

Thank you for choosing to register to provide services on our behalf. To assist you in completing the form, please read the following Frequently Asked Questions.

**I have been registered with you for some time, why am I being asked to supply these details?**

Whilst an individual who is entering the profession would expect to provide such in depth information, we understand that established personnel will be inconvenienced. We can only apologise for requesting such details, however we now have a duty to do so.

**Why do you need such in depth personal information?**

Recent Government legislation requires an employer to verify the identity and status of any employed or sub contracted personnel. The HM R & C stipulates that we must verify that subcontracted personnel are appropriately registered for income tax and national insurance purposes.

**How will you ensure that my details are kept secure?**

The Registration Form, together with the required documentation should be sent via Royal Mail 'Signed For' delivery, which may be reclaimed on your next invoice. Information is kept in a secure filing cabinet, in a building with a monitored alarm system and CCTV. Electronic data is stored in a password protected database, hosted on a server within the building, secured by a physical firewall and sophisticated software. Back up data is kept in a safe and any data taken off site is password protected. All employees have undertaken a CRB check at 'Enhanced' level.

**How will you ensure that privacy is maintained?**

The Senior Co-ordinator will process the information and only key details are entered on to the database. Once verified, the registration is reviewed by the Managing Director. The information is kept in a secure filing cabinet to which only the Senior Co-ordinator and Managing Director have access. The database is used by authorised personnel and is password protected.

**I'm registered with a professional body and/or I have been checked by another organisation, why can't you rely on this information?**

Your registration status will be checked with the relevant professional body, however as we do not control the processes used by another organisation, we cannot rely on this information. We have a duty to ensure that the information we hold is accurate, verified and up to date. In addition, an important element of our Quality Assurance Policy is that sub contracted personnel comply with nationally agreed standards.

**Why do you need my Bank details?**

From the 01/04/08 we are only able to issue a cheque in exceptional circumstances and after further checks. To comply with Government guidance and to reduce our environmental impact, we now use the Banks Automated Learning System (BACS) to pay sub contractors.

**What do I do if I cannot meet a requirement of registration?**

Each registration is reviewed on an individual basis. If you cannot meet a requirement you should provide further details in the 'Additional Information' section.

**I meet the standards now, but I may not be able to do so in future, what should I do?**

We up date our records regularly and conduct an audit each year. You should notify us of any change in your circumstances and we will review your registration status.

**What happens if I fail to provide information or provide inaccurate information?**

Sub contracted personnel are subject to the 'Freelance Contract' which includes a duty to adhere to the Complaint Policy. This policy will be used to investigate any issue and may result in sanctions, such as suspension or referral to a professional body.

**I trade as Limited Company, why do I need to provide personal details?**

When working with us on an ad hoc basis, we sub contract the individual and therefore need to verify your details. If a semi permanent arrangement is required, a more complex process needs to be undertaken, which includes agreeing service levels.

**Why do you need to know my training path and qualifications?**

Where and when you acquired your skills and the qualifications you hold gives us a better understanding of experience. Where possible we match the skills of an Interpreter to a given assignment.

**Why must I state my experience and specialism?**

Again, we collate as much information as possible to assist our Co-ordinators when allocating the most appropriate personnel to an assignment.

**Why are you asking for references?**

We use a variety of means to verify your identity and status. We may need to check your stated experience and obtain the views of other parties regarding the standard of service you provide.

**Why do you want a CV?**

A summary of your details will assist us when administering your registration and when selecting an individual for a particular assignment.

**Do you need any other information?**

We are often asked to provide personnel of a specific ethnicity or race, who hold a particular religious belief or have a stated sexual preference. You may choose to add this information in the 'Additional Information' section.

**Why do you need to know my previous address?**

We may need to check your identity using public records, which may not list your current address.

**Why do you want to know my passport number?**

We are required to verify your identity and that you have the right to enter, reside and work in the UK.

**Why do you need to know my National Insurance number?**

We have a duty to ensure that any subcontracted personnel are registered with HM Revenue & Customs.

**Why do you need to know my HM R & C tax reference number?**

We have a duty to ensure that any subcontracted personnel are registered with HM Revenue & Customs.

**Why do you need a copy of my Working Visa?**

Should you not have the automatic right to enter, reside and work in the UK, we are required to verify your visa status.

**Why do you need a copy of my ASLI / CACDP ID card?**

We need to verify your registration using your membership number, but may not be able to do so immediately. By supplying a copy of these details, we can complete the registration process faster.

**Why do you need a copy of my CRB check?**

We need to verify that subcontracted personnel have been cleared by the Criminal Records Bureau at 'Enhanced' level.

**Why do you need my SC number?**

Should you hold SC status, verification is required.

**Why do you need details of my Professional Indemnity insurance?**

We need to verify that subcontracted personnel hold appropriate insurance.

**Why do you need to know about my qualifications and training?**

To comply with nationally agreed standards we need to verify your qualifications.

**Why are you asking about my availability and ability to travel?**

We provide services throughout the UK and often receive requests for assignments that are of an extended duration and/or require extensive travel. We also use this information to identify potential 'Standby' and 'On Call personnel'.