



# Welcome on board our Ministry of Justice partnership

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We are really looking forward to working with you. In this pack you'll find:

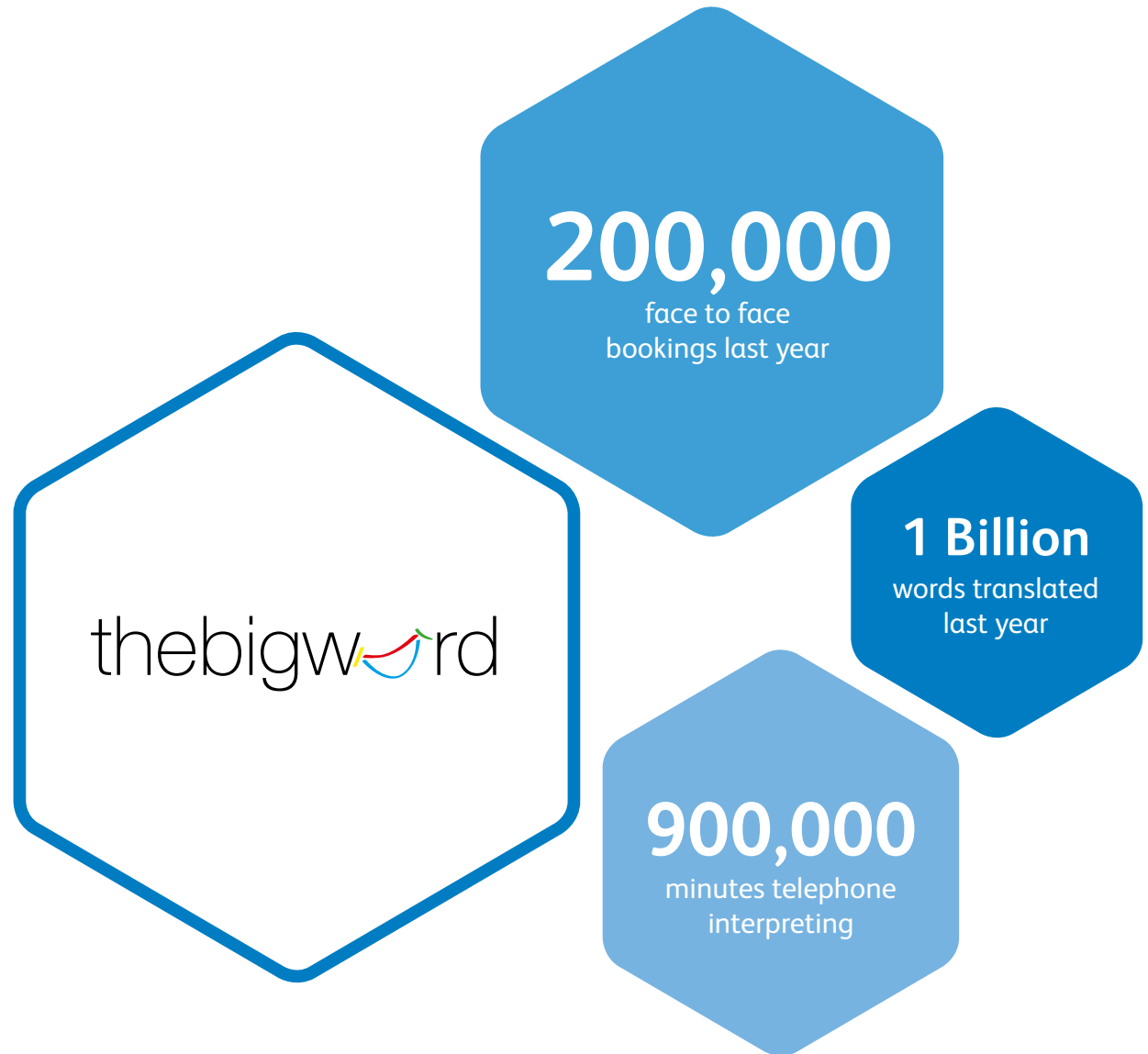
- About thebigword
  - Linguist minimum requirements
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# About us

With over 30 years of experience and offices worldwide, we provide secure, user-friendly and innovative technology to simplify the communication process for over 2,500 public and private sector clients.

We do this with the help of our 8,000 Linguists who help companies, emergency services, governments, hospitals and some of the worlds largest brands connect and convey their messages the right way.



# Minimum requirements for Linguists

## completing Ministry of Justice assignments via thebigword

The new contract with thebigword has been built to reflect your qualifications and experience level more fairly. There will be three categories of work; standard, complex, complex written. This page sets out the minimum level of qualification a Linguist is required to have in order to work on each complexity level of bookings.

### Complex written

#### You need:

- A qualification from the table on page 5

#### For a rare language you need:

- 100 hours of experience in the relevant language, including some spoken and some written; and
- A qualification from the table on page 5; an English Proficiency Test; or your primary language is English

### Complex

#### You need:

- A qualification from the table on page 5 and 100 hours of experience in the relevant language

#### For a rare language you need:

- Sufficient ability to communicate in the relevant language; and
- 50 hours of experience in the relevant language; or a qualification from the table on page 5; or an English Proficiency Test; or your primary language is English

### Standard

#### You need:

- A qualification from the table on page 5; or
- Be enrolled on a course and have completed key modules for a qualification from the table on page 5; and 100 hours of experience of interpreting services in the relevant language

#### For a rare language you need

- Sufficient ability to communicate in the relevant language; and
- Experience in the relevant language; or a qualification from the table on page 5; or an English Proficiency Test; or your primary language is English

### Translation

- The target language must be your primary language

And

- You must be a fully qualified translator with qualified membership status of a relevant professional body;

Or

- Have a degree in the Source Language; and
- Have three years' experience as a professional translator; and
- Have translated a minimum of 100,000 words of similar content

**To complete all of these you need to provide suitable references.**


# Information about your package and pay whilst working on thebigword's Ministry of Justice contract:

## If you are a Face to Face Interpreter

- Hourly rate by complexity Level
- Out of hours rate
- Incidentals payments
- Travel mileage contribution
- Travel time contribution
- Cancellation and curtailment fees
- Premium rates for enhanced security bookings
- Premium rates for urgent bookings

## If you are a Telephone Interpreter, Translator or Transcriber

Our dedicated Linguist Recruitment Team will contact you over the coming weeks to discuss rates.



Rate details will be confirmed once you have signed the confidentiality agreement provided to you in the welcome letter

# Access to Ministry of Justice interpreting jobs

You can review the level of work you will be able to access depending on your qualifications and work complexity.

Table 1: Where for the Interpreter English **is not** the primary language.

		Complexity Level			
		Standard	Complex*	Complex written	
Complex Written	<b>Qualification required where English is not the primary language</b>				
	Chartered Institute of Linguists CCI (IOL)	✓	✓	✓	
	Diploma in Public Service Interpreting (DPSI) Law	✓	✓	✓	
	Diploma in Police Interpreting (DPI) (Formerly Met Police test)	✓	✓	✓	
	<b>International School of Linguists (ISL) Diploma in Community Interpreting Level 6</b>	✓	✓	✓	
Complex	Bachelor of Arts - degree (BA) in English	✓	✓		
	Bachelor of Arts - degree (BA) in Interpreting	✓	✓		
	Bachelor of Arts - degree (BA) in Interpreting & Translation	✓	✓		
	Bachelor of Arts - degree (BA) Linguistics	✓	✓		
	Bachelor of Arts - degree (BA) in Modern Languages	✓	✓		
	Bachelor of Arts - degree (BA) Philology	✓	✓		
	Bachelor of Arts - degree (BA) in Translation	✓	✓		
	Degree in English Language	✓	✓		
	Degree in English Philology	✓	✓		
	Diploma in English Philology	✓	✓		
	Degree in Linguistics	✓	✓		
	Diploma in Public Service Interpreting (DPSI) Health	✓	✓		
	Diploma in Public Service Interpreting (DPSI) Law Partial	✓	✓		
	Diploma in Public Service Interpreting (DPSI) Local Government	✓	✓		
	Language Related Degree where English features as part of the course	✓	✓		
	Language Related Diploma where English features as part of the course	✓	✓		
	Master of Arts (MA) in Teaching of English	✓	✓		
	Masters of Arts (MA) in Interpreting	✓	✓		
	Masters of Arts (MA) in Interpreting & Translation	✓	✓		
	Masters of Arts (MA) in Linguistics	✓	✓		
	Diploma in Police Interpreting (DPI) (formerly Metropolitan Police Test) Partial	✓	✓		
	Post Graduate Diploma in Interpreting	✓	✓		
	Post Graduate in Conference Interpreting	✓	✓		
	Standard	Associate Institute of Translation(AIT) (formerly IAA)	✓		
		Basic Interpreting Qualification	✓		
		Community Interpreting Level 2 (CIL)	✓		
		Community Interpreting Level 3 (CIL)	✓		
Community Interpreting Level (CIL)		✓			

\*Includes standard rare language, complex rare language and complex written rare language.

# Access to Ministry of Justice interpreting jobs (continued)

You can review the level of work you will be able to access depending on your qualifications and work complexity.

Table 2: Where for the Interpreter English is the primary language.

		Complexity Level		
		Standard	Complex*	Complex written
Complex Written	<b>Qualification required where English is primary language</b>			
	Chartered Institute of Linguists CCI (IOL)	✓	✓	✓
	Diploma in Public Service Interpreting (DPSI) Law	✓	✓	✓
	Diploma in Police Interpreting (DPI) (Formerly Met Police test)	✓	✓	✓
Complex	<b>International School of Linguists (ISL) Diploma in Community Interpreting Level 6</b>	✓	✓	✓
	Bachelor of Arts - degree (BA) in English	✓	✓	
	Bachelor of Arts - degree (BA) in Interpreting & Translation	✓	✓	
	Bachelor of Arts - degree (BA) Linguistics	✓	✓	
	Degree in Linguistics	✓	✓	
	Bachelor of Arts - degree (BA) in Modern Languages	✓	✓	
	Bachelor of Arts - degree (BA) Philology	✓	✓	
	Bachelor of Arts - degree (BA) in Translation	✓	✓	
	Diploma in Public Service Interpreting (DPSI) Health	✓	✓	
	Diploma in Public Service Interpreting (DPSI) Law Partial	✓	✓	
	Diploma in Public Service Interpreting (DPSI) Local Government	✓	✓	
	Language Related Degree (foreign language)	✓	✓	
	Language Related Diploma (foreign language)	✓	✓	
	Masters of Arts (MA) in Interpreting	✓	✓	
	Masters of Arts (MA) in Interpreting & Translation	✓	✓	
	Masters of Arts (MA) in Linguistics	✓	✓	
	Diploma in Police Interpreting (DPI) (formerly Metropolitan Police Test) Partial	✓	✓	
	Post Graduate Diploma in Interpreting	✓	✓	
	Post Graduate in Conference Interpreting	✓	✓	
	Standard	Associate Institute of Translation (AIT) (formerly IAA)	✓	
Basic Interpreting Qualification		✓		
Community Interpreting Level 2 (CIL)		✓		
Community Interpreting Level 3 (CIL)		✓		
Community Interpreting Level (CIL)		✓		
Diploma in Police Interpreting (DPI) (formerly Metropolitan Police Test) Unit Pass		✓		
Diploma in Public Service Interpreting (DPSI) Health Partial		✓		
Diploma in Public Service Interpreting (DPSI) Law Unit Pass		✓		
Diploma in Public Service Interpreting (DPSI) Local Government Partial		✓		
Immigration and Nationality Department (IND) Home Office		✓		
UK Border Agency Certificate		✓		
Language Related Degree		✓		
Language Related Diploma	✓			

\*Includes standard rare language, complex rare language and complex written rare language.

# Linguist testimonials

We have 8,000 active Linguists on our database. See what they have to say about working with us.



“Dear thebigword, I would like to say it’s a great pleasure working with your company. Everything is perfectly organised, communication with staff members is always a pleasure. Technology works just fine. I have to say I have dealt with a number of agencies over the last couple of years and there were always issues with every single one of them. Not with thebigword I would definitely rate thebigword as an excellent agency to work with.”

“I have been receiving regular interpreting assignments from thebigword and I am satisfied with our cooperation. The functionality of the software used is good; I am also satisfied with the training and guidance provided by thebigword. The communication with the members of the staff is very good and efficient.”

“I have been working with thebigword as a seasonal interpreter -Somali/Arabic- for years now, and it is has been a pleasure to work with thebigword interpreting team members. I have had some networking meetings where I have socialised with team members (interpreting coordinators who talked me through as to how they handled inquiries and co-ordinate interpreting jobs). The technology used is also fantastic. For example Language Director has been great to log in and submit e-invoicing and use the interpreter calendar.”

“I have been interpreting for thebigword for nearly four years now. I find the communication from thebigword very efficient, either by telephone or email. Whenever I have had a query – it has always been answered promptly. The staff are really helpful. The idea to send interpreters assignment and timesheet reminder emails adds to the professionalism. I find it very easy to access LanguageDirector and submitting timesheets in this way is very quick and efficient. The easiness to check and keep track of all the completed assignments via LanguageDirector cannot be overestimated. I am very happy working for thebigword and hope to keep receiving regular interpreting requests.”

# Technology with thebigword

We already have some powerful technologies that allow you to interact with us efficiently, including;



SMS job offers with automated acceptance



Online portal to find jobs perfect for you and mobile optimised for e-timesheets



Automated invoicing and payments



Conveniently manage your availability and invoicing online

We are developing new Ministry of Justice specific technologies to enhance your experience of working with us. These include;



Efficient smartphone app



Dynamic location awareness



Multiple postcode sourcing



Our technology has been developed to ensure you have the best experience when working in partnership with us.



# Frequently asked questions

## REGISTRATION

Q: How do I register with thebigword?

A: You can register with thebigword by contacting our Linguist Recruitment team, contact details can be found in your welcome pack or from our website at [www.thebigword.com/linguist-zone](http://www.thebigword.com/linguist-zone)

Q: How long will it take to be fully registered with thebigword

A: We aim to register you within five days of our first contact. If you are already on the Ministry of Justice (Ministry of Justice) register, it could be quicker!

Q: Who at thebigword will take me through the registration process?

A: We have a dedicated team of Linguist Recruiters who are committed to registering all Linguists, our expert team will be happy to answer your questions and support you through every step of the process.

Q: Is there an online portal for Linguists?

A: Yes, all assignments, tasks and invoicing - including technical support - are accessed via your Global Management System (GMS). We are also excited to announce we are developing a new dedicated Linguist portal for the Ministry of Justice which will be live by the time the contract goes live on 31st October 2016.

Q: What qualifications/experience should I have?

A: The three levels of work available are detailed in the welcome pack. We will require copies of relevant qualifications at the point of registration. However, should you require further support our Linguist Recruitment team are here to help. You can consider getting further qualifications from the International School of Linguists. More details are available on the website at [www.islinguists.com](http://www.islinguists.com)

Q: Will I need any official ID from thebigword

A: thebigword will provide you with a time sheet for every assignment and this will act as your ID. You will also be provided with a photo pass from thebigword. However, you will still be required to take a professional form of photo ID, such as driving licence or passport.

## ASSIGNMENTS

Q: Will work be guaranteed to me once I am registered with you?

A: We expect to have more than 100,000 bookings a year and, although we can never guarantee work, we would like to maximise opportunities for all our linguists. You can support us with this by ensuring you keep your personal contact details and security clearances up to date via our online portal or by contacting the Linguist Recruitment Team.

Q: What is the average duration of a booking?

A: On average, Ministry of Justice bookings last over 2 hours but can vary depending on the assignment.

Q: What type of assignment could I be sent on?

A: A wide range of assignments will be available and could be with the HM Courts and Tribunals Service (HMCTS), National Probation Service (NPS), Crown Prosecution Service (CPS), HM Prison Service (HMPS), Police Forces.

Q: Will there be Out of Hours assignments?

A: On occasion, yes. You may receive these through our automated SMS service or through the booking co-ordinators. Out of hours assignments are optional and depend on whether you wish to make yourself available for them.

# Frequently asked questions (Continued)

Q: If I am unable to take on an assignment, can I decline this task?

A: We fully appreciate you may need to do this from time to time so, yes. If you have already accepted an assignment and then need to cancel this please refer to our cancellation policy in the Interpreting Service Agreement (SSA) for conditions.

Q: How will I receive work?

A: Job offers will be sent via various methods. These range from an automated SMS, via our online portal (GMS) and in some instances, you may be contacted by one of our co-ordinators. We also plan to develop a Linguist mobile application to work with your smartphone in the near future. Our aim is to make communicating with us as simple as possible.

Q: What notice will you provide regarding forward appointments?

A: We aim to provide as much notice as possible however, this depends on the client requirements.

Q: What do I do if I'm on holiday?

A: You need to notify us of your holidays through your online portal (GMS). This allows us to be aware of all Linguists' availability and will help prevent us from contacting you during your holidays.

Q: What happens if the client cancels my booking and I don't find out until I get to the site?

A: Please refer to the cancellation policy in the Supplier Service Agreement (SSA). Further support is also available from our bookings team.

Q: What happens if I cancel or am late to an assignment?

A: Please refer to the cancellation policy in the Supplier Service Agreement. Further support is also available from our bookings team.

Q: What happens if the assignment overruns the time I've been booked for?

A: Please contact thebigword Bookings Team should this happen.

Q: Do you supply directions and contact details for assignments?

A: All assignment details including address and contact name are supplied to Linguists on timesheets.

Q: Who will be my main contact at thebigword?

A: We have various skilled teams to support you in every aspect of working with us. We feel this is a better approach than having one main contact – you have a wealth of knowledge and support to utilise this way. All contact information will be provided to you once registration is complete.

Q: Will I have a signed paper timesheet?

A: All timesheets are provided by thebigword and need to be signed by the client on completion of the assignment.

Q: What happens if there is nobody to verify the time I spent at the assignment?

A: In the unlikely event this happens, please contact us while you are still at your assignment'

# Frequently asked questions (Continued)

## QUALITY AND FEEDBACK

Q: What quality checks do you complete?

A: Quality audits will be completed via mystery shoppers, spot checks and in-person assessments. Please refer to the SSA for more information.

Q: How can I give feedback to thebigword?

A: We are always really keen to receive feedback from Linguists who are working with us. This can be provided to any member of staff at the thebigword, but preferably to our Service Excellence Team. You will receive further details about how to contact them once registration is complete.

## PAYMENT TERMS

Q: What are your payment terms?

A: Please refer to our SSA for full details. For example, if you invoice between the 1st – 28th February you will be paid on the last working day at the end of March

Q: How should I invoice my jobs?

A: Please submit your timesheet via the online portal (GMS) which will auto-generate your invoice. You simply then click “submit”.

Q: Will my pay rate change when I join thebigword?

A: This will be advised at registration, we have a new pay scale specifically designed for Ministry of Justice bookings with set rates for three different job levels.

Q: How will I be paid?

A: Via bacs transfer direct to your bank account.

## TRAVEL POLICY

Q: How does the travel policy work?

A: We have taken on board feedback from linguists from roadshows around the country and we have designed an entirely new travel policy specifically for the Ministry of Justice contract, based on mileage by road.

Q: How far would I be expected to travel for a booking?

A: We have designed a Ministry of Justice specific Travel Policy which incorporates contributions to travel time and travel mileage. There will be an incentive to attend bookings across a reasonable geographical area. However, as a freelance Linguist, it's up to you which bookings you choose to accept.

## ADDITIONAL SUPPORT

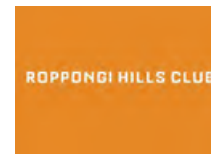
Q: Will I be able to speak with a booking co-ordinator rather than use The Global Management System (GMS) to get an answer to my query?

A: Yes. We have a dedicated UK-based team who are on hand to take calls and answer any queries you may have.

Q: What support is available to me as a Linguist with thebigword?

A: Our Linguist Recruitment Team, Customer Care Team, Service Excellence Team and the Product Support help pages via the GMS are all there to help and ensure your experience with thebigword is a great one.

# Clients we work with



# List of Languages

## core Languages

**A** Albanian  
Amharic  
Armenian (Eastern & Western)  
Arabic MSA

**B** Bengali  
Bulgarian

**C** Cantonese  
Croatian  
Czech

**D** Dari  
Dutch

**E** Estonian

**F** Farsi  
French

**G** German  
Greek  
Gujarati

**H** Hindi  
Hungarian

**I** Italian

**J** Jamaican  
Japanese

**K** Korean  
Kurdish (Sorani)

**L** Latvian  
Lithuanian

**M** Mandarin  
Macedonian

**P** Panjabi (Indian)  
Panjabi (Pakistani)  
Pashto  
Polish  
Portuguese (Brazilian)  
Portuguese (European)

**R** Romanian  
Russian

**S** Serbian  
Slovak  
Slovene  
Somali  
Spanish  
Swahili

**T** Tamil  
Thai  
Tigrinya  
Turkish

**U** Ukrainian  
Urdu

**V** Vietnamese



Languages outside this list are classified as 'Rare Languages' please review what level of work you will be able to access depending on your qualifications and work complexity in [page 5](#) and [6](#)

# Countries we operate in

## LEEDS (HEAD OFFICE)

Link Up House, Ring Road  
Lower Wortley  
Leeds,  
LS12 6AB  
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## LONDON

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We have **8,000** current active Linguists in **112** countries providing expert translation and interpreting support to more than **2,500** customers