

Notes of Practitioners' Forum Meeting

Notes of meeting of NRCPD Practitioners' Forum 10 June 2014

Members present:

Natasha Charles (Association of Notetaking Professionals)

Alan Haythornthwaite (Visual Language Professionals)

Jayne Oakes (Representative for deafblind area)

Tracey Pycroft (Association of Lipspeakers)

Gail Dixon: (Association of Sign Language Interpreters)

In attendance: Jim Edwards, on behalf of NRCPD board

Secretariat: Janice Spalding and Angela Nunn

1. Introductions and apologies

Apologies were received from Jean Gough, AVSTTR. Everyone introduced themselves.

2. Notes of November 2013 Meeting

The notes had been accepted as a correct record of the meeting by all members via email shortly after the meeting.

Matters Arising not appearing elsewhere on the agenda:

DBS checks: DBS has made it clear to NRCPD that it is not an employer and should not therefore view these certificates. Further information about [DBS checks](#) was put on the NRCPD website in March 2014 to answer some of the queries raised by registrants.

Online forum: Due to budgetary constraints this may not now be possible until the next financial year.

Changes/additions to online register: NRCPD to consider the appropriateness and costs of the changes suggested at the last meeting.

CPD: ALS asked whether they could view the CPD record their members input as part of their NRCPD online registration. NRCPD confirmed this is not possible and have written to ALS separately.

3. Update on policy development

Code of Conduct: The first draft should be completed by the beginning of July 2014. It will be considered at the July board meeting and then circulated to Forum representatives for feedback.

Complaints Procedure: the flowchart with proposed changes to the complaints process was circulated with the agenda. The main changes include the following:

- In line with other statutory regulators, if a case goes before a complaints committee, NRCPD will present the case for the complainant. The complainant may be called as a witness in the case if required
- The lodging period for complaints will be 5 years (effective from the date of the new policy and the person would have to be registered at the time of the complaint)
- Two independent case examiners (or one independent case examiner plus the Registrar) will determine next steps for complaints after investigation stage complete
- A mediation stage has been introduced before the complaints committee stage.

NRCPD is drafting a complaints handbook. This will give an explanation of what mediation is and how it will work. It will be a simple step by step process for everyone to use but particularly service users.

NRCPD will also produce a more detailed internal complaints guide including recommended timescales for each stage of the process. NRCPD to circulate the recommended timescales for each stage of the process to forum members for information.

The views of forum members are important to make sure that the process is clear, manageable, fair and reasonable. The procedure will be distributed to all registrants for feedback at a later stage.

It was noted that the third box on the flowchart should read ii) and iii) rather than i), ii) and iii)

The new procedure will be piloted for a year with a view to amending if required after feedback.

It was noted that someone who had already been through the process previously could not resubmit the same complaint in the hope of mediation taking place.

Forum members were asked to send any further comments on the flowchart to NRCPD by 1 July 2014.

Draft returning to practise policy: extracts from the draft policy were circulated with the agenda. The main changes are as follows:

- If not practising and want to be on the register registrant pays the full fee and meets the CPD requirements in full. This can happen for up to 2 years. After 2 years registrant has to come off the register/can no longer stay on the register
- For a gap of 2 – 5 years the registrant must complete double the CPD
- For a gap of 5 years plus the registrant must complete double the CPD again.
- For registration categories who do not have assessors new requirements in draft.

NRCPD asked for comments/feedback from members on the above

For registrants who continuously renew their registration late and do not have a valid reason/do not notify NRCPD, it was agreed that the registration year should run for the same year and registrants pay for the full year irrespective of whether they take a month, or two month's gap. For example, registration renewal is June, registrant renews in September. Their registration year still runs from June to June and they pay the full fee from June to June.

Noted importance of mentoring at every stage for returners.

It was agreed that the character reference should not be included.

4. CPD audit outcomes

The first CPD audit was completed in May 2014. A paper summarising the outcome of this audit was circulated to members with the agenda. NRCPD asked for comments from members particularly on the recommendations of the audit panel.

ANP commented that it is difficult for non sign language interpreters to find CPD opportunities. As so few notetakers are on the register CPD is not high profile in this area. Also said for someone who works 1 day a week, it will be very difficult to undertake 30 hours of CPD (2015 onwards) requirement.

STTRs, notetakers and lipspeakers generally find 30 hours difficult to achieve due to limited opportunities.

ALS asked if there could be more flexibility in the 24 hours required. Instead of splitting it into 12 structured and 12 unstructured hours, it would be better to have 24 hours in total but leave it up to individuals to decide which type they undertake.

VLP asked if there was evidence to show that CPD was improving standards. There is no testing of practical skills of interpreting. Thought more emphasis should be placed on feedback as that is a way for someone to demonstrate competence rather than attending information training courses.

Examples of CPD activities are listed in the document.

It was agreed that NRCPD should continue with the inputs based CPD system it has at the moment but improve on the guidance it offers. It could look at the possibility of downloading evidence to online revalidation account?

NRCPD may introduce voluntary feedback forms which professionals hand to their clients after a booking. Registrants could claim 1 hour towards their CPD if demonstrate received feedback and acted on it.

NRCPD asked members to email them any further suggestions for consideration.

5. Update on route to registration for notetakers

NRCPD handed out a document showing the routes to registration in each profession. The Board has asked to consider ways it can open up the routes to registration.

Lipspeakers: A new qualification for lipspeakers is soon to be available. This is based on the NOS for lipspeakers and NRCPD should consider accepting it for registration purposes.

STTRs: no change

Notetakers: NRCPD is hoping to map the OCN Level 3 Notetaking for disabled people qualification against the old CACDP Level 3 notetaking qualification to allow it to be approved for notetakers to register. It is currently seeking a consultant to undertake this piece of work.

Deafblind area: Signature is developing 5 new qualifications in this area.

It was noted that anyone on the register who has already met the criteria would not be expected to undertake the new qualifications.

Members asked to let NRCPD know of any other ideas for possible routes to register.

6. Strengthening registration update on activities and next steps

A paper was circulated with the agenda outlining recent activities undertaken in relation to strengthening registration and the next steps to be taken. NRCPD board will meet in July 2014 to consider progress made since the March meeting. This will include the following:

- hear what stakeholders have been saying;
- hear how it's doing compared with the standards expected of a regulator;
- consider the changes it's made to the complaints procedure and code of conduct; and
- think about the future composition of the Board.

7. Any other business

VLP asked for clarification about who David Wolfenden is representing on the NRCPD board. NRCPD confirmed DW is on the board as an individual who has the skills required. Dan Sumners, Senior Policy Officer will clarify this on the NRCPD website.

8. Date and venue of next meeting

The next meeting will take place on Tuesday 30 September 2014, at the Directory of Social Change, London.

The numbers of registered communication professionals at 31/05/2014 are as follows:

| | 31/05/2014 |
|--|-------------------|
| Registered Sign Language Interpreters | 876 |
| Trainee Sign Language Interpreters | 240 |
| Registered Sign Language Translators | 11 |
| Trainee Sign Language Translators | 2 |
| Registered Lipspeakers | 35 |
| Registered Speech to Text Reporters | 26 |
| Registered Interpreters for Deafblind People | 16 |
| Registered Electronic Notetakers | 11 |
| Registered Manual Notetakers | 12 |
| Total | 1229 |