



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 raising awareness of BSL/English interpreting and associated language services across Scotland. The aim is to improve communication between deaf people and hearing people who do not use, or know much about, British Sign Language. This will lead to the 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 BSL/English interpreting field and associated language services provided 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, as well as organisations such as The Law Society, Disclosure Scotland and The Scottish Government.
- 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.



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- Access to an information sharing forum, including statistics/data gathering to identify changing needs and trends to support your agency's workforce planning.
- Instant recognition of quality assurance for potential clients through the display of the Chartermark.

SRLPDC welcomes requests from agencies to provide feedback 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 the 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 "Search the Register" section of the website.

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 or 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

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 your staff must be members of the Protecting Vulnerable Groups Scheme (PVG Scheme) via Disclosure



Scotland or the DBS equivalent. It is the responsibility of your agency to ensure that student interpreters/practitioners and other staff members 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, your agency must be able to provide documented evidence of the criteria in the shaded boxes 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 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 Training for all agency staff, including administrators involved in assignment allocation. Evidence of regular support and supervision for employed practitioners (and freelancers where appropriate) marking out clear objectives for professional development. 	<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 resulting Accessible contact provision for all potential users (e.g. SMS text, Skype, Zoom, Glide, Facetime or webcam etc.) Key documents in accessible format on request 	<ul style="list-style-type: none"> Evidence of planned formal user involvement, including 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 	<ul style="list-style-type: none"> Evidence of adherence to Health & Safety requirements Evidenced examples of support for CPD & study leave Chartermark

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 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 Process

SRLPDC will contact all registered agencies for a review meeting each year. New agencies will be invited to a preliminary welcome meeting within the first two months of registration.

Before a review meeting, SRLPDC will write to the agencies to agree on a date and request copies of documentation to be available on the day.

During a review meeting, the agency will be expected to provide documented evidence of the policies and documents required for SRLPDC registration. The meeting will include discussions covering issues such as complaints, achievements and CPD. The visit will be written up and the report will be 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.



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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 six 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 meeting.

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 expect to hear from us within four 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.

Registration for agencies with SRLPDC is free of charge.



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SRLPDC chartermark

All registered agencies should display the SRLPDC Chartermark on all external communications to include electronic communications, business cards and 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 order 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

Website: www.thescottishregister.co.uk

Email: mail@thescottishregister.co.uk

Direct Phone: 07788 722 528

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