

# SRLPDC Agency Registration Guidelines

## INTRODUCTION

The Scottish Register of Language Professionals with the Deaf Community (SRLPDC) is the only registration body based in Scotland for such language professionals. SRLPDC is committed to raise awareness of BSL/English interpreting and associated language services across Scotland with the aim to improve communication between deaf people, and hearing people who do not use, or know much about, British Sign Language. This will lead to recognition of deaf people as equal citizens of the community.

SRLPDC has produced a Chartermark for all qualified and trainee registrants, and registered agencies. The Chartermark is an indication that language professionals and agencies have met SRLPDC's quality assurance standards.

SRLPDC has established a Register of Agencies to promote quality standards across the field of BSL/English interpreting and associated language services in Scotland. This register is displayed on the SRLPDC website. There will be close working relationships between registered agencies and SRLPDC to promote the national mandate prescribed by the Scottish Government in relation to linguistic access and equality of opportunity for deaf and hearing people across the board.

## BENEFITS OF REGISTRATION

SRLPDC is the national body for registering sign language interpreting and associated language services' agencies. The benefits of registering include the following:

- Free promotion on SRLPDC's website, both for providing a direct link to your agency's own website and also for your recruitment purposes.
- Regular opportunities for agencies to be represented on local and national agendas, including access to key employers such as local authorities and the NHS, and organisations such as The Law Society, Disclosure Scotland and The Scottish Government.
- Opportunities to contribute to the shaping of CPD opportunities for your staff to meet your agency's needs, including guidance on developing CPD programmes.
- Provision of formal validation of training courses and other CPD activities, including allocation of CPD points.
- Signposting on providing mentoring and /or supervision for interpreters and agency staff.
- Provision of generic printed information materials which can be tailored at minimal cost to publicise your individual agency.
- Access to an information sharing forum, including gathering of statistics/data to identify changing need and trends to support your agency's workforce planning.
- Instant recognition of quality assurance for potential clients through display of the Chartermark.

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SRLPDC welcomes requests from agencies to feed back to the Registrar and Board of Trustees, particularly in response to developments around the local or national agenda. However, additional opportunities for shared feedback can also be arranged wherever possible, e.g. to coincide with national meetings and events to maximise attendance and input.

At request, an e-group can be established allowing representatives from each registered agency to contribute to discussion. SRLPDC is keen to use such an e-group to seek the experiences of registered agencies so as to speed up consultations and decision making processes which have consequence for agencies' practice.

## INFORMATION REQUIRED

### **Your Agency Contact Details**

The details that you give us in the first section of the registration form are how they will appear on the SRLPDC Register of Agencies and on all publications relating to the register, including the Find an Interpreter / Language Professional web page.

Submission of your application indicates your consent for the information provided to be shared on our website.

It is helpful in terms of planning and the national agenda to know whether your agency comes from the voluntary sector, private sector and from local authority services, plus details of any current Service Level Agreements (SLA's) you might have. SRLPDC will not contact any of your service level partners regarding your agreement without your prior consent.

### **About Your Staff**

Over 50% of the language professionals employed by the Agency must be SRLPDC registrants (including trainees). The exception to this is when other interpreting staff may be registered with NRCPD.

Some agencies choose to pay the SRLPDC registration fees for their staff but this is not a requirement of registration. All your staff must be members of the Protecting Vulnerable Groups Scheme (PVG Scheme) via Disclosure Scotland. It is the responsibility of your agency to ensure that student interpreters/ practitioners and other members of staff who are not registrants of SRLPDC, have up to date PVG membership.

SRLPDC registered agencies may only subcontract work to registered language professionals (SRLPDC or NRCPD). It is the responsibility of the agency to ensure that all subcontracted practitioners hold current ID, PVG Scheme membership and Professional Indemnity Insurance, and to record their ID numbers.

It is anticipated that staff responsible for allocating work will have suitable skills, knowledge and understanding of the field of BSL/English interpreting/ language service provision to be able to do so in an informed way.

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## CRITERIA FOR REGISTRATION

To be eligible for full registration, your agency must be able to provide documented evidence of the criteria in the shaded boxes below.

<b>Area</b>	<b>Essential</b>	<b>Desirable</b>
<b>Policy</b>	<ul style="list-style-type: none"> <li>Complaints Process</li> <li>Equal Opportunities Statement</li> <li>Employers Liability Insurance</li> <li>Practitioner Deployment (incl setting specific health and safety)</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment</li> <li>Generic Health and Safety</li> <li>A2W statement</li> <li>Service provision</li> </ul>
<b>Staffing</b>	<ul style="list-style-type: none"> <li>Only works with registered freelance practitioners</li> <li>All practitioner staff are SRLPDC (IRP) registrants</li> <li>Deaf Awareness Training for all agency staff</li> </ul>	<ul style="list-style-type: none"> <li>Training Plans for all agency staff</li> </ul>
<b>User Involvement</b>	<ul style="list-style-type: none"> <li>Record of complaints and actions resulting</li> <li>Accessible contact provision for all potential users (e.g. SMS text, Skype, Zoom, Glide, Facetime or webcam etc.)</li> <li>Key documents in accessible format on request</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of planned formal user involvement, including evaluation of the service.</li> </ul>
<b>SRLPDC standards</b>	<ul style="list-style-type: none"> <li>Adherence to the SRLPDC Agency guidelines</li> <li>Commitment to CDP requirements</li> <li>All practitioner staff members of the PVG Scheme and covered by Professional Indemnity Insurance</li> <li>Annual statistics return completed</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of adherence to Health &amp; Safety requirements</li> <li>Evidenced examples of support for CPD &amp; study leave</li> <li>Chartermark</li> </ul>

All registered agencies must meet the criteria outlined in the shaded areas above, and are expected to attain the desirable criteria within 24 months of registration.

All registered agencies will be expected to provide evidence of this documentation at each review visit.

Any Agency that is found to have falsified any part of the registration form will be immediately removed from the register.

## REVIEW VISITS

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SRLPDC will randomly select one registered agency for a review visit each year. New agencies will receive a preliminary welcome visit within the first 2 months of registration.

Before a review visit, SRLPDC will write to the agencies to inform them of the visit and to request copies of documentation be available on the day of the visit.

During a review visit the agency will be expected to provide documented evidence of the policies and documents required for SRLPDC registration. The visit will include an interview covering issues such as complaints, achievements and CPD. The visit will be written up and the report kept on file by SRLPDC and copied to the agency. Any report would not be shared with any other party without the agency's prior consent.

## AGENCIES WORKING TOWARDS REGISTRATION

Agencies that are not yet able to meet the criteria for full registration may meet with The Registrar and discuss the actions required by the agency to become eligible for full registration. These actions will form a timed plan over 12 – 18 months. SRLPDC will request an update from the agency every 6 months, over the time of the action plan.

Agencies that successfully meet the targets in the agreed timeframe will then be eligible for registration.

**Agencies working towards registration are not permitted to use the SRLPDC Chartermark nor refer to themselves as a registered agency.**

## FAILURE TO COMPLY WITH SRLPDC STANDARDS

Repeated or significant failure to comply with the SRLPDC standards and policy will result in an agency being removed from the register. Sanctions may occur as a result of a complaint against an agency being investigated and upheld, or as a result of a SRLPDC agency visit.

Sanction may involve an agency being removed from the register.

In other, less serious, instances, SRLPDC will agree a timed action plan with the agency in order to support them to reach the required standards.

## REGISTRATION PROCESS

When SRLPDC receives your application for agency registration, we will process the application and send you confirmation of your registration status and a registration information pack. You can usually expect to hear from us within 4 weeks of your application. Registered agencies will be sent an electronic version of the SRLPDC Chartermark, together for instructions on how it should be displayed.

Please see the agency registration form for details of registration fees.

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## SRLPDC CHARTERMARK

All registered agencies should display the SRLPDC Chartermark on all external communications to include the agency headed paper, business cards, promotional materials such as leaflets and adverts. A formal certificate is provided for display within your agency's office(s).

SRLPDC recognises that agencies will wish to wait until they are ordering a new print run of their paperwork before including the logo and registered agencies have up to 24 months after they first register to make sure the Chartermark is displayed.

If you have any further questions or comments that you would like to make about agency registration, please contact:

SRLPDC

Direct Phone: 07788 722 528

Email: [mail@sasli.org.uk](mailto:mail@sasli.org.uk) website: [www.sasli.co.uk](http://www.sasli.co.uk)