

# **NRCPD | Practitioners' Forum**

## **Meeting 15 September 2016 | Minutes**

### **Present**

- Gail Dixon (ASLI)
- Vikki Bridson-Vice (VLP)
- Jeff Brattan-Wilson (RSLT)

### **In attendance**

- Alan Peacock (NRCPD)
- Heidi Doyle (NRCPD)

### **Apologies**

- Jayne Oakes (Interpreters for deafblind people)
- Jean Gough (AVSTTR)

## **Minutes of 6 July 2016 meeting and matters arising**

1. The notes of the 6 July 2016 meeting had been approved and were reviewed.
2. Practitioner members of the forum had expressed concerns about some aspects of the CPD scheme and, in particular, the recording of CPD for audit purposes. It was felt that further guidance is needed in this area.
3. AP had discussed this with the NRCPD Board at its last meeting in July. The Board had agreed that the CPD scheme (including the audit system) should be reviewed in the light of stakeholder feedback. AP advised that he anticipated starting the review in the New Year with a view to submitting findings/recommendations to the Board around Easter 2017.

## **NRCPD Staff**

4. Kate Price was now on maternity leave and Heidi Doyle has been recruited to cover the post with effect from 31 August 2016.
5. AP had advertised for new lay members since three had stood down from the NRCPD Board in July. A number of applications have been received and the Signature Board will discuss the process for recruitment during its next Board Meeting on 27 September 2016. NRCPD will report back from the Board meeting and also via the newsletter on the appointments.

## **Social Media Policy for Registrants**

6. At the last meeting there had been a discussion whether it would be appropriate for NRCPD to publish specific guidance for registrants on the use of social media, or whether the standards set out in the Code of Conduct about confidentiality and communication were sufficient to cover the use of social media in a professional environment. As agreed in the last meeting, AP had benchmarked against other non statutory regulators comparable in size to NRCPD. All those reviewed (NRPSI, CNHC, British Acupuncture Council & UK Public Health Register) do not have specific guidance about social media but do have guidance and standards around confidentiality and disclosure. AP asked the professional bodies whether they would consider issuing their own guidance.
7. GD advised that ASLI has a document on this subject out for consultation, and is expecting feedback within eight weeks. She suggested that an amendment could be made to the NRCPD Code of Conduct to accommodate registrants' concerns. VB-V suggested that this could be covered under section 6.1 of the Code.
8. AP undertook to consider an amendment to the Code as suggested, and would discuss this with the NRCPD Board.

## **Published Information about Complaints**

9. AP has discussed this issue with the Board, which is keen on making information publically available regarding complaints. AP was of the view that not every single complaint should be published on the website; rather, that anonymised case studies ,

highlighting recurring themes, could be published in the annual report in a dedicated section on complaints. However, complaints which had been the subject of a disciplinary hearing would be published on the NRCPD website once the case was concluded.

10. GD stated that most ASLI members want to view the complaints process as a learning opportunity. She added that more information is needed on how the Code of Conduct was breached.
11. The group agreed that every complaint does not need to be published on the website, but that a summary would be useful; and any complaint that is subject to a hearing should be published. It was suggested that more transparency is needed.
12. AP agreed to seek the Board's views on this matter.

### **NRCPD TSLI Consultation**

13. Following the approval of recommendations by the Board at its meeting in March 2016, an action plan had been drawn up to implement these, including the formation of a focus group. All members of the forum were asked to nominate a representative to take part in the group.
14. As an action point AP will email a copy of recommendations that have been agreed to all and formally seek nominations for the focus group.

### **Agency Standards Working Group**

15. Practitioner members expressed their concerns over some agencies employing unregistered and unqualified persons; and suggested that some form of regulation/kite mark needs to be in place. In addition, they suggested that a greater degree of dialogue with the agencies should be pursued.
16. AP advised that NRCPD cannot regulate agencies in a formal way, but agreed that agencies could employ a kite mark to publicise their ISO standards. Some agencies have already been approached and are in agreement with this approach. AP action point – he will convene a working group and invite representatives from the different professions/agencies.

## **Review of NOSI**

17. NRCPD have commissioned a review of the National Occupation Standards in Interpreting (NOSI) and have commissioned Instructus Skills to manage this. A steering group and a working group have been convened with AP on the steering group and Sarah Haynes on the working group. The first meeting of the joint groups is scheduled for 28 September 2016 in London.
18. VLP has had no contact from Instructus – HD to follow up.
19. GD confirmed that she would be representing ASLI on the 28<sup>th</sup> September.
20. JB-W expressed concerns regarding the national occupational standards for translators. GD is attending the meeting on 28 September and agreed to raise these concerns at the meeting.

## **Appa Me**

21. GD advised that a number of people have completed training through Appa Me (NVQ in Interpreting); however, there appears to be an administrative problem as trainees are not receiving certification or confirming that they have met the standard. As a result they are unable to join ASLI or NRCPD as they do not possess the required evidence. She enquired whether this is an NRCPD issue and what route to take.
22. JB-W had been notified of similar experiences with Appa Me.
23. The forum agreed with AP's suggestion that he would discuss with Signature colleagues to check the position.

## **AOB**

24. Practitioner members expressed their concerns about Signature using an unqualified and unregistered translator on its website. JB-W emphasised the impact this would have on the profiles of registered and qualified professional translators.
25. AP confirmed that written representations have also been made and the senior management team at Signature is currently dealing with this. He undertook to take

back the concerns raised to Signature and communicate the level of feeling that exists.

26. A Translators Networking Group is being set up to increase awareness and the importance of registration. JB-W stated that he is waiting for the issue with Signature to be resolved first. NRCPD stated that it would be happy to publicise this through the NRCPD newsletter when the group is launched.

## **Actions**

1. NRCPD to carry out a review of the CPD scheme (including the audit system) early 2017.
2. To take to the NRCPD board the possibility of expanding point 6.1 of the Code of Conduct in respect of Social Media.
3. To discuss with the NRCPD Board the issue of publicising complaints and disciplinary hearings and how to make the process more transparent.
4. TSLI - A copy of the recommendations that have been agreed to be sent to forum members, requesting nominations for the proposed focus group.
5. Agency Standards Working Group - NRCPD to convene a group and invite representatives from the different professions/agencies.
6. NRCPD to follow up with Instructus regarding no contact with VLP.
7. NRCPD to discuss with Signature the best procedure to deal with issues raised regarding Appa Me.

## **Date and time of next meeting**

HD to canvas members for a date for the next meeting, during the second half of January 2017.