



National Register of
Public Service Interpreters



National Register of
Public Service Translators

The Work of NRPSI

Mike Orlov
Executive Director & Registrar
February 2024

Linguists Collective Conference &
Celebration of International Mother Language Day 2024
Wednesday, February 21 | 09:30 - 21:30 hrs, London Time, UK

Register to join
Mike Orlov
Public Sector
Language Services

NRPSI

漢語
A a
B b

CONFERENCE RECORD

#LC2024
#IMLD2024

444 (0)333 240 0139 | conference@linguistscollective.info | conference.linguistscollective.info



National Register of
Public Service Interpreters



National Register of
Public Service Translators

Current state of play of spoken language
services in the main public sector arenas

Summary focusing on more effective use of
public funds and greater recognition for
professional language service practitioners





National Register of
Public Service Interpreters



National Register of
Public Service Translators

Differences between public sector organisations
and how they engage with public service
language professionals will be explored'



What NRPSI is not....



Not:

- An agency...
- A union...
- An examining body...
- A regulator of examinations...

According to PARN there are approximately 400 professional bodies in the UK...

Representing most professionals in the UK...

- Learned institutes driving professions and acting for members
- Professional associations and societies acting for members
- **Regulatory bodies with qualifying Registrants protecting the public and overseeing agreed professional standards**

Occupation or Profession...



Serious professions need standards and some form of regulation

The definition of an occupation focuses on regular activity performed to earn daily bread. Professionals clearly have to do this but there is much more to being a professional than earning money in a specific field of activity

Three essential pillars in an effective regulatory structure protecting standards

A profession requires:

- A high degree of knowledge and expertise in a specific field
- Continuously expanding knowledge and expertise
- Recognition and trusted independent accreditation of professional practitioners' competencies against agreed professional standards

Towards National Standards



Registered
and Regulated
Interpreter

- Government and public sector organisations' appetites for regulation of PSI

**Achieving
Strategic Aims**



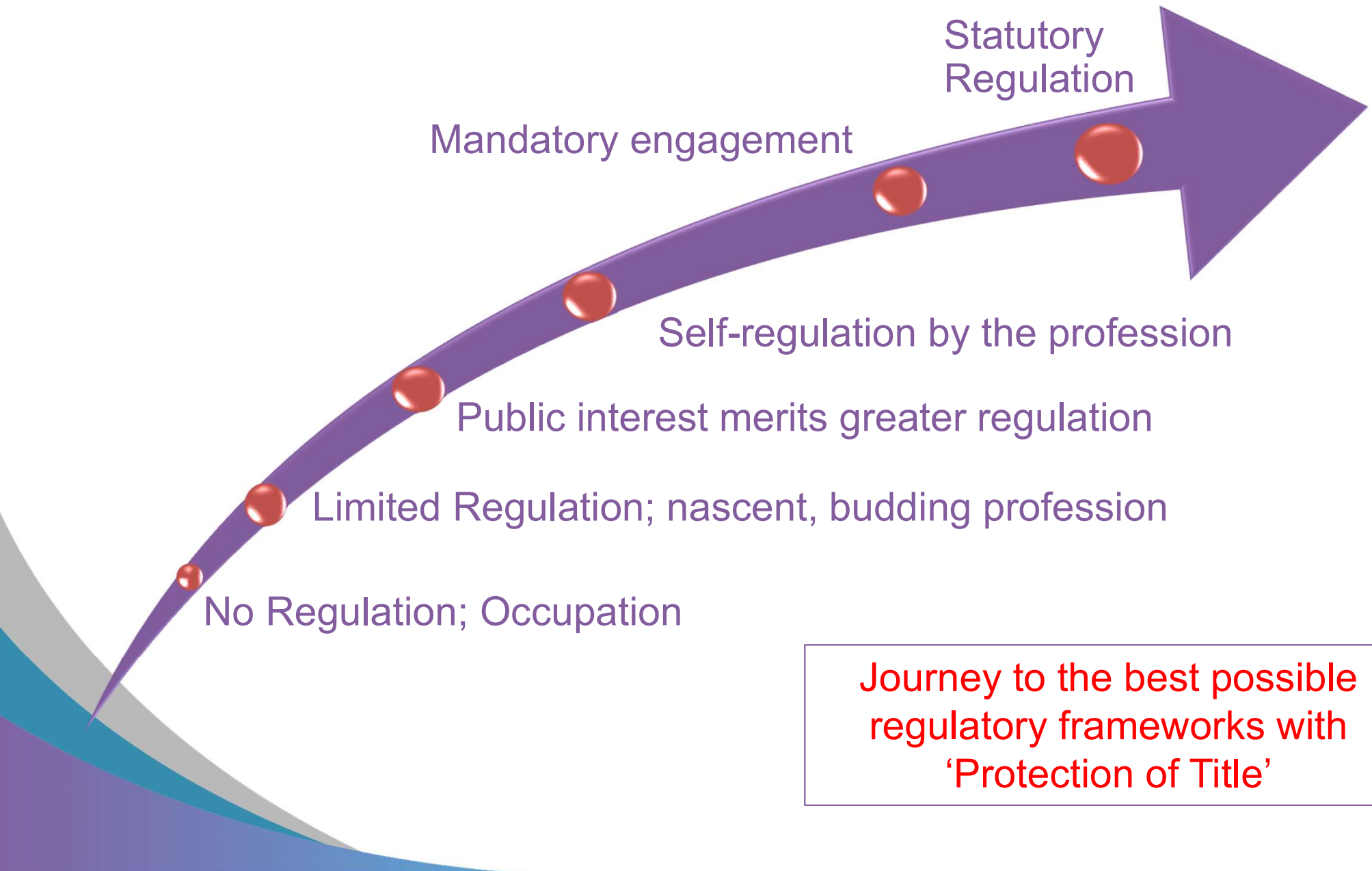
Regulated or Unregulated



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

Regulated professions ensure accountability of professional service delivery by those who are registered and regulated, protecting standards

Regulated or Unregulated



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

Frameworks



Frameworks - what are they and how they affect you

- What is a framework?
- How many are there?
- How do they differ?
- What does this mean?



Proud to be a public
service interpreting
professional?

Become NRPSI
registered and stand
out from the crowd.

NRPSI National Register of
Public Service Interpreters

Go to www.nrpsi.org.uk

Frameworks



What are they?

- Procurement
- Standards
- Remuneration
- Terms and Conditions



Proud to be a public
service interpreting
professional?

Become NRPSI
registered and stand
out from the crowd.

NRPSI National Register of
Public Service Interpreters

Go to www.nrpsi.org.uk

Frameworks



How many are there?

- CCS
- ESPO
- Range of sector specific frameworks...



Proud to be a public
service interpreting
professional?

Become NRPSI
registered and stand
out from the crowd.

NRPSI National Register of
Public Service Interpreters

Go to www.nrpsi.org.uk

Frameworks



How do they differ?

- HMCTS including MOJ
- Dynamic Purchasing System (DPS) for the PAIT Scheme
- NHS



Proud to be a public
service interpreting
professional?

Become NRPSI
registered and stand
out from the crowd.

NRPSI National Register of
Public Service Interpreters

Go to www.nrpsi.org.uk

MOJ...



Reaffirming the importance of professional practitioners in spoken language public sector language services

2012 onwards: ALS; Capita TI; TBW

- Outsourcing the engagement function
- Outsourcing the list of interpreters which can be deployed in MOJ settings
- Dissolving standards; anecdotal evidence from 2012 to 2021
- NRPSI 25th Anniversary Event; Feb 2019

“...we are not planning any significant change to our current quality measures & qualifications matrix. Neither sits in isolation, and our suite of contractual measures provide us with the necessary assurances that there are not wholesale issues with the service. The same applies to our MoJ register...”

MOJ email to NRPSI: 22nd February 2021



Proud to be a public service interpreting professional?

Become NRPSI registered and stand out from the crowd.

NRPSI National Register of Public Service Interpreters

Go to www.nrpsi.org.uk

MOJ...



Reaffirming the importance of professional practitioners in spoken language public sector language services

The MP Campaign 2021 ...then the Ad Campaign 2021/2022



Proud to be a public service interpreting professional?

Become NRPSI registered and stand out from the crowd.

NRPSI National Register of Public Service Interpreters

Go to www.nrpsi.org.uk

MOJ...



Reaffirming the importance of professional practitioners in spoken language public sector language services

- Baroness Coussins November 2021 in the House of Lords
- MOJ commitment to an independent review February 2022
- Release of the draft proposal for a new framework; February 2023...
- Comment back following PI4J consultations
- Published for review in May 2023

.....much to be appreciated....and much to still be done...



Proud to be a public
service interpreting
professional?

Become NRPSI
registered and stand
out from the crowd.

NRPSI National Register of
Public Service Interpreters

Go to www.nrpsi.org.uk

MOJ...



We understand:

- Ministers have agreed this new qualifications and experience framework in principle
- Any final decisions about the framework will be made by ministers following the next language services contract tendering process and costs analysis
- The proposed new framework is subject to change prior to implementation

The proposed new framework:

- Is a major leap forward compared to the current framework given the default to a Level 6 vocational qualification, and 200 hours evidenced experience for professional interpreting engagements in MoJ settings; delighted to have had this assured through recent stakeholder meetings
- Raises the bar on the level of qualifications and experience an interpreter will need to have to work in MoJ settings
- But it does not deliver all of the improvements we have called for and that we believe are necessary to uphold public service interpreting standards and protect the public
- So, our lobbying efforts continue in the spirit of collaboration in recognition of the progress made so far through what has been a consultative process with stakeholders

9th February 2023 PI4J

MOJ...



**The proposed new framework come in to operation
In October 2025**

**Until then, amongst others, the following qualifications, often without
experience, are being accepted by the MoJ:**

- Language Related Degree (foreign language)
- Language Related Diploma (foreign language)
- BA in Modern Languages
- BA in Translation
- Degree in Linguistics
- Degree in Philology



Proud to be a public
service interpreting
professional?

Become NRPSI
registered and stand
out from the crowd.

NRPSI National Register of
Public Service Interpreters

Go to www.nrpsi.org.uk

DPS and PAIT...



National Police Interpreter Awards 28th April 2023

National Police Language Services Conference, organised by the national lead for language services, the Leicestershire Police

Special thanks to the management team of the **Dynamic Purchasing System** and **PAIT**



DPS and PAIT...

National Police Interpreter Awards 28th April 2023



The awards ceremony, dedicated to professionalism and interpreters who were nominated by police forces and agencies, was a powerful reminder of the work conducted by language practitioners

Congratulations to the winners and runners-up:

- Spoken Interpreter of the Year is Samira Hajmi, NRPSI registration number 16241
- Runner Up is SheŊi Bytyqi, NRPSI registration number 11589
- The Simon Cole Award for Excellence in Police Interpreting:
 - Karina Stefanescu, NRPSI registration number 12270



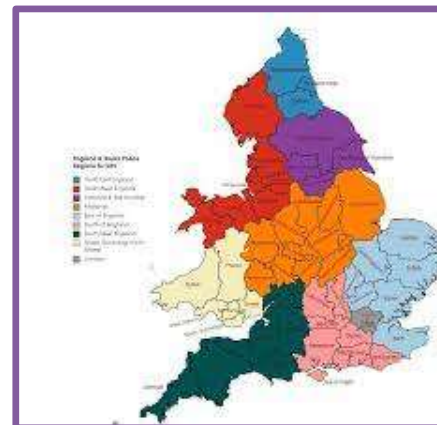
DPS and PAIT...



The Dynamic Purchasing System:

Contracting areas and the issues on NRPSI's list for the PAIT scheme:

- Halt the discrimination against the regulator of spoken language interpreting when compared to how the police recognise British sign language regulators
- Recognition by PAIT and the agencies of NRPSI's work at registration and renewal and PCC/DC
- Agencies and PAIT would then not have to run their own quals checks or disciplinary processes
- Currently difficult for Registrants to complain about agencies' activities
- Getting on to PAIT via one agency and being on PAIT across all agencies; for instance, clarity on whether someone on TBW's PAIT list can also then be on CINTRA's list
- Rate, terms and conditions need to be addressed; consistency across the UK
- Need for badging and QR codes on badges to ensure transparency and further checks on identity
- Transparent professional conduct and disciplinary processes and protocols; make use of the 'gold standard'
- NPPV3 should be mandatory, not just enrolling on to NPPV3



Police Regions

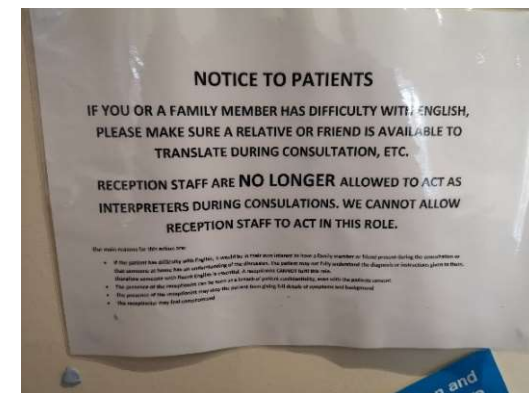
- North East England
- North West England
- Yorkshire and the Humber
 - Midlands
- East of England
- South of England
- South West England
 - Wales
 - London

NHS Frameworks



NHS Frameworks – how do they differ...

- North of England Commercial Procurement Collaborative (NOE CPC)
- Shared Business Service framework SBS/21/NL/ZWV/10127
- Black Country PFT-ORG-POL-01
- NHS Interpretation and Translation Services Framework
- Primary Care Guidance Framework
-the 'Wild West'...4 hours training....



NHS Update...



Lobbying the NHS

- Letter to the government, shadow minister and also to the CEO of the NHS; <https://www.nrpsi.org.uk/news-posts/Click-here-to-read-the-open-letter-sent-to-the-Health-Minister-and-Shadow-Health-Minister-about-the-death-of-a-Gloucester-mother-who-tragically-died-owing-to-a-delay-in-post-birth-treatment-and-poor-interpreting-services.html>
- Call to action and asking NRPSI Registrants to write to their MPs, many joined in; see <https://www.nrpsi.org.uk/news-posts/Join-the-campaign-to-lobby-for-improvements-in-NHS-language-service-delivery-for-patients-and-save-lives-by-clicking-here.html>. This is a very effective tool in lobbying and actually kick-started many improvements being planned in the MOJ, but not yet implemented, following a similar campaign in 2021

NHS Update...



Lobbying the NHS

- See the NHS Guidelines for managing language services, you can find them here: <https://www.england.nhs.uk/wp-content/uploads/2018/09/guidance-for-commissioners-interpreting-and-translation-services-in-primary-care.pdf>
- You will see NRPSI is accepted as central to best practice; sadly the government so under-funds the NHS these best practice guidelines are often ignored by procurement management
- Follow up letter re NHS: <https://www.nrpsi.org.uk/news-posts/Click-here-to-read-NRPSI-follow-up-lobbying-with-the-NHS.html>
- Appointment by the NHS of a lead for language services for the first time ever
- Meeting on 9th Nov 2023; the BBC programme on 21st Nov 2023.....

How Important are Frameworks



Frameworks – what does all this mean to PSIs?

- Standards
- Terms and Conditions
- Remuneration
- Relationship with Agencies - see 'Working Together'
 - From £35 to £26 an hour for police work
 - £18 for MOJ
 - From £13.00 to £11.50 for NHS and then 17 pence a minute

The Future...



There is a continuing and increasing need for standards and professionalism in public sector spoken language services

Ensuring effective regulation of those acting as interpreters and translators in potentially life-changing interactions with the public services has never been more important



Proud to be a public service interpreting professional?

Become NRPSI registered and stand out from the crowd.

 National Register of Public Service Interpreters

Go to www.nrpsi.org.uk

The Future...



“... a non-negotiable bottom line must be that only specialist qualified and experienced professionals be engaged...”

Baroness Coussins

“...that is why the National Register is so important...”

Bishop of Leeds

As reported in Hansard on 31 January 2024



Proud to be a public service interpreting professional?

Become NRPSI registered and stand out from the crowd.

NRPSI National Register of Public Service Interpreters

Go to www.nrpsi.org.uk

The Future...



NRPSI's Goals

- Secure protection of title for public service language professionals
- Lobby for statutory regulation for public service language professionals
- Lobby to obtain appropriate remuneration, terms and conditions, commensurate with the qualifications and experience of registered, regulated practitioners
- Establish NRPST and grow NRPSI
- Build on our regular conversations with Registrants
- Increase effectively our use of media platforms
- Become active across all areas of public service interpreting and translating, matching levels of attainment to the complexity of work; Level 3 issues
- Continue effective dialogue with public sector organisations such as the Police, the MOJ, the NHS, the Home Office...
- Develop dialogue with executive and legislative functions across the UK

The Future...



So...Self-regulation will continue, accountable to the *profession*, operating and promulgating standards which have been designed to ensure quality practices, and to accredit those fit to practise

The extent to which the state has an interest in regulation of professional PSIs, and how these practitioners are regulated, depends on *political necessity*...and the *levels of risk* which need to be addressed by government

Inexorable Inevitability...



Registered
and Regulated
Interpreter

Step
1

OCCUPATION



Step
2

NASCENT BUDDING
PROFESSION



Step
3

SELF REGULATING
PROFESSION



Step
4

WIDER STAKEHOLDER
GROUPS ACCEPT NEED
FOR REGULATION



Step
5

CONTROL OF SUPPLY AND
COST CONSIDERATIONS



Step
6

RISK AND EXPOSURE
DEMANDS GOVERNMENT
INVOLVEMENT



Step
7

STATUTORY PROFESSION;
PROTECTION OF TITLE



Contacts and Links



- mike@nrpsi.org.uk
- www.nrpsi.org.uk
- www.nrpst.org.uk
- www.linkedin.com/company/2134408/admin/
- www.linkedin.com/in/orlovmike/

NRPSI Code of Professional Conduct:

<http://www.nrpsi.org.uk/for-clients-of-interpreters/code-of-professional-conduct.html>

History of the National Register:

<http://www.nrpsi.org.uk/news-posts/Access-to-Justice-A-Report-of-the-Nuffield-Interpreter-Project-1993.html>

Latest NRPSI Update

<https://www.nrpsi.org.uk/news-posts/Click-here-to-catch-up-on-NRPSI-activities.html>

See NRPSI's news pages

<https://www.nrpsi.org.uk/news-and-links.html>

See NRPSI's Outsourcing presentation:

<https://www.nrpsi.org.uk/news-posts/Review-the-PDF-of-the-Outsourcing-presentation-delivered-on-22nd-June-2022.html>



National Register of
Public Service Interpreters



National Register of
Public Service Translators

The Work of NRPSI

Mike Orlov
Executive Director & Registrar
February 2024

Linguists Collective Conference &
Celebration of International Mother Language Day 2024
Wednesday, February 21 | 09:30 - 21:30 hrs, London Time, UK

Register to join
Mike Orlov
Public Sector
Language Services

NRPSI

ALC
漢
Bb
進

CONFERENCE RECORD

#LC2024
#IMLD2024

conference@linguistscollective.info
conference.linguistscollective.info