

Assessment and Quality

<u><i>Issue</i></u>	<u><i>Response</i></u>
<p><i>There needs to be more emphasis and detail in relation to assessment within the Registration process papers.</i></p>	<p>Separate draft papers are being developed on Skills Checks – Procedures and Specialisation Panels – Procedures, as well as a background paper which is in development.</p>
<p><i>There is a need to clarify that membership of the Register does not in itself guarantee ability to do high risk, e.g. legal / medical etc. interpreting.</i></p> <p><i>Need for service users to know if an interpreter has the requisite skills for particular kinds of interpreting</i></p>	<p>The following will be added to the Registration Scheme Process paper, Section 1.5:</p> <p>“A member of the Irish Register of Sign Language Interpreters is a professional interpreter who, through production of evidence pertaining to their route of qualification, has demonstrated an entry standard set of competencies in interpreting between Irish Sign Language and English (or within Irish Sign Language). Membership of the Register in itself does not indicate competency in higher-risk areas of specialisation, such as legal or medical interpreting.</p> <p>“The Register will establish and maintain Specialisation Panels of interpreters for particular domains of interpreting that take place within particularly complex linguistic or educational settings, require specialised knowledge, skills and competencies, and/or in which there are particular and significant risks to health, liberty, or life outcomes of individuals requiring interpretation services. For more information see papers entitled Specialisation Panels – Procedures and Skills Checks - Procedures.”</p>

New Interpreters and Mentoring

<u><i>Issues</i></u>	<u><i>Response</i></u>
<p><i>Some kind of mentoring system is needed for new interpreters (also other interpreters if they wish).</i></p> <p><i>Some concerns about new interpreters working alone when they graduate</i></p>	<p>The following will be added to Registration Scheme Process, Section 4.3 ‘Registration with conditions’:</p> <p>“Entrants on the register, who have been awarded their qualification less than 12 months prior to registration, may be registered under the condition that they participate in a structured Mentorship programme. For more information, see paper entitled Register Mentoring Scheme.”</p> <p>A paper entitled Register Mentoring Scheme will be developed and published. This will outline how the Mentorship programme will operate.</p>

Deaf Interpreters

<u><i>Issue</i></u>	<u><i>Response</i></u>
<p><i>Deaf and hearing interpreters should be treated equally in terms of training status and opportunities.</i></p>	<p>Degree level training is available for Deaf applicants to become Deaf interpreters at the Centre for Deaf Studies.</p> <p>Recognising the barriers that exist for many Deaf people to follow the above route, and the intent of the national policy in this regard (National Disability Inclusion Strategy, NDIS), SLIS will tender for accredited training to be developed and made available for people wishing to become Deaf interpreters.</p>
<p><i>The requirement for hours of work practice should be different given low level of work for Dis.</i></p>	<p>Please see Registration Scheme Process, Section 9.4, ‘Exemptions for work practiced’:</p> <p>“We are conscious that registered interpreters work in different circumstances and some may not have the same practice work opportunities as others. Registered interpreters may apply to have their requirements reduced or suspended for one calendar year.”</p> <p>If there are difficulties that Deaf (or hearing) interpreters have in accessing or attending CPD opportunities, they can be explained to the Panel, and dealt with on a case by case basis.</p>

Continuous Professional Development (CPD)

<u><i>Issues</i></u>	<u><i>Response</i></u>
<p><i>Increase number of hours of CPD per year - 12 hours per year insufficient</i></p> <p><i>Some hours should be given to contact with the Deaf Community</i></p>	<p>This issue has been discussed at length within the Working Group.</p> <p>It is also worth noting that Dr Elizabeth McSkeane’s completed Report¹ recommends this figure be set at 24 hours.</p> <p>SLIS, with the Working Group and stakeholders, are considering raising this to 18 or 24 hours, possibly also including set hours of involvement within Deaf community activities.</p> <p>When these figures are finalised, they will be published in the draft Registration Process Scheme papers.</p>

¹ *A Framework for Continuing Professional Development for Sign Language Interpreters in Ireland*, a report by Elizabeth McSkeane, commissioned by SLIS and to be published in 2019.

Complaints and Mediation Process

<i>Issues</i>	<i>Proposed Response</i>
<p><i>Interest in NRCPD's 'Raise a Concern' process – a way of giving anonymous feedback without a formal complaint (but NRCPD will soon stop using this process)</i></p> <p><i>The time limit of 6 months after incident to make a complaint was too long</i></p>	<p>The NRCPD 'Raise a Concern' process can be explored by the Quality Development Officer in this regard.</p> <p>A section dealing with anonymous informal feedback (both positive and not so) could be inserted into the Complaints and Mediation Process. This could also be used to take reports of unregistered interpreters. For example, NRCPD collate this kind of information for lobbying purposes, to illustrate the need for statutory registration. However, there is a risk that such feedback would essentially be unanswerable, or unfair to the interpreter / service user, without a process to investigate and resolve issues. SLIS will advance discussions on this with the Working Group and stakeholders.</p> <p>The Complaints and Mediation Process, Section 5: 'When should I make a complaint?' now reads: "We only consider complaints about issues that occurred within the previous three months from when the complaint is submitted. In exceptional circumstances, the Complaints Committee may choose to extend the three month time limit."</p>

Registration Panel

<u>Issues</u>	<u>Proposed Response</u>
<p><i>Who exactly will be on the panel?</i></p>	<p>The draft Registration Scheme Process paper, Section 2.1 ‘Governance’, states:</p> <p>“Members of the Registration Panel are appointed by SLIS until 2021. The Registration Panel will act with autonomy and independence in the best interest of the register. Decisions in relation to the operation and development of the register will be made by the Registration Panel. SLIS will provide administrative and operational support to the Registration Panel in order to administer the registration and quality assurance scheme. SLIS will not be a member of the Registration Panel.”</p> <p>A Registration Panel Operation and Guidelines document is being developed, which will outline the selection criteria for how the SLIS Board will appoint members of the Registration Panel.</p>

Registration Scheme Paper – General

<u>Issues</u>	<u>Proposed Response</u>
<p><i>Some tangible proof of registration should be available for Deaf and hearing service users to see.</i></p>	<p>The following will be added to Registration Scheme Process, Section 4.2 ‘Notification of Registration’:</p> <p>“Successful applicants and applicants who are registered with conditions will be provided with ... A Register Membership Card featuring name, registration number, and details of registration status. This should be presented to service users.”</p>