



18 March 2025

Dear John

QUALIFICATIONS AND EXPERIENCE REQUIREMENTS FOR INTERPRETERS

I am pleased to confirm that today we have published the [Independent Technical Review of Qualifications and Experience Requirements for the Provision of Spoken Language Interpreting](#). This is an important and comprehensive piece of work which makes a number of recommendations about the qualification and training of interpreters working in our courts and tribunals.

This review was commissioned in January 2022 by the then Justice Minister, Lord Wolfson. Given it was essential that the review was led by a recognised independent expert, the appointment of Ann Carlisle previous CEO of the Chartered Institute of Linguists, was widely welcomed by you and other members of our stakeholder forum. Recommendations from the review were incorporated in the attached Qualification Framework document, which were agreed in principle by the then Justice Minister, Mike Freer and shared with you in January 2023.

These recommendations and the framework have both informed the new contract requirements for spoken word language services, which we put out to tender in autumn 2024 and expect to award in 2026.

The new contract will also include provisions to better support the wellbeing of court and tribunal interpreters and improve how we support trainee interpreters to continue to ensure people can access justice.

The new spoken word interpreting contracts will be split into two parts. The first will deliver the majority of interpreter bookings while a secondary service will be in place to deliver short notice bookings where our primary supplier is unable to provide an interpreter. The new contracts will continue the recently introduced 2-hour minimum booking for HMCTS in-person hearings, to improve the attractiveness of what can be a demanding role.

The new and improved contract demonstrates the value we place on the skills of interpreters and reinforce our commitment to working together in the future.

I hope you find the review insightful and welcome any comments or feedback you may have.

Daniel Flury
Operations Director, HM Courts and Tribunals Service