



Communication Professional Registration Terms

Merseyside Society for Deaf People are committed to providing registered professionals all of whom are subject to professional codes of conduct and hold a current Disclosure and Barring Service (DBS) check.

If at any point your status changes and you no longer meet the above criteria, you must inform us immediately.

Terms of Acceptance

Merseyside Society for Deaf People (MSDP) only work with qualified and registered communication professionals. To register you **must** meet the following conditions.

- Be registered with a recognised industry body
- Have a current Enhanced DBS (Disclosure and Barring Service) check
- Have suitable Professional Indemnity Insurance
- Undertake Continuous Professional Development

Evidence of the above will need to be provided as part of the [registration process](#). Please see our [privacy notice](#) for details of how we process your information.

Statement of Confidentiality Requirements

Merseyside Society for Deaf People (MSDP) is committed to maintaining strict confidentiality in relation to all information, whether verbal, written, stored electronically, or held in any other format, in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Any breach of confidentiality may constitute a criminal offence and could result in legal proceedings.

During the course of your work, you may have access to or become aware of confidential information. You are contractually required to maintain the confidentiality of such information at all times and must not disclose it to any unauthorised person, in compliance with data protection legislation.

You must not, for personal benefit or gain, disclose or use any confidential information obtained during your engagement with MSDP. This obligation applies to all information relating to service users, staff, operations, and any other sensitive data.

All data, documents, and materials, including any copies or extracts made or obtained during your engagement with MSDP, remain the property of MSDP. Upon termination of your engagement, all such materials must be returned promptly and securely.

Terms of Service

Invoicing

Invoices should be sent to interpreting@msdp.org.uk within 30 days of the assignment date.

Upon receipt of your invoice, payment will be made to you within 30 days.

Cancellations

Upon acceptance of this assignment, you are agreeing to all terms as detailed in this agreement and any subsequent cancellations will be paid as below.

- 0 – 7 days prior to date of assignment: 100% of agreed fee
- 8 – 14 days prior to date of assignment: 50% of agreed fee
- 15+ days prior to date of assignment: No fee payable

In the event of a cancellation, we reserve the right to change the assignment to one of a similar type under comparable conditions, within the same time frame. In this instance, we will seek your approval before confirming you as the Interpreter, for the replacement assignment.

If, for any reason, you become unable to cover an assignment and need to cancel, you must inform us at the earliest possible opportunity to allow us sufficient time to attempt to reassign the booking. By giving such notice, you relinquish the right to remuneration for the uncompleted assignment.

If you cancel an assignment without good reason or fail to attend, an administration fee will be charged to cover non-recoverable administration time and any additional work incurred as a result of the cancellation or non-attendance.

Where an Interpreter cancels 2 or more assignments in a rolling 6-month period, we reserve the right to review their registration on our database

Substitution of Interpreter

In such circumstances where you endeavour to substitute yourself with an alternate Interpreter, this shall only be permitted with agreement from the Client.

Once acceptance is granted, this shall discharge you from any further liability. The substitute Interpreter will then be engaged on the same terms as previously agreed.

Feedback

We are committed to continuous improvement of our services and welcome any feedback. If you have any suggestions on how we can improve our service, please email your comments and suggestions to the team.

Professional Conduct and Impartiality Expectations

Expected Behaviour

- Interpreters must behave in a professional, respectful, and appropriate manner at all times while undertaking assignments and in all interactions with MSDP staff.
- Interpreters must remain impartial and must not express or impose their personal beliefs, opinions, or views on clients or service users or professionals. Personal opinions should only be shared where this is explicitly requested and clearly appropriate to the context of the assignment.
- Interpreters are expected to maintain professional boundaries and conduct themselves in a way that upholds trust, neutrality, and the integrity of the interpreting profession.

NRCPD Code of Conduct

You must comply with the NRCPD Code of Conduct.

Identification

Whilst undertaking this assignment you will be required to have your registration badge on you for clients to see upon request.

Soliciting Work

Where you are introduced to a third party by way of business, you shall not, approach the third party for the purpose of soliciting work.

Gifts and Benefits

Interpreters must not request, solicit, accept, or agree to receive any gifts, gratuities, payments, benefits, or other inducements from clients, service users, or third parties in connection with an assignment, other than agreed remuneration arranged through MSDP.

Any offer of a gift or benefit must be politely declined and, where appropriate, reported to MSDP. Failure to comply with this requirement may result in a review of the Interpreter's registration and may lead to removal from our database.

NOTE: Any breach of the above expected behaviour could result in you being removed from our freelance list.