



National Register of
Public Service Interpreters



National Register of
Public Service Translators

Past, Current and Future Public Service Interpreting

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Executive Director & Registrar
March 2024



Public Service Interpreting



- Past: Where were we
- Present: Where are we
- Future: What about the future
 - Focus on Social Justice: equality, freedom and common good
 - Public Services' Funding: best use of public funds
 - Inexorable Inevitability: statutory recognition and mandated
 - Remote interpreting: technology embraced
 - AI: technology controlled

The History Bit...



NRPSI Launch in 1994

The 1993 Runciman Royal Commission recommended the establishment of a register of public service interpreters so that only trained and qualified interpreters, governed by a Code of Professional Conduct, should be engaged by public sector organisations

In 1994 NRPSI was established by the then Institute of Linguists (now the CIOL). NRPSI became an independent body in 2011

The core activities of NRPSI remain as relevant now as when it was founded in 1994. Still voluntary, requiring the engagement of both interpreters themselves and the users of their services

The Future...



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.

Phil Muriel, Practitioner Board Member

Job or Profession...?



Serious professions need standards and some form of regulation

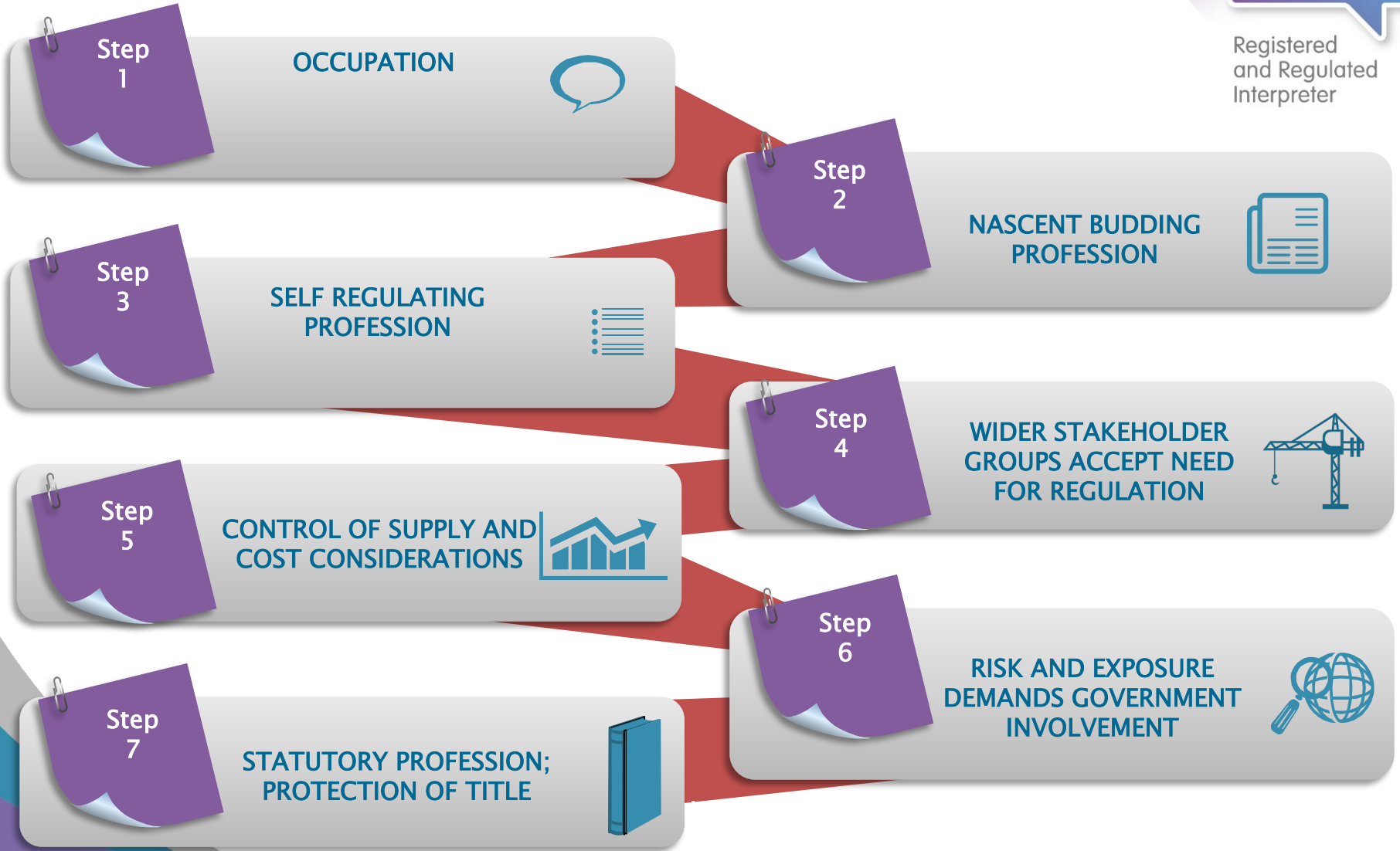
Three essential pillars in an effective regulatory structure protecting standards

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

A profession requires:

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

Future of PSI



Future of PSI



What this changing landscape means for:

- Standards: why bother with them
- Ethics: Code of Professional Conduct
- Regulation: protection of standards
- Oversight of Regulatory Body: voluntary or statutory
- Public Service Interpreting in the Future: what it looks like

Future of PSI



A 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, be it voluntary or statutory
- Ensuring visibility of accredited Registrants as professional practitioners

Towards the Future

Historic and current Government and public sector organisations' appetites for regulation of PSI



Standards: what hasn't changed



Lord Bellamy

The Parliamentary Under-Secretary of State for Justice

...the right to translation and interpretation services is a right at common law and integral to the right of a fair trial

...enshrined in Article 5 of the European Convention on Human Rights, which deals with the police station, and Article 6, which deals with the fair trial point

...neither of those are affected by the present retained EU law Bill so the substance of the domestic provisions will continue

Where Are We Today...

- NHS
- Ministry of Justice
- Home Office
- Police
 - NCA
 - PAIT
 - London Met
- Frameworks
 - ESPO
 - CCS

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.

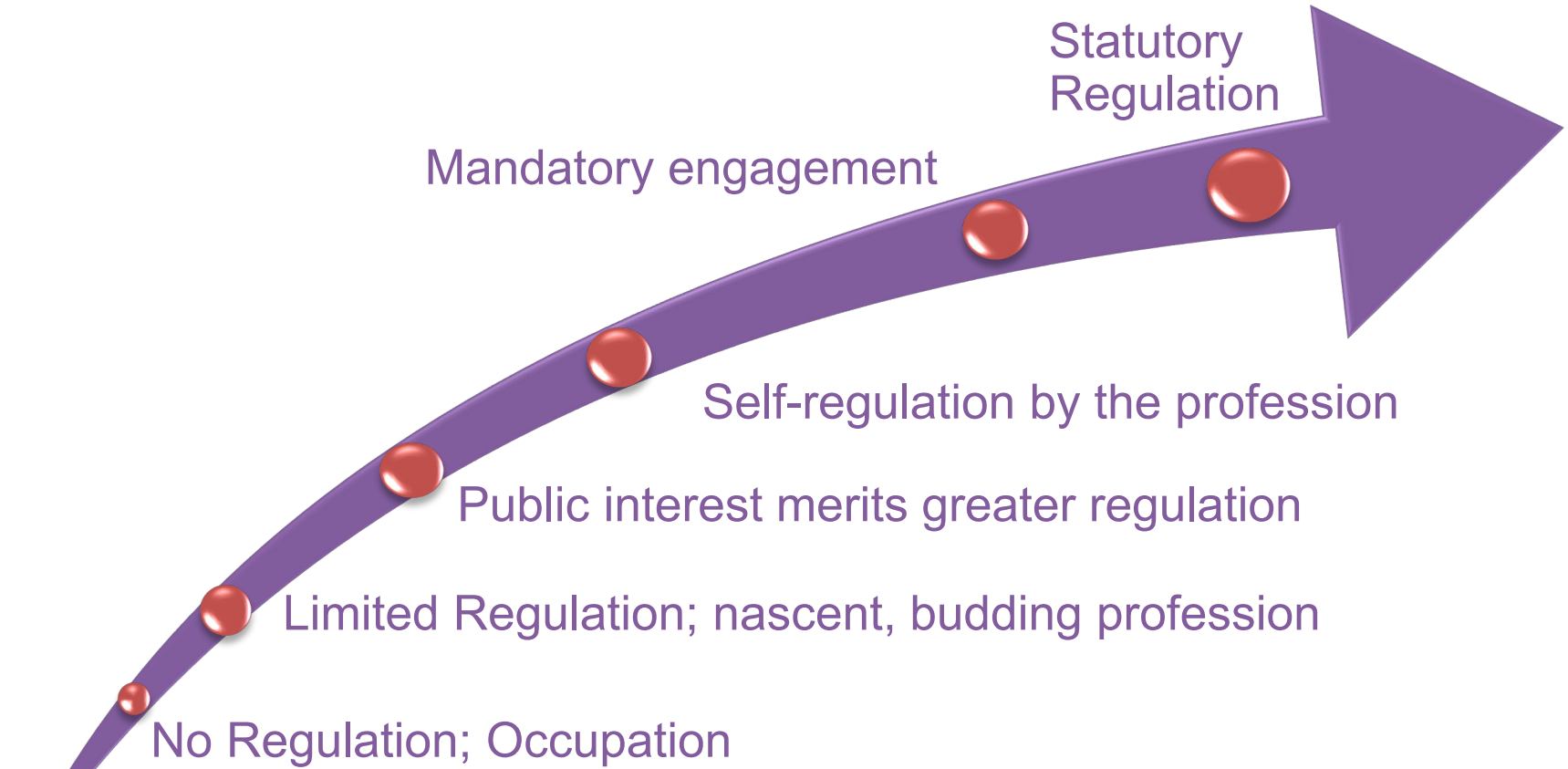
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YOU WOULDN'T ACCEPT AN UNREGULATED AND UNREGISTERED DOCTOR OR LAWYER, SO DON'T ACCEPT AN UNREGULATED AND UNREGISTERED PUBLIC SERVICE INTERPRETER.

Regulated or Unregulated



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

Frameworks



How many are there and how do they differ?

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



Proud to be a public
service interpreting
professional?

Become NRPSI
registered and stand
out from the crowd.

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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



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MOJ...

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



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



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...



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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 is expected 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



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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 SheŇi Bytyqi, NRPSI registration number 11589
- The Simon Cole Award for Excellence in Police Interpreting:
 - Karina Stefanescu, NRPSI registration number 12270



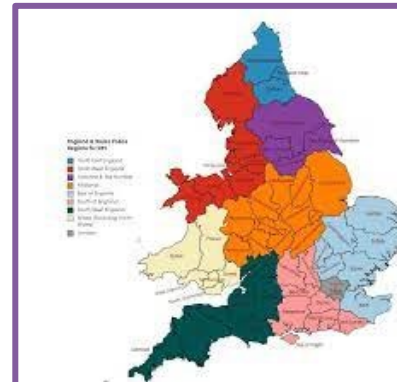
DPS and PAIT...



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

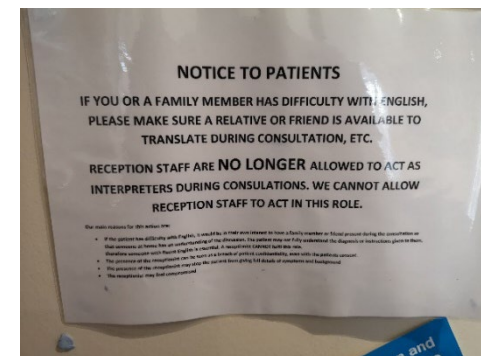
- North East England
- North West England
- Yorkshire and the Humber
 - Midlands
- East of England
- South of England
- South West England
 - Wales
 - London

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.....

Where Are We Today...

Level 6 Regulation & Registration

Level 3 Regulation & Registration?

Unprofessional/ pseudo interpreters

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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



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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



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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

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
- Continue effective dialogue with public sector organisations
- Develop dialogue with executive and legislative functions across the UK

NRPSI Responsibility...



National Register of
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“ 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

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

Inexorable Inevitability...

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



Journey to the Future

NRPSI

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

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>

Criteria for entry to NRPSI:

<http://www.nrpsi.org.uk/for-interpreters/join-the-register.html>





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