



SRLPDC

SCOTTISH REGISTER OF LANGUAGE PROFESSIONALS
WITH THE DEAF COMMUNITY

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 who use BSL and hearing people. This will enable deaf people to be active citizens in Scotland.

SRLPDC has produced a Chartermark for all qualified and trainee registrants, and registered agencies. The Chartermark shows 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 working in Scotland. This register is displayed on the SRLPDC website. SRLPDC works closely with agencies on the Register to promote inclusive linguistic access for deaf people in Scotland.

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 by providing a direct link to the agency's own website and 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.
- Signposting on providing mentoring and /or supervision for interpreters and agency staff.
- Inclusion in an information sharing forum, including gathering of statistics/data to identify changing need and trends to support an agency's workforce planning.
- Instant recognition of quality assurance for potential clients through display of the Chartermark.



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Agency Registration Guidelines

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.

Information required

Agency Contact Details

The details given 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 “Search the Register” section of the website.

Submission of an agency application gives SRLPDC 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 an agency comes from the Third, Private or Public Sectors. Details of any current Service Level Agreements (SLA's) should also be included in an agency application. SRLPDC will not contact any service level partners without the agency's consent.

About Agency Staff

All practitioner staff must be registered, either with SRLPDC, or NRCPD/ RBSLI.

Some agencies choose to pay the SRLPDC registration fees for their staff but this is not a requirement of registration. All staff must be members of the Protecting Vulnerable Groups Scheme (PVG Scheme) via Disclosure Scotland or the DBS equivalent. It is the responsibility of the 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, NRCPD, RBSLI). It is the responsibility of the agency to ensure that all subcontracted practitioners hold current professional ID, PVG Scheme membership (or DBS equivalent) 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.

Criteria for Registration

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

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



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All registered agencies must meet the criteria outlined in the “essential” 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 as part of our review process.

An agency that provides false information on any part of the registration form will be immediately removed from the register.

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 to become eligible for full registration. These actions will form the pre-registration plan which may take between 12 and 18 months. The timeline will be agreed between SRLPDC and the agency. SRLPDC will support the agency if required and the agency will keep SRLPDC informed of progress on a regular basis.

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

Agencies in the pre-registration stage cannot use the SRLPDC Chartermark as they are not a registered agency.

Registration process

When SRLPDC receives an agency registration application, 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 - 6 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 SRLPDC website for the agency registration fees.



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Agency Registration Guidelines

SRLPDC Chartermark

All registered agencies should display the SRLPDC Chartermark on all external communications –the agency headed paper, business cards, email signatures, website, social media, and promotional materials such as leaflets and adverts. A formal certificate is provided for display in your agency’s office(s).

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

Review Process

SRLPDC will randomly select one registered agency for a review meeting each year. New agencies will be invited to an initial introductory interview within the first 2 months of registration, and thereafter take part in a rolling programme of review.

SRLPDC will contact the agency to agree a review date and to plan the review meeting including any paperwork required.

During the review meeting, the agency will provide the policies and documents required for SRLPDC registration. This is an opportunity for the agency to tell SRLPDC of anything that SRLPDC could do better to support the agency’s work. There will be a conversation about achievements, CPD and any complaints that the agency has received.

The visit will be written up and the draft report will be shared with the agency. A copy of the final version will be emailed to the agency and a copy kept on file by SRLPDC No report will be shared with others without consent from the agency.

There will be an opportunity to provide feedback to the SRLPDC Board on the review process.



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Failure to comply with SRLPDC standards

An agency that fails to comply with the SRLPDC policy and standards will may result in that agency being removed from the register.

In the first instance, SRLPDC will meet with the agency and agree a timed action plan in order to support them to reach the required standards.

If the agency does not make the necessary changes in the agreed timeline, then SRLPDC can remove that agency from the register. The agency can apply to register in the future provided that it meets the registration standards.

Any agency told that it will be removed from the register can contact the SRLPDC Board Chair to appeal the decision.

SRLPDC

Website: www.thescottishregister.co.uk

Email: mail@thescottishregister.co.uk

Direct Phone: 07788 722 528



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