Minimum Standard Requirements for Commissioning Communication Professionals

Where a need for support from a communication professional is identified, providers must ensure that such support is arranged/ provided and that interpreters and other communication professionals are suitably skilled, experienced and qualified. This should include verification of accreditation, qualification and registration with a relevant professional body.

Providers must ensure that all communication professionals (including British Sign Language interpreters and deafblind manual interpreters) meet the following conditions:

- Hold appropriate qualifications, (see table below)
- Hold current Disclosure and Barring Service (DBS) clearance,
- Have Professional Indemnity insurance
- Are signed up to a relevant professional code of conduct.

Minimum Qualifications, Experience & Training Requirements for Interpretation and Translation	
Face to Face and Telephone Interpretation Services (verbal)	
Level 1	Including but not limited to complex assignments involving statutory/legal procedures & higher level contexts e.g. court tribunals, safeguarding investigations and unaccompanied asylum seeking children
	• Hold a Diploma in Public Service Interpreting (DPSI) or equivalent deemed acceptable by the Chartered Institute of Linguists, Interpreters & Translators Institute and/or other professional body deemed appropriate • Registered with the National Register of Public Service Interpreters (NRPSI) • Have at least 400 hours proven public sector interpreting experience undertaken in the UK, or equivalent experience as appropriate • Have documented evidence of language specific training and/or CPD in preceding 12 months • Adherence to the National Code for Interpreters
Level 2	Assignments related to social care and health, where vulnerable services users may be concerned.
	• Hold a Diploma in Public Service Interpreting (DPSI) or equivalent deemed acceptable by the Chartered Institute of Linguists, Interpreters & Translators Institute and/or other professional body deemed appropriate • Have at least 400 hours proven public sector interpreting experience undertaken in the UK, or equivalent experience as appropriate • Have documented evidence of language specific training and/or continued CPD

	within the preceding 12 months. • Adherence to the National Code for Interpreters
Level 3	Assignments related to day to day activities with no real sensitivities attached, eg. events, facilitating appointments
	• Hold the Cambridge Proficiency in English, or, an equivalent qualification deemed acceptable by the Chartered Institute of Linguists, Interpreters and Translators Institute and/or any other professional body as may be deemed appropriate • Have more than 100 hours of proven public sector interpreting experience undertaken in the UK, or equivalent experience as may be appropriate; • Have documented evidence of language specific training and/or continued professional development within the last 12 months.
Translation and Transcription Services	
Level 1	Assignments involving statutory/legal procedures & higher level contexts e.g. court tribunals, safeguarding investigations and unaccompanied asylum seeking children
	At **least one** of the following: • Qualifications and Credit Framework Level 7 in translation such as the Institute of Linguists Educational Trust (IoLET) Diploma in Translation • A Masters level qualification in translation • Post Graduate qualification in Translation (for transcribers, this should be the Diploma in Public Services Interpreting (health)) • Qualified Membership of Chartered Institute of Linguists of the Institute of Translating and Interpreting **And** • Have verifiable experience as a professional translator • Be mother tongue speakers in the language they are translating/transcribing • Have documented evidence of language specific training and/or continued CPD within the preceding 12 months.
Level 2	Assignments related to lower level / impact activity such as accessing social events and form completion with no real sensitivities
	• Hold the Cambridge Proficiency in English or an equivalent qualification deemed acceptable by the Chartered Institute of Linguists, Interpreters & Translators Institute and/or other professional body deemed appropriate

	• Have proven public sector interpreting experience undertaken in the UK or equivalent experience as may be appropriate • Be mother tongue speakers in the language they are translating/transcribing • Have documented evidence of language specific training and/or continued CPD within the preceding 12 months.
Face to Face Interpretation (non-verbal)	
	All assignments
	• Registered with National Register of Communication Professionals working with Deaf and DeafBlind People (NRCPD) and comply with its code of conduct, or • The Scottish Association of Sign Language Interpreters (SASLI), [1] • Have documented evidence of language specific training and/or continued CPD within the preceding 12 months.

If it is impossible to engage an NRCPD Registrant, organisations must ensure that the communication and language professional holds relevant interpreting qualifications and, in the case of British Sign Language (BSL), has achieved BSL level 6 or an honours degree in their second language, in line with NRCPD registration requirements. They must also have appropriate insurance and an enhanced disclosure form the Disclosure and Barring Service.

[1] Registration confirms they hold suitable qualification(s), are subject to a Code of Conduct and complaints process, have appropriate insurance, hold an enhanced disclosure from the Disclosure and Barring Service, and engage in continuing professional development. The NRCPD includes the following professional categories:

- Registered Interpreter for Deafblind People
- Registered Lipspeaker
- Registered Notetaker
- Registered Sign Language Interpreter
- Registered Sign Language Translator
- Registered Speech to Text Reporter