing on a public service interpreter's responsibilities:

- Your own interests as RPSI
- Your responsibilities as a member of an association or institute
- Those of members of the public involved in an engagement
- The public sector itself: general management and procurement
- Those operating in and around an engagement
- Any commercial agencies involved
- The profession of PSI
- The standing of the regulator - NRPSI

# What NRPSI is not....



Not an agency...not a union...

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**

# Purpose Driven Strategy



The extent to which the state has an interest in regulation of professions and 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 fit-to-practise

# Purpose Driven Strategy



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

# Qualifications and Experience...



The profession has a need to minimise, diminish and alleviate risk through:

- Full Status Registration
- Interim (a)
- Interim (b)
- Rare

"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**



# Qualifications and Experience...



The profession has a need to minimise, diminish and alleviate risk through:

- Protecting the public
- Setting, maintaining, developing and promoting standards
- Confirming relevant vocational qualifications
- Accrediting competencies gained through experience
- Measuring degrees of competence: PACTT\* fitness to practise
- Protecting the qualifying professional practitioners
- Promoting a Code of Professional Conduct focusing on integrity and impartiality
- Managing effective PCC/ DC/ Appeals processes
- Lobbying for Protection of Title for professional practitioners
- Supporting the regulator and register of professionals
- Ensuring visibility of accredited RPSIs as professional practitioners

\*Proportionate, Accountable, Consistent, Transparent, Targeted

# Code

Professional Conduct Committee

Disciplinary Committee

Appeals Committee

Protects the Public

Protects Public Services

Protects the PSI Profession

Protects You

In need of a trusted public service interpreter?

- ✓ I am proud to be a NRPSI regulated Registered Public Service Interpreter.
- ✓ I am a certified professional public service interpreter.
- ✓ My qualifications, experience and security vetting have been independently verified.
- ✓ I have signed up to the NRPSI Code of Professional Conduct and am accountable.

Check my credentials.

Find me listed on the free-to-access online National Register of Public Service Interpreters at [www.nrpsi.org.uk](http://www.nrpsi.org.uk).



**YOU WOULDN'T ACCEPT AN UNREGULATED AND UNREGISTERED DOCTOR OR LAWYER, SO DON'T ACCEPT AN UNREGULATED AND UNREGISTERED PUBLIC SERVICE INTERPRETER.**

# Code of Professional Conduct



The Code applies to Registrants: RPSI

- Maintains the integrity of the profession
- Outlines duties, responsibilities and conduct
- Prescribes standards of professional conduct
- Provides assurance of professional standards to:
  - Government and public sector organisations
  - Users of language services; judges, doctors, police...
  - Commercial agencies
  - The public at large

# Our Responsibility...



National Register of  
Public Service Interpreters

“ Meet the NRPSI board



“ I want NRPSI and our Registrants to be recognised and accepted as the definitive mark of quality in public service interpreting.

---

Alan Kershaw, Chair

# Proud to be a Registrant

## Proud to be a Registered, Regulated Interpreter?

### Your Self-Marketing and Self-Promotion Packs

Your commitment to professional standards as a Registered and Regulated Public Service Interpreter (RPSI) is what marks you out from the crowd

Helps you to make the most of your registration by making use of this pack of marketing items to use in promoting your services and professional status to your prospective clients

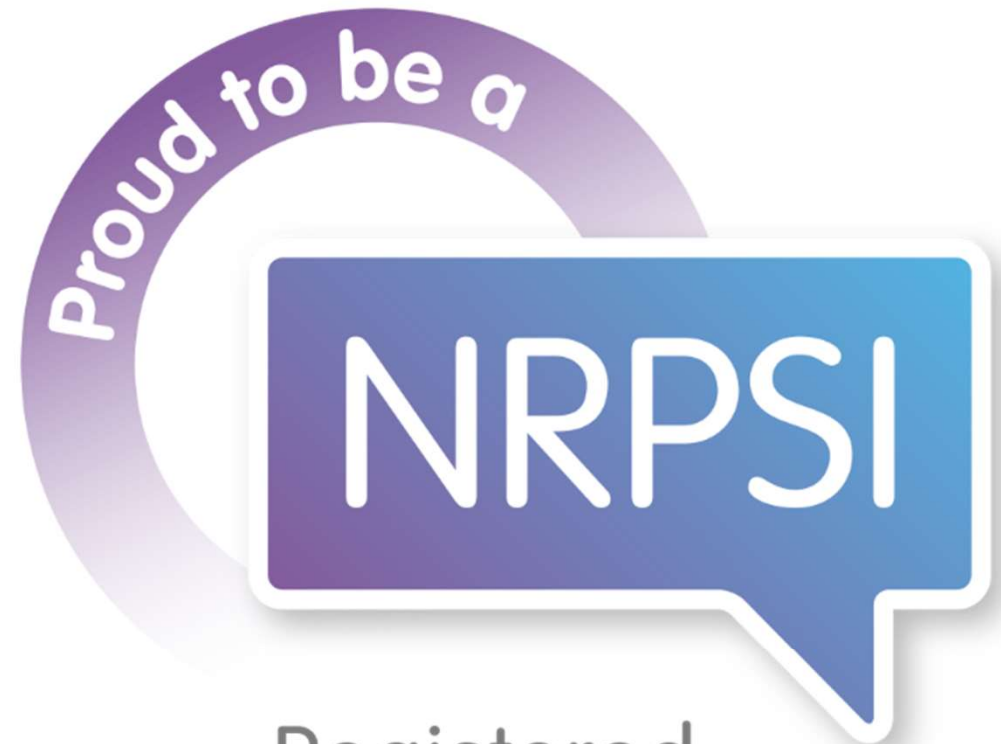
You can find these tools in your Interpreter Room. Just click on the 'Log Into My Account' on the website and follow the instructions; look for the 'Marketing Resources' in the drop down menu



# NRPSI Proud logo

You can use this Proud logo in so many different ways:

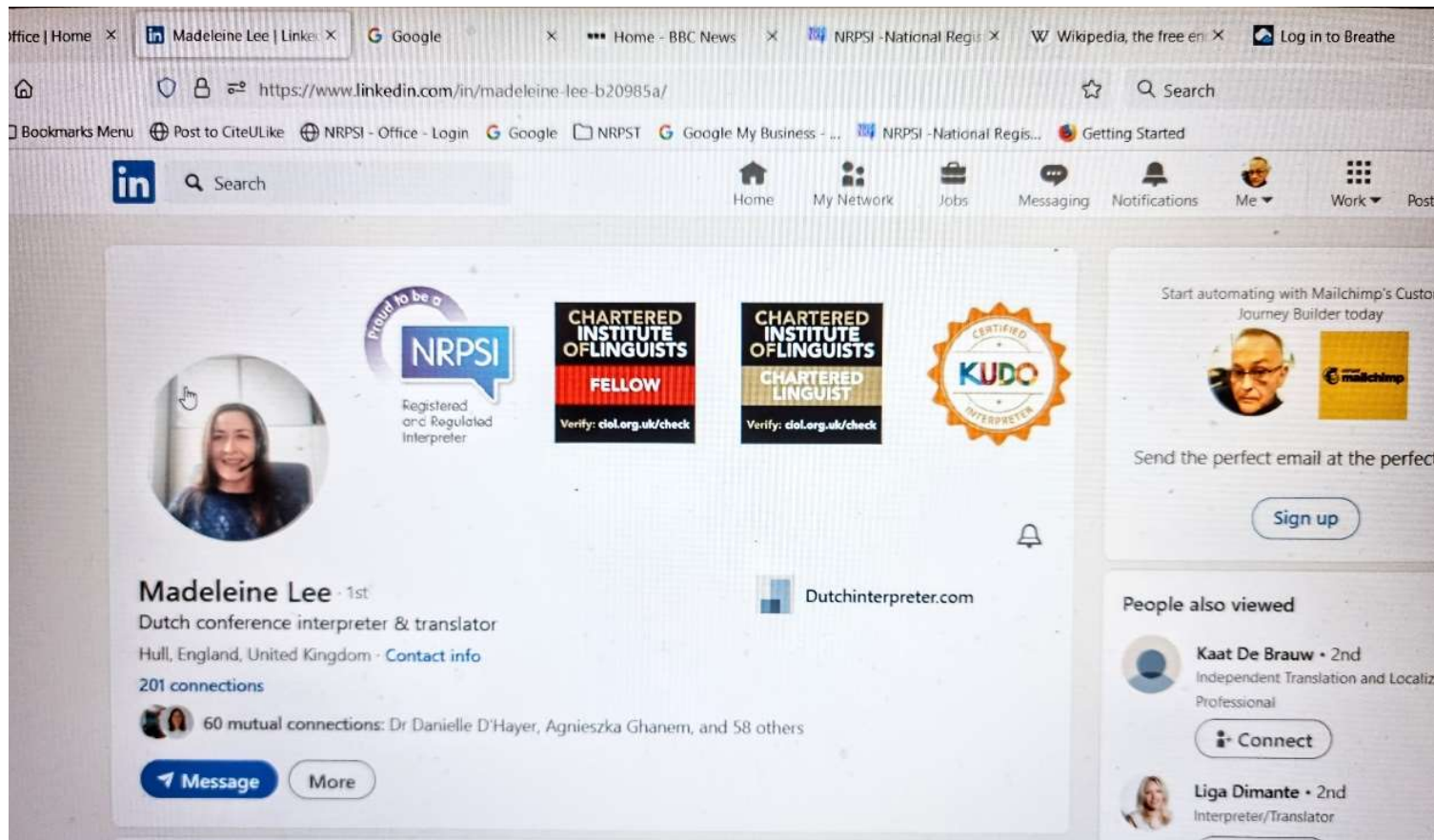
- On a LinkedIn banner with other logos
- In your email signature
- On your invoices
- As part of a letterhead
- And many more ways...



Registered  
and Regulated  
Interpreter

# NRPSI Proud logo

See how Madeleine Lee has used the Proud logo on her LinkedIn banner:



# Our Responsibility...



National Register of  
Public Service Interpreters

“ Meet the NRPSI board



“ Being registered and regulated entails being skilled to a high professional standard, complying with a code of professional conduct, and respecting the associated disciplinary procedures.

---

Madeleine Lee, Practitioner Board Member



# NRPSI LinkedIn banner

**The pack includes a LinkedIn banner that you can insert behind your profile picture**



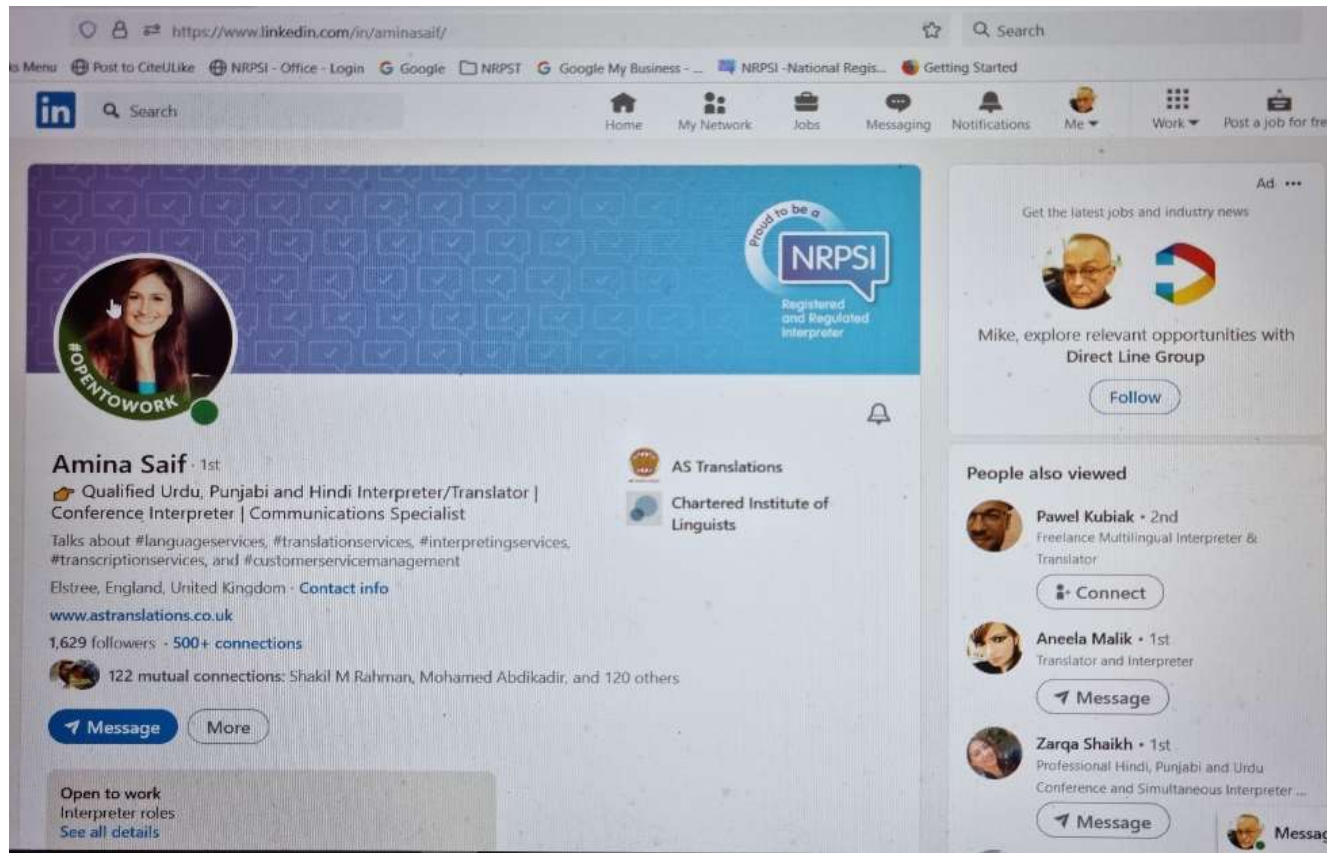
This is your step-by-step guide to uploading/changing the banner behind your profile picture:

- Click the Me icon at the top of your LinkedIn homepage
- Click View profile
- Click the Pencil icon in the upper right of your introduction section
- Click the option that applies: Upload photo or Change photo
- Select the Proud to be a Registered Interpreter LinkedIn Banner JPEG from your computer, and click Open
- Click Apply
- The image will upload automatically

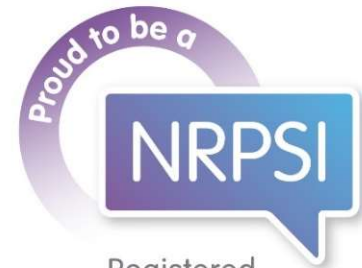
Note, there is no need to resize or adjust the image

# NRPSI LinkedIn banner

See how Amina Saif has used the banner on her LinkedIn page:

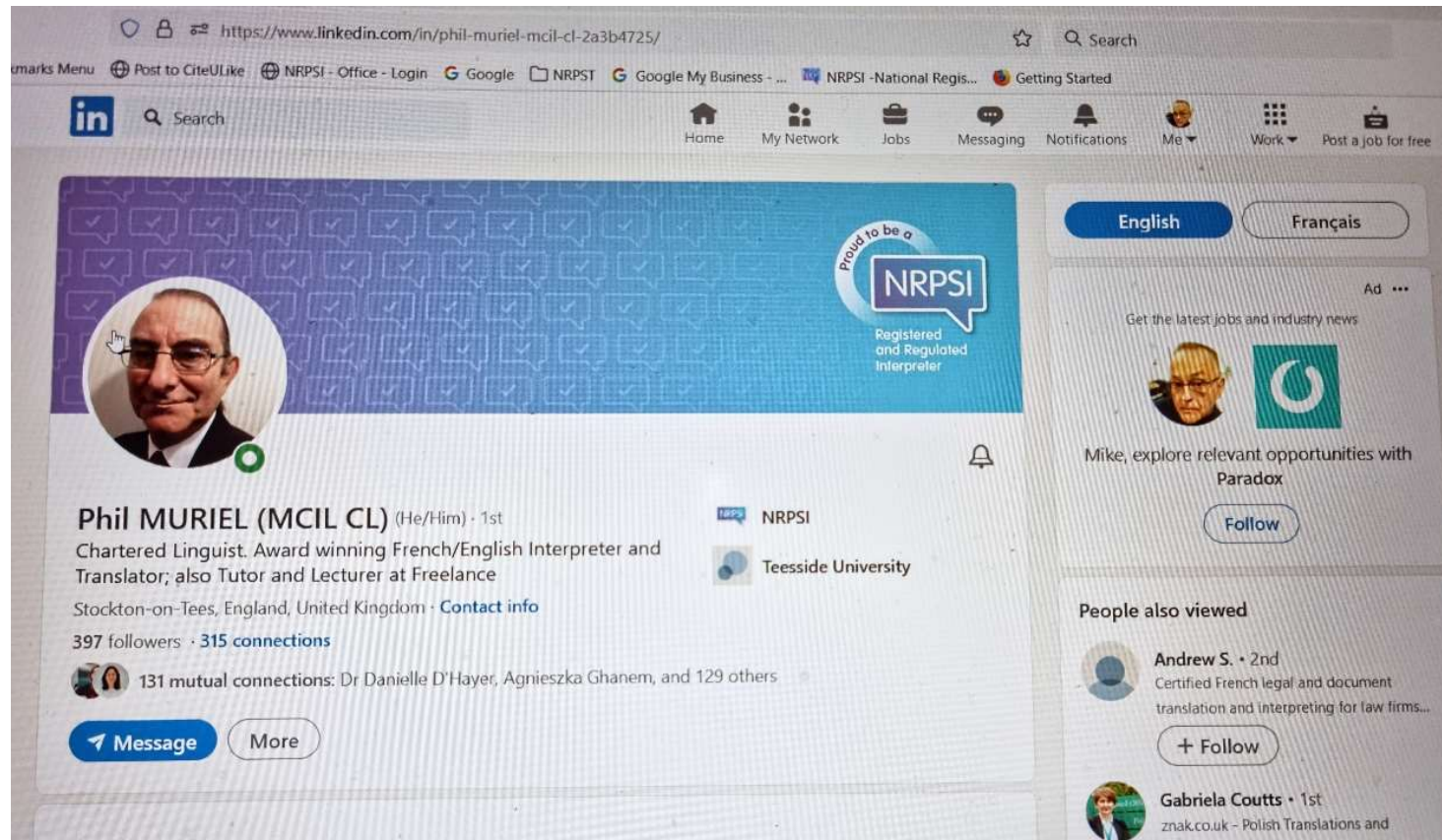


# NRPSI LinkedIn banner



Registered and Regulated Interpreter

See how Phil Muriel has used the banner on his LinkedIn page:



# Our Responsibility...



National Register of  
Public Service Interpreters

“ Meet the NRPSI board



“ Both our goal and our main challenge is to get our profession properly recognised, which would include protection of title – meaning that only registered and regulated professionals would be able to call themselves a public service interpreter.

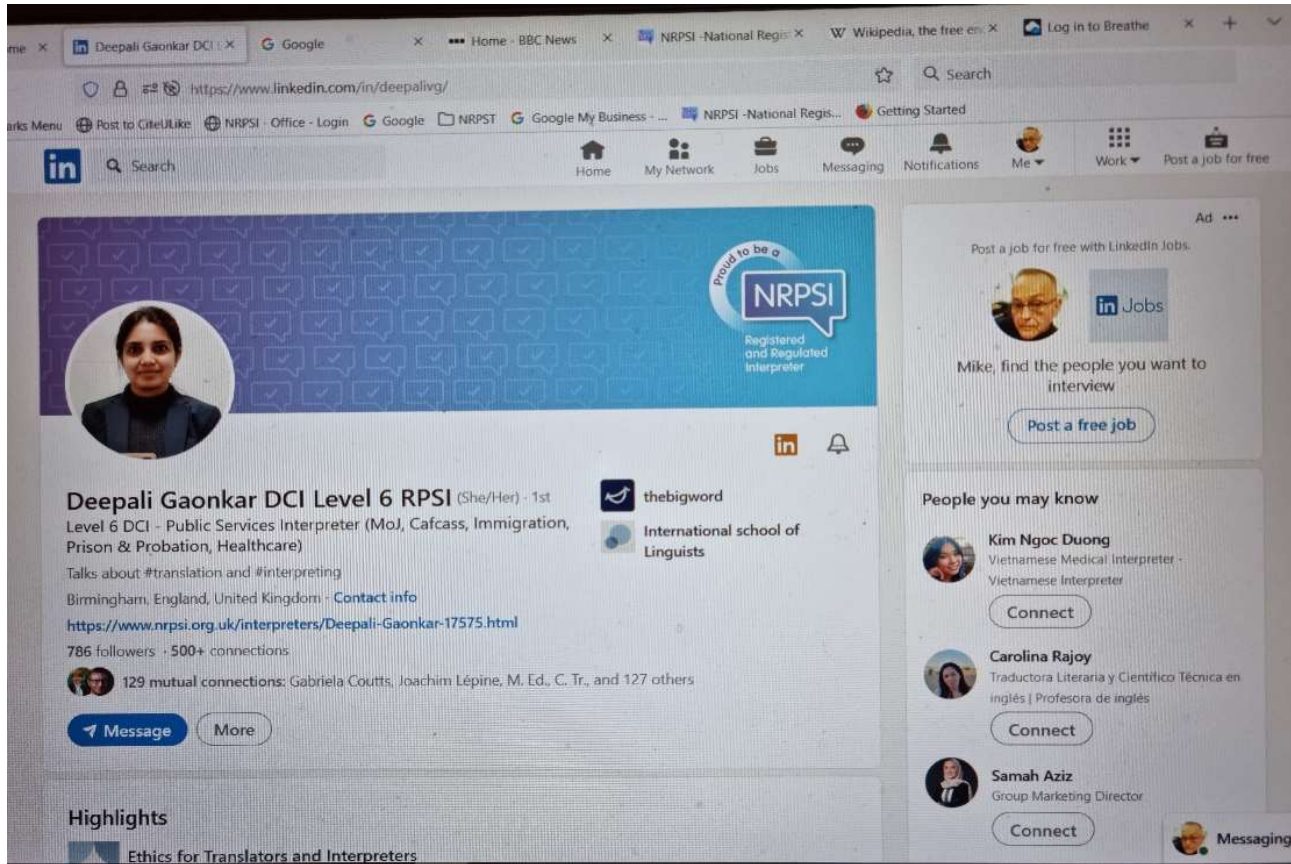
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Phil Muriel, Practitioner Board Member

# NRPSI LinkedIn banner

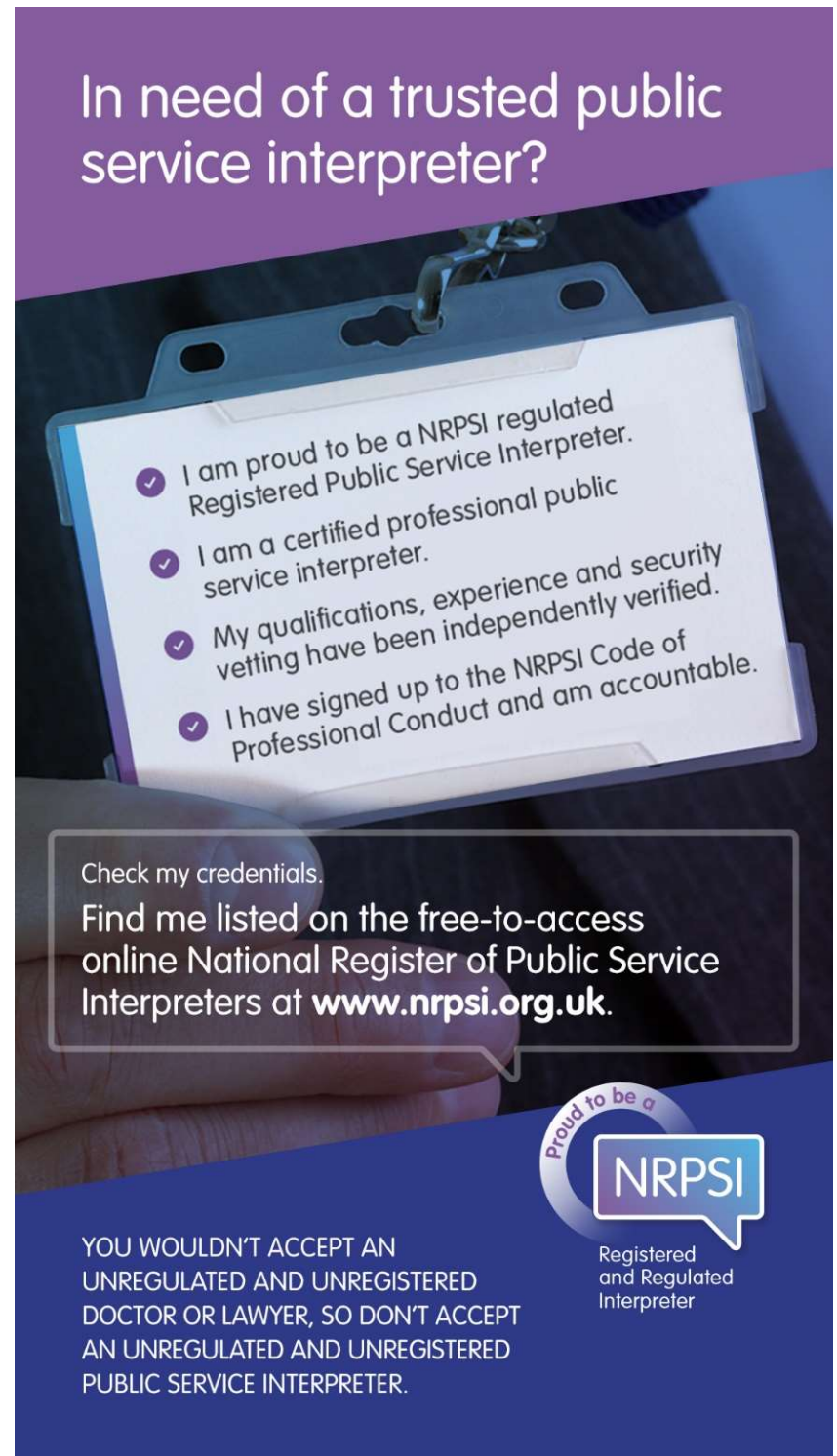


See how Deepali Gaonka has used the banner on her LinkedIn page:



# NRPSI Proud post

You can post this image on LinkedIn



In need of a trusted public service interpreter?

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- ✓ My qualifications, experience and security vetting have been independently verified.
- ✓ I have signed up to the NRPSI Code of Professional Conduct and am accountable.

Check my credentials.  
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**YOU WOULDN'T ACCEPT AN UNREGULATED AND UNREGISTERED DOCTOR OR LAWYER, SO DON'T ACCEPT AN UNREGULATED AND UNREGISTERED PUBLIC SERVICE INTERPRETER.**

**NRPSI**  
Registered and Regulated Interpreter

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# NRPSI Proud promo image

You can post this image on LinkedIn or Facebook





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Looking for an  
accredited public  
service interpreting  
professional?



Search the National Register  
of Public Service Interpreters



Go to [www.nrpsi.org.uk](http://www.nrpsi.org.uk)



# Our Responsibility...



National Register of  
Public Service Interpreters

“ Meet the NRPSI board



“ In the interests of public safety, NRPSI should be recognised as the regulator of the public service interpreting profession and only accredited Registered Interpreters should be engaged by a public service.

---

Nick Whitaker, Lay Board Member

# A4 Infosheets



You will find an A4 infosheet listing your key credentials as an RPSI that you can print out and give to your prospective clients – such as you're the nearest courts to your home, local GP surgeries, solicitors, police stations and Citizens Advice Bureaux.

There are two versions of this PDF document, see next slide.

One includes a contact form that you can complete with your contact information.

You can type into the form fields before printing the document or print it out before completing it by hand.

The other version doesn't include the contact form.

You might prefer to print this version and attach a business card instead.

The infosheet is designed for home printing.

You can also choose to print it in greyscale (black and white) to save on ink.

# A4 Infosheets: Version 1




Registered and Regulated Interpreter

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## In need of a trusted public service interpreter?

I am proud to be a Registered and Regulated Public Service Interpreter.



Registered and Regulated Interpreter

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I am a certified professional public service interpreter who is committed to professionalism and best practice.

My qualifications, experience and security clearance have been independently verified by NRPSI\* and are reassessed each year when I renew my registration.

I have signed up to the NRPSI Code of Professional Conduct and I am accountable.

I will always interpret faithfully, ensure neutrality, maintain confidentiality, disclose any conflicts of interest, only interpret languages for which I am registered and produce work to the highest standard.

**My registered language(s):**

**Get in touch:**

First name:

Surname:

NRPSI registration no.:


Contact email:

Contact telephone no.:

\* See overleaf for more information

Go to [www.nrpsi.org.uk](http://www.nrpsi.org.uk).

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National Register of Public Service Interpreters

## Behind every Registered and Regulated Public Service Interpreter is the National Register of Public Service Interpreters (NRPSI)


NRPSI is the independent regulator of public service interpreting in the UK and exists to uphold professional public service interpreting standards to safeguard the public.

NRPSI maintains the register of public services interpreters and ensures all Registrants have met its rigorous registration requirements by holding the right public service interpreting qualifications and experience and the relevant security clearance.

NRPSI manages the Code of Professional Conduct and has a transparent complaints procedure and disciplinary process.

NRPSI's online register of public services interpreters is free to access and search.

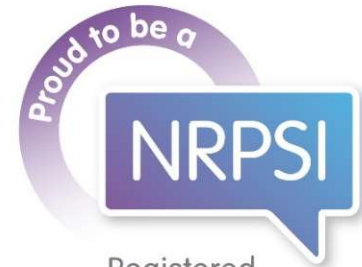
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Find an interpreter or check an interpreter's credentials with NRPSI:

Go to [www.nrpsi.org.uk](http://www.nrpsi.org.uk).

# A4 Infosheets: Version 2



Registered and Regulated Interpreter



Registered and Regulated Interpreter

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### Check my credentials

- ✓ As a Registered and Regulated Public Service Interpreter, I am entitled to use the designatory letters RPSI after my name.
- ✓ Ask to see my NRPSI Photo ID Card.
- ✓ Use the QR code on the back of my ID Card to see my entry on the National Register.
- ✓ Search the free-to-access online National Register of Public Service Interpreters using my surname or unique NRPSI registration number.

\* See overleaf for more information

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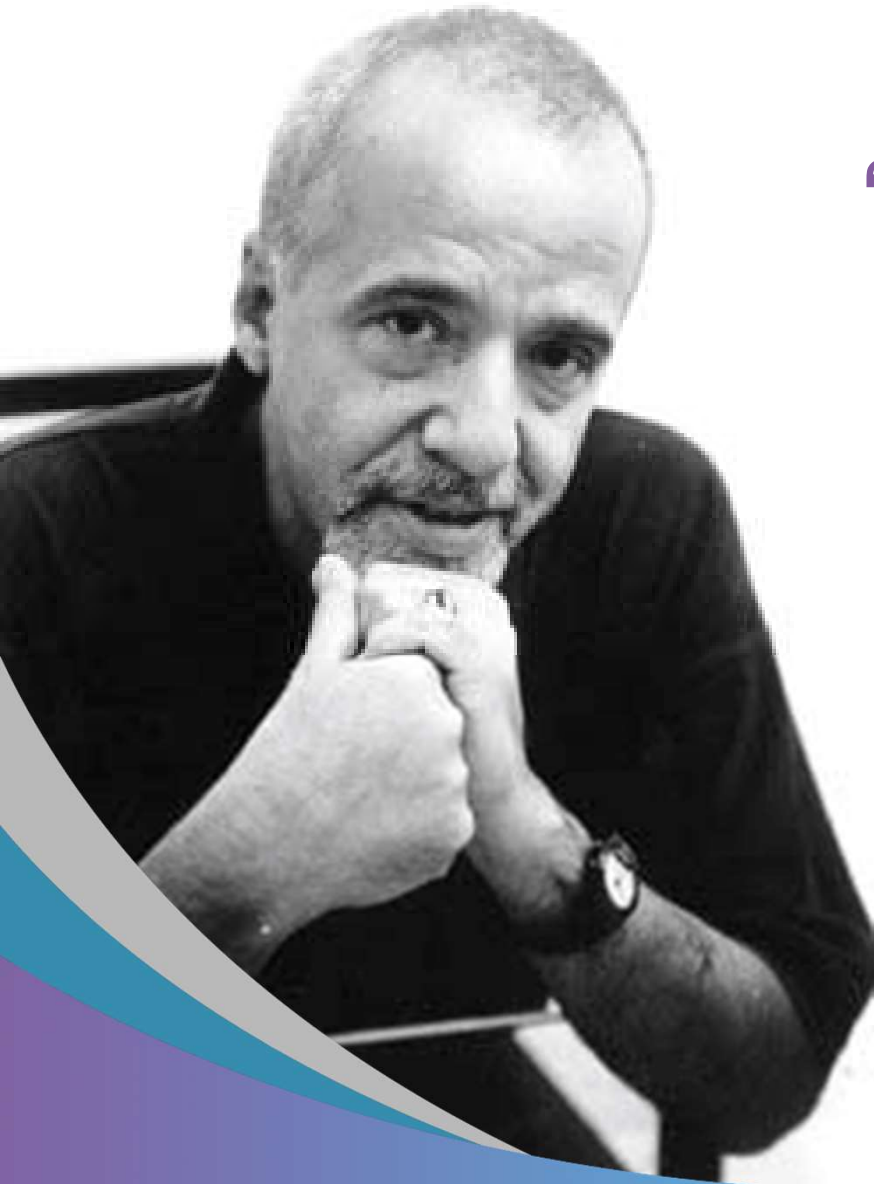


Don't forget, you can also use the Registered and Regulated Public Service Interpreter logo (also available in your Interpreter Room; just click on the 'Log Into My Account' on the website and follow the instructions)

Mark yourself out as an accredited public service interpreting professional committed to standards and prepared to adhere to the Code



# Our Responsibility...



**“The world is changed  
by your example,  
not by your opinion”**

**Paulo Coelho**

# Our Responsibility...



National Register of  
Public Service Interpreters

“ Meet the NRPSI board



“ Our qualifications and accountability as professional public service interpreters are what separate us from those working as interpreters who are not qualified or accountable.

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Eulália Pessoa-White, Practitioner Board Member





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