



Ministry
of Justice

Guide to language interpreter and translation services in courts and tribunals

Ministry of Justice

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Introduction

The data presented in this bulletin are statistics for face-to-face spoken and non-spoken language interpreter services provided to MoJ bodies including HM Courts & Tribunals Service (HMCTS) and Her Majesty's Prison and Probation Service (HMPPS). From 31 October 2016, these services have been supplied under a contract with thebigword Group Ltd and Clarion UK Ltd; prior to that they were supplied under a contract with Capita Translation and Interpreting (CTI).

The information presented in the publication covers completed requests for interpreter services, and 'substantiated' complaints in relation to the services requested from Q1 2013.

Due to a change in suppliers, within tables L1 and L2 in the publication, data under the old and new contracts have been combined to give an overall figure for Q4 2016 and calendar year 2016.

The statistics in this bulletin focus on four main areas:

- Completed language interpreter and translation services requests, broken down by requester type (criminal courts, tribunals, civil & family courts and other*) and service type ('standard languages', 'rare languages' and 'special services' – see Annex C for the full list of languages);
- 'Success rate' of completed requests. Under the new contracts, this is calculated as the number of completed service requests which are fulfilled, as a proportion of all completed requests, excluding those requests that were cancelled. Under the previous contract with CTI, this was calculated as the number of completed service requests which were either fulfilled, or the customer did not attend, as a proportion of all completed requests, excluding those cancelled by the customer. For more detail, see the glossary;
- Number of complaints made (and complaint rate) relating to language interpreter services requested, broken down by the nature of complaint and by requester type, and service type; and
- Number of completed 'off contract' language services requests, broken down by requester type and service type.

*From Q4 2016, 'Other' includes the following MoJ bodies: HMPPS (part of which was previously included under 'Criminal', see below), Legal Aid Agency, Office of the Public Guardian, Official Solicitor and Public Trustee, Judicial Office, Her Majesty's Inspectorate of Prisons for England and Wales, Her Majesty's Inspectorate of Probation and Prisons and Probation Ombudsman. From Q2 2017, 'Other' also includes National Probation Service and Children and Family Court Advisory and Support Service (CAFCASS).

From 2013 to Q3 2016 'Other' only included 'MoJ HQ'. Part of HMPPS (HMPS) was included under criminal while the other part of HMPPS (previously known as NOMS) was excluded from the data.

Data are not centrally held for the number of completed services, requests and complaints under the contracts before 30 January 2012. It is therefore not possible to say whether performance levels have changed pre and post 30 January 2012.

When a request cannot be supplied under the contract, it is provided 'off contract'. 'Off contract' requests are procured directly by the courts and tribunals, not through the relevant language service provider. 'Off contract' data are collated by the Commercial and Contract Management Directorate within (MoJ). Information on 'off contract' requests for language services has been collected since April 2013. There has been no changes to the 'off contract' process between the previous contract with CTI and the new arrangements put in place in October 2016.

Users of the statistics

The primary users of these statistics are Ministers and officials in central government. Other users include judges, lawyers, other government departments and non-government bodies, as well as a number of voluntary organisations and stakeholders with an interest in this area.

The structure and content of this publication are continually being reviewed to reflect user requirements. If you have any feedback, questions or requests for further information about this statistical bulletin, please direct them to the appropriate contact given at the end of the bulletin report.

List of accompanying tables

Accompanying this publication are the following tables:

| | |
|-----------|------------------------------------------------------------------------------------------------------------|
| Table L1: | Number and rate of completed service requests by outcome, by requester type and service type, from 2013 |
| Table L2 | Number and rate of complaints by category of complaint, by requester type and service type, from 2013 |
| Table L3 | Number and rate of completed 'off contract' service requests by service type and requester type, from 2013 |

Annex A: The language services contracts, explanatory notes, data sources and data quality

New contracts

From 31 October 2016, services began to be delivered, in accordance with a bespoke set of terms and conditions, by two suppliers - thebigword Group Ltd and Clarion UK Ltd, following a public procurement exercise. This allows bodies named in the contract to use the language services they require without recourse to further competition. A new independent quality assurance service has also started to be provided by The Language Shop (London Borough of Newham).

Table 1: Suppliers from 31 October 2016

| | |
|------------------------------------------------------------------|----------------------------------------------|
| Face to face and telephone interpretation (lot 1) | thebigword Group Ltd |
| Translation and Transcription (lot 2) | thebigword Group Ltd |
| Non-spoken languages (e.g. British Sign Language) (lot 3) | Clarion UK Ltd |
| Independent Quality Assurance (lot 4) | The Language Shop (London Borough of Newham) |

Services provided under the new contracts

thebigword Group Ltd provides face-to-face, telephone and remote interpreting services for spoken languages, as well as translation and transcription services, to MoJ, HMCTS and HMPPS. Clarion UK Ltd provides sign language services to MoJ, HMCTS and HMPPS.

A new independent quality assurance of language services has also started to be provided by the Language Shop (London Borough of Newham); data on complaints, shown in table L2 of the publication, are taken from the Language Shop, thebigword and Clarion.

All courts, tribunals and prisons began to use services under the terms of the new contract from 31st October 2016 onwards.

Coverage of published data

The statistics presented in this bulletin cover face-to-face spoken and non-spoken language services provided to MoJ bodies including HMCTS and HMPPS. It covers all courts and tribunals in England and Wales and tribunals in Scotland. It excludes tribunals in Northern Ireland, although these were included under the CTI contract.

Furthermore, this publication only includes statistics on face-to-face services in lot 1 and non-spoken services in lot 3 (see table 1); they exclude telephone interpretation in lot 1. The statistics also exclude interpreter bookings where the commissioning body is the Crown Prosecution Service.

Comparison with previously published data

Data from 31 October 2016 cover the same data as under the previous contract with the only differences being the inclusion this time of other commissioning bodies, such as part of HMPPS (previously known as NOMS), and the exclusion of Northern Ireland tribunals.

Standard and rare languages categories

The tables published include breakdowns by service type; standard language, rare language and special services. There are 41 standard languages stated in the previous framework but the variant languages included can change depending on which ones have been recorded. Any other spoken language, outside of the 41 languages, are included in rare language, while non-spoken languages are included in special services. Details are shown in Annex C.

Status of statistics

The 'off contract' figures are official statistics as was the case in the previous publication. However, for this particular publication, the figures relating to lots 1 and lots 3 are published as 'provisional' statistics as this is the first time these data have been released and are still subject to review.

Data sources and data quality

Data from 31 October 2016 for completed requests and complaints relating to face-to-face services provided to MoJ bodies including HMCTS and HMPPS are taken from the language service booking portal managed by thebigword Group Ltd. Similarly, data for completed requests and complaints relating to special services (i.e. non-spoken languages) provided to MoJ bodies including HMCTS and HMPPS are taken from the language service booking portal managed Clarion UK Ltd.

All requests for interpretation services are booked by staff in various MoJ bodies. Requests are made in advance via the web-based portal, by email or by telephone. There is no minimum period of notice, and some requests are made less than an hour before they are needed. The supplier will attempt to assign a translator for the requested service, and once the service has been provided, or the date for the requested service has passed, the request may be closed by the requesting court or tribunal. HMCTS staff are also responsible for closing completed requests within 48 hours of the booking being concluded.

These statistics are generated from datasets provided by the contractor. They include the numbers of completed requests and details of complaints associated with each request. Furthermore, complaints can be made which are unrelated to any particular booking. The data covering the period from 31 October 2016 is from the suppliers listed above. For data prior to 31 October 2016, the bulletin uses data provided and managed by CTI.

Reference date

The time that the language service is provided is taken to be the end time for the request, even if the request extended over several days. If the service extends over the end of a month, it will be classed as happening in the month when it ended.

Multi-day bookings

Multi-day bookings exist where an interpreter is required for the same job over several days. Each day can have a different outcome, although there will only be one overall outcome for the booking, as defined below. For example, if a linguist is required for 3 days, the first day of the booking can be fulfilled, the second day can be unfulfilled while the third and final day could be cancelled. Multi-day bookings are taken to have occurred on the date on which the multi-day booking was concluded. For example, a multi-day booking which started in March 2017 but concluded in April 2017 will be included in data for April 2017, not in data up to 31 March 2017.

Multi-day bookings are counted as single bookings, both contractually and within our statistics. The overall outcome of a multi-day booking is established as follows:

1. If at least one day of the booking is **unfulfilled** while the other days of the booking are fulfilled or cancelled then that multi-day booking will be determined as **unfulfilled**.
2. If at least one day of the booking is **fulfilled** while the other days of the booking are cancelled then that multi-day booking will be determined as **fulfilled**.
3. Therefore ALL days of a multi-day booking must be cancelled to have an overall status of **cancelled**.

Outcome status

The classifications for outcome status used in this bulletin, such as 'fulfilled' and 'cancelled', are taken directly from a dataset produced by the suppliers, and are assigned according to the rules set out in the contract, using a script created by the contractor. A glossary list of terms used in this bulletin can be found in Annex B.

The outcome status for bookings data from the contract under CTI have been mapped into the three categories: unfulfilled, fulfilled and cancelled; the mapping is shown in Table 2 of Annex B.

Complaints

All complaints are counted even if there is more than one complaint per booking. The complaints record when the complaint was made rather than the time of the booking. Furthermore, complaints can be made which are unrelated to any particular booking; this may result in complaints having an unknown language or requester type.

Reasons for a complaint under the new suppliers are assigned a specific category, selected by the user or assigned by thebigword/Clarion, based on the content of the complaint. Complaint categories have changed from 31 October 2016 because thebigword/Clarion have different complaints management systems and processes to CTI and can log complaints under different reasons.

In addition, complaints can be made to an independent contractor, the Language Shop, under Lot 4. These complaints are added to those made to thebigword and Clarion, with any duplicates being removed.

In table L2, for calendar year 2016 and Q4 2016 only the total number of complaints and the complaint rate is shown; there are no complaint categories for these periods. This is because these two periods cover both the old and new contracts, so the categories could not be combined to provide overall figures as the complaint categories have changed, as stated above. Users can see the full information on complaints in the last month under the old contract and the first two months under the new contracts in table L2a.

'Off contract' bookings

Further to recommendations made by the Justice Select Committee¹, a method has been developed to collect statistical information on 'off contract' bookings (i.e. all face to face interpretation services provided to courts and prisons outside thebigword Group Ltd and Clarion UK Ltd contracts), which commenced for all courts in April 2013.

The number of 'off contract' bookings made by magistrates' courts, civil and family courts and Crown Courts are collated using manual data returns from each court. Each court or tribunal is required to complete a monthly count of bookings and return to their Regional Support Unit, who collate the information and forward it to Ministry of Justice officials for quality assurance and review. Due to the manual method of data collection, care should be taken to ensure data collection processes and their inevitable limitations are taken into account when those data are used.

Symbols and conventions

The following symbols have been used throughout the tables in this bulletin:

All numbers shown in the commentary (language service requests, complaints and off booking requests) for this publication are rounded to nearest 100. All success rate percentages are given to 1 decimal place. All other percentages including complaint rates are given to 0 decimal places, but to 1 decimal place if the figure is less than 1%.

"-" = Nil or a complaint rate based on no language service requests (in a limited number of instances in the 'Other' requester type category a small number of complaints are recorded despite there being no language service requests).

() =Signifies a percentage based on less than 100 'total completed language service requests'.

¹ www.publications.parliament.uk/pa/cm201213/cmselect/cmjust/645/645.pdf

Annex B: Glossary of terms used

Descriptions of outcomes of requests dealt with

Fulfilled

The supplier (thebigword Group Ltd and Clarion UK Ltd) provided an interpreter or translator as requested by the court or tribunal.

Unfulfilled

The supplier (thebigword Group Ltd and Clarion UK Ltd) has been unable to fill the booking request (including where the language professional is assigned and booked but fails to attend).

Cancelled bookings

Wherever the requirement for an interpreter/translator is withdrawn by the commissioning body who requested it because it was no longer required.

Success rate

This is calculated as the number of completed requests that count as successful supply of the service.

Success rate under the current contract

The success rate under the new contract are calculated as follows:

(All requested bookings – unfulfilled bookings – cancelled bookings)

(All requested bookings – cancelled bookings)

Success rate under the old contract

The success rate under the old contract was calculated as follows:

(Fulfilled bookings + customer did not attend)

(Fulfilled bookings + customer did not attend + not fulfilled by supplier + supplier did not attend)

Combined success rate for 2016 and Q4 2016

In table L1, the figures for calendar year 2016 and Q4 2016 are a combination of data from both the old and new contracts. Therefore, to ensure the overall success rate has been calculated correctly, the success rates for 2016 and Q4 2016 are calculated using the outcome categories relevant to each supplier at the time of the data, as follows:

(Fulfilled bookings in new contracts + fulfilled bookings in old contract + customer did not attend in old contract)

(Unfulfilled bookings in new contracts + fulfilled bookings in new contracts + fulfilled bookings in old contract + not fulfilled by supplier in old contract + supplier did not attend in old contract + customer did not attend in old contract)

NB Data from the old contract covers January 2016 to October 2016, data from the new contracts cover November and December 2016

Requester type

Jurisdiction which requires the interpreter/translator, rather than who requests the interpreter/translator.

'Off contract' bookings

Language services procured outside of the contracted services where fulfilment cannot be achieved by the supplier.

Categories of requester

Criminal

Comprises requests relating to criminal cases in magistrates' courts and Crown Courts, the Central Criminal Court, criminal appeals at the Royal Courts of Justice, North Liverpool Community Justice Centre, Warwickshire Justice Centre and HMCTS London Collection & Compliance Centre.

Tribunals

Comprises requests made by all Employment tribunals, Immigration & Asylum tribunals, Social Security and Child Support tribunals and Special tribunals.

Civil & Family

Comprises requests made by all civil, family and county courts, Civil & Family Justice Centres, Civil & Family Hearing Centres, Huntingdon Law Courts, the Administrative Court at the Royal Courts of Justice, civil appeals at the Royal Courts of Justice, the Court of Protection, and the Administrative Court for Wales.

Other

Other comprises requests made by the following MoJ bodies: HMPPS, part of which was previously included under 'Criminal', Legal Aid Agency, Office of the Public Guardian, Official Solicitor and Public Trustee, Judicial Office, Her Majesty's Inspectorate of Prisons for England and Wales, Her Majesty's Inspectorate of Probation and Prisons and Probation Ombudsman, National Probation Service, Children and Family Court Advisory and Support Service (CAFCASS).

Categories of outcome status

The outcome status used in the old contract has been mapped to the outcome status in the new contract, as follows:

Table 2: Mapping of outcome requests from the old to the new contract

| Outcome of completed requests | |
|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| Old contract | New contract |
| Fulfilled (Total completed requests - not fulfilled by supplier - cancelled by customer - supplier did not attend - customer did not attend) | Fulfilled (All requested bookings - Unfulfilled bookings - Cancelled bookings) |
| Not fulfilled by supplier | Unfulfilled booking |
| Cancelled by customer | Cancelled booking |
| Supplier did not attend | Unfulfilled booking |
| Customer did not attend | Cancelled booking |

Table 3: Categories of complaints

| Categories of complaints | Definition |
|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Interpreter did not attend</i> | The assigned interpreter did not go to the assignment and did not inform anyone. |
| <i>Interpreter quality</i> | The quality of the interpreting skills is being questioned. |
| <i>Interpreter was late</i> | The assigned interpreter was late getting to the assignment. |
| <i>No interpreter available</i> | The supplier was unable to provide an interpreter. |
| <i>Interpreter conduct²</i> | The way the interpreter conducted themselves is being questioned. |
| <i>Operational issue</i> | Operation issues include: interpreter with incorrect qualifications assigned issues with the web-based request portal, occasions when the customer has not been able to request one of the services that the supplier supplies and other occasions when the supplier has not supplied the service that is expected. |
| <i>Other Interpreter issue</i> | Any areas concerning the interpreter which are not covered elsewhere, e.g. dress code. |
| <i>Time sheet error</i> | Either the customer or the interpreter has closed the assignment's time sheet entry down incorrectly. |
| <i>Other</i> | This includes complaints where no category was recorded in the data. |

² 'Interpreter conduct' is a new category introduced under the new contracts from November 2016.

Annex C: List of Languages

Standard Languages (41)

Albanian (all variants), Arabic (all variants), Armenian, Bengali, Bulgarian, Cantonese, Croatian, Czech, Dari (all variant), Dutch, Estonian, Farsi, French (all variants), German (all variants), Greek, Gujarati, Hindi, Hungarian, Italian, Japanese, Kurdish (Sorani), Latvian, Lithuanian, Mandarin, Pashto (all variants), Polish, Portuguese, Punjabi (all variants), Romanian, Russian, Serbian, Slovak, Slovene, Somali, Spanish, Tamil, Thai, Turkish, Ukrainian, Urdu and Vietnamese.

Special Services (7)

British sign language, Deaf relay, Electronic notetaker, Lipspeaker, Sign supported English, Speech-to-Text Reporter, Video remote interpreting.

Rare Languages (126)

Acholi, Afar, Afrikaans, Akan, Amharic, Amoy, Ashanti, Assyrian, Azerbaijani/Azeri, Balochi, Bamanankan, Bambara, Bantu, Barawe, Basque, Belarusian, Berber, Bilen, Bosnian, Bravanese, Burmese, Catalan, Chaldean – Neo Aramaic, Chechen, Chinese (all variants), Creole (all variants), Cypriot, Daju, Danish, Dholuo, Dzongkha, Edo, English, English (Pidgin), Ewe, Filipino (all variants), Finnish, Flemish, Fula, Ga, Gaelic (Scottish), Georgian, Gusii, Hausa, Hebrew, Hindko, Igbo, Ilocano, Indonesian, Jula, Kachchi, Kashmiri, Kazakh, Khmer, Kibajuni, Kikongo, Kikuyu, Kinyamulenge, Kinyarwanda, Kirundi, Konkani, Korean, Krio, Kurdish, Kyrghiz, Lak, Lao, Latin, Lingala, Luganda, Macedonian, Makaton, Malay, Malayalam, Maltese Mandinka, Maninka, Marathi, Minangkabau, Mirpuri, Mongolian, Montenegrin, Mooré, Ndebele, Nepalese, Norwegian, Nzema, Oromo (Central), Pahari, Papiamentu, Patois (Jamaica), Pokomchi, Potwari, Quechua, Roma, Runyankole, Shona, Sindhi, Sinhala, Soninke, Sudanese, Susu, Swahili, Swedish, Tagalog, Taiwanese, Tajik, Telugu, Tetun, Tibetan, Tigre, Tigrinya, Tswana, Turkmen, Twi, Urhobo, Uyghur, Uzbek (Northern), Venda, Welsh, Wolof, Xhosa, Yiddish, Yoruba, Zaghawa, Zarma-Songhay and Zulu.

Annex D: Revisions policy

In accordance with Principle 2 of the Code of Practice for Office Statistics, the Ministry of Justice is required to publish transparent guidance on its policy for revisions. A copy of this statement can be found at:

www.justice.gov.uk/downloads/statistics/mojstats/statistics-revisions-policy.pdf

The Ministry of Justice aims to avoid the need for revisions to publications unless they are absolutely necessary and put systems and processes in place to minimise the number of revisions.

Within the Ministry of Justice's statistical publications there can be three main reasons for statistics to be revised:

- Changes in how either source administrative systems collect information or a change in statistical methodology to improve accuracy and measurement.
- Receipt of subsequent information which alters our understanding of previous periods (for example – late recording on one of the administrative IT systems used operationally).
- Errors in our statistical systems and processes.

Our policy in handling revisions is to be transparent with users about:

- The need for revisions.
- How and when to expect revisions as part of our standard processes.
- The processes by which other revisions will be communicated and published.

To meet these commitments, all of our statistical publications will:

- Ensure that the need for major revisions for any series are pre-announced on the Ministry of Justice website.
- Include a detailed revisions policy within every release.
- Detail how users will be informed of the need for revisions.
- Give detailed and full explanations as to why the revisions were necessary.

In addition, the annual report from the Head of Profession to the National Statistician will:

- Provide information on how many revisions were required to our publications and the reasons for these.
- Publish a time-series of revisions due to errors in our statistical processes and procedures so we can monitor the quality of our outputs.

Annex E: Qualification levels

1. Complex Written

1.1 To work on a Complex Written Booking for a language other than a Rare Language, a Language Professional must have obtained at least one of the qualifications: CCI (IOL), DPSI (Law), DPI (formerly Metropolitan Police Test) or level 6 diploma in community interpreting (international school of linguists)

1.2 To work on a Complex Written Booking for a Rare Language:

1.2.1 the Primary Language of the Language Professional must be the Relevant Language or the Language Professional must have sufficient ability to communicate in the Relevant Language;

1.2.2 the Language Professional must have provided at least one hundred (100) hours of interpretation services in the Relevant Language, which must include some spoken and some written;

1.2.3 the Language Professional must either:

(a) have obtained at least one of the following qualifications: BA in English, BA in interpreting, BA in interpreting & translation, BA in linguistics, BA in modern languages, BA in philology, BA in translation, degree in English language, degree in English philology, diploma in English philology, degree in linguistics, DPSI (Health), DPSI (Law) partial, DPSI (local govt.), language related degree where English features as part of the course, language related diploma where English features as part of the course, MA in teaching of English, Masters in interpreting, Masters in interpreting & translation, Masters in linguistics, DPI partial, post graduate diploma in interpreting, post graduate in conference interpreting, language related degree (foreign language), language related diploma (foreign language). or

(b) either:

(i) have passed the English Proficiency Test; or

(ii) the Primary Language of the Language Professional is English; and

1.2.4 the Language Professional must have provided suitable references; and

1.2.5 the Supplier must have obtained the prior consent of the Commissioning Body to the use of the Language Professional for the Booking.

2. Complex Other

2.1 To work on a Complex Other Booking for a language other than a Rare Language:

2.1.1 the Language Professional must meet the requirements set out in Paragraph 1.1; or

2.1.2 where the Primary Language of the Language Professional is English:

- (a) the Language Professional must have obtained at least one of the following qualifications: BA in interpreting, BA in interpreting & translation, BA in linguistics, BA in modern languages, BA in philology, BA in translation, degree in linguistics, DPSI (Health), DPSI (Law) partial, DPSI (local govt.), Masters in interpreting, Masters in interpreting & translation, Masters in linguistics, DPI partial, post graduate diploma in interpreting, post graduate in conference interpreting, language related degree (foreign language), language related diploma (foreign language). The qualification must have featured the Relevant Language as part of the course; and
- (b) the Language Professional must have provided at least one hundred (100) hours of interpretation services in the Relevant Language; or

2.1.3 where the Primary Language of the Language Professional is a language other than English:

- (a) the Language Professional must have obtained at least one of the following qualifications: BA in English, BA in interpreting, BA in interpreting & translation, BA in linguistics, BA in modern languages, BA in philology, BA in translation, degree in English language, degree in English philology, diploma in English philology, degree in linguistics, DPSI (Health), DPSI (Law) partial, DPSI (local govt.), language related degree where English features as part of the course, language related diploma where English features as part of the course, MA in teaching of English, Masters in interpreting, Masters in interpreting & translation, Masters in linguistics, DPI partial, post graduate diploma in interpreting, post graduate in conference interpreting,), either:
 - (i) in the United Kingdom; or
 - (ii) where the qualification was obtained outside of the United Kingdom, the qualification must have featured English as part of the course; and
- (b) the Language Professional must have provided at least one hundred (100) hours of interpretation services in the Relevant Language.

2.2 To work on a Complex Other Booking for a Rare Language:

2.2.1 the Language Professional must meet the requirements of Paragraph 1.2; or

2.2.2 the Primary Language of the Language Professional must be the Relevant Language or the Language Professional must have sufficient ability to communicate in the Relevant Language and either:

- (a) the Language Professional must have provided at least fifty (50) hours of interpretation services in the Relevant Language; or
- (b) the Language Professional must either:
 - (i) have obtained at least one of the following qualifications: BA in English, BA in interpreting, BA in interpreting & translation, BA in

linguistics, BA in modern languages, BA in philology, BA in translation, degree in English language, degree in English philology, diploma in English philology, degree in linguistics, DPSI (Health), DPSI (Law) partial, DPSI (local govt.), language related degree where English features as part of the course, language related diploma where English features as part of the course, MA in teaching of English, Masters in interpreting, Masters in interpreting & translation, Masters in linguistics, DPI partial, post graduate diploma in interpreting, post graduate in conference interpreting, language related degree (foreign language), language related diploma (foreign language).; or

(ii) either:

(1) have passed the English Proficiency Test; or

(2) the Primary Language of the Language Professional is English; and

(c) the Language Professional must have provided suitable references.

3. Standard

3.1 To work on a Standard Booking for a language other than a Rare Language:

3.1.1 the Language Professional must meet the requirements of Paragraphs 2.1.1, 2.1.2, 2.1.3; or

3.1.2 where the Primary Language of the Language Professional is English, either:

(a) the Language Professional must have obtained at least one of the following qualifications: AIT (formerly IAA), basic interpreting qualification, community interpreting (level 2,3 or 4), DPI (formerly Metropolitan Police test) unit pass, DPSI (health) partial, DPSI (law) unit pass, DPSI (local govt.) partial, IND (home office), UK border agency certificate, language related degree, language related diploma; or

(b) the Language Professional must;

(i) be enrolled on a course or have partially completed a course for at least one of the following qualifications: AIT (formerly IAA), basic interpreting qualification, community interpreting (level 2,3 or 4), DPI (formerly Metropolitan Police test) unit pass, DPSI (health) partial, DPSI (law) unit pass, DPSI (local govt.) partial, IND (home office), UK border agency certificate, language related degree, language related diploma;

(ii) have completed all required modules for the relevant qualification as shall be notified by the Authority to the Supplier prior to the Services Commencement Date;

(iii) have provided at least one hundred (100) hours of interpretation services in the Relevant Language; and

(iv) have provided suitable references; or

3.1.3 where the Primary Language of the Language Professional is a language other than English:

(a) the Relevant Language must be the Primary Language of the Language Professional or the Language Professional must have sufficient ability to communicate in the Relevant Language; and

(b) either:

(i) the Language Professional must have obtained at least one of the following qualifications: AIT (formerly IAA), basic interpreting qualification, community interpreting (level 2,3 or 4), DPI (formerly Metropolitan Police test) unit pass, DPSI (health) partial, DPSI (law) unit pass, DPSI (local govt.) partial, IND (home office), UK border agency certificate, language related degree, language related diploma, either:

(A) in the United Kingdom; or

(B) where outside the United Kingdom, English must have featured as part of the course; or

(ii) the Language Professional must:

(A) be enrolled on a course or have partially completed a course for at least one of the following qualifications: AIT (formerly IAA), basic interpreting qualification, community interpreting (level 2,3 or 4), DPI (formerly Metropolitan Police test) unit pass, DPSI (health) partial, DPSI (law) unit pass, DPSI (local govt.) partial, IND (home office), UK border agency certificate, language related degree, language related diploma, either:

(1) in the United Kingdom; or

(2) where outside the United Kingdom, English must feature as part of the course;

(B) have completed all required modules for the relevant qualification as shall be notified by the Authority to the Supplier prior to the Services Commencement Date;

(C) have provided at least one hundred (100) hours of interpretation services in the Relevant Language; and

(D) have provided suitable references.

3.1.4 To work on a Standard Booking for a Rare Language:

(a) the Language Professional must meet the requirements of Paragraphs 2.2.1 or 2.2.2; or

- (b)** the Primary Language of the Language Professional must be the Relevant Language or the Language Professional must have sufficient ability to communicate in the Relevant Language and either;
 - (i)** the Language Professional must have experience of providing interpretation services in the Relevant Language; or
 - (ii)** the Language Professional must either:
 - (A)** have obtained at least one of the following qualifications: BA in English, BA in interpreting, BA in interpreting & translation, BA in linguistics, BA in modern languages, BA in philology, BA in translation, degree in English language, degree in English philology, diploma in English philology, degree in linguistics, DPSI (Health), DPSI (Law) partial, DPSI (local govt.), language related degree where English features as part of the course, language related diploma where English features as part of the course, MA in teaching of English, Masters in interpreting, Masters in interpreting & translation, Masters in linguistics, DPI partial, post graduate diploma in interpreting, post graduate in conference interpreting, language related degree (foreign language), language related diploma (foreign language); or
 - (B)** either:
 - (1)** have passed the English Proficiency Test; or
 - (2)** the Primary Language of the Language Professional is English; and
- (c)** the Language Professional must have provided suitable references.