

# IMS Direct Interpreter User Guide Part 1



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# 1

## Verification

If you need to call thebigword for further information on anything or to ask a question, thebigword will need to take some information from you to verify your identity and conform to the Data Protection Act before they are able to help you.

If you need to call thebigword, please do so on the number 03333 445 701.

# 2

## On-Boarding

If you are not already working with thebigword you will need to go through an on-boarding process that involves:

- Providing your details and proof of your identity
- Provide proof of qualifications and security clearances
- Provide references and work history
- Go through an on-boarding training module
- Sign a Services Agreement

If you need to be on-boarded, please send an email to [join@thebigword.com](mailto:join@thebigword.com) or to the recruiter you may have previously spoken to.

thebigword offers a refer a friend scheme where you could receive £50 for each successful referral (terms and conditions apply). If you would like to refer someone to work with thebigword please call one of the recruiters at thebigword so that they can commence the registration process with the referral directly.

When you have been through the on-boarding process, you will receive a welcome email that contains an introduction pack, contact details for queries, a care-line number along with your username to access thebigword IMS Direct Interpreter Portal (Interpreting Management System). You will receive a separate email containing password details.

If you do not receive these emails please contact your thebigword recruiter who has been supporting your on-boarding.

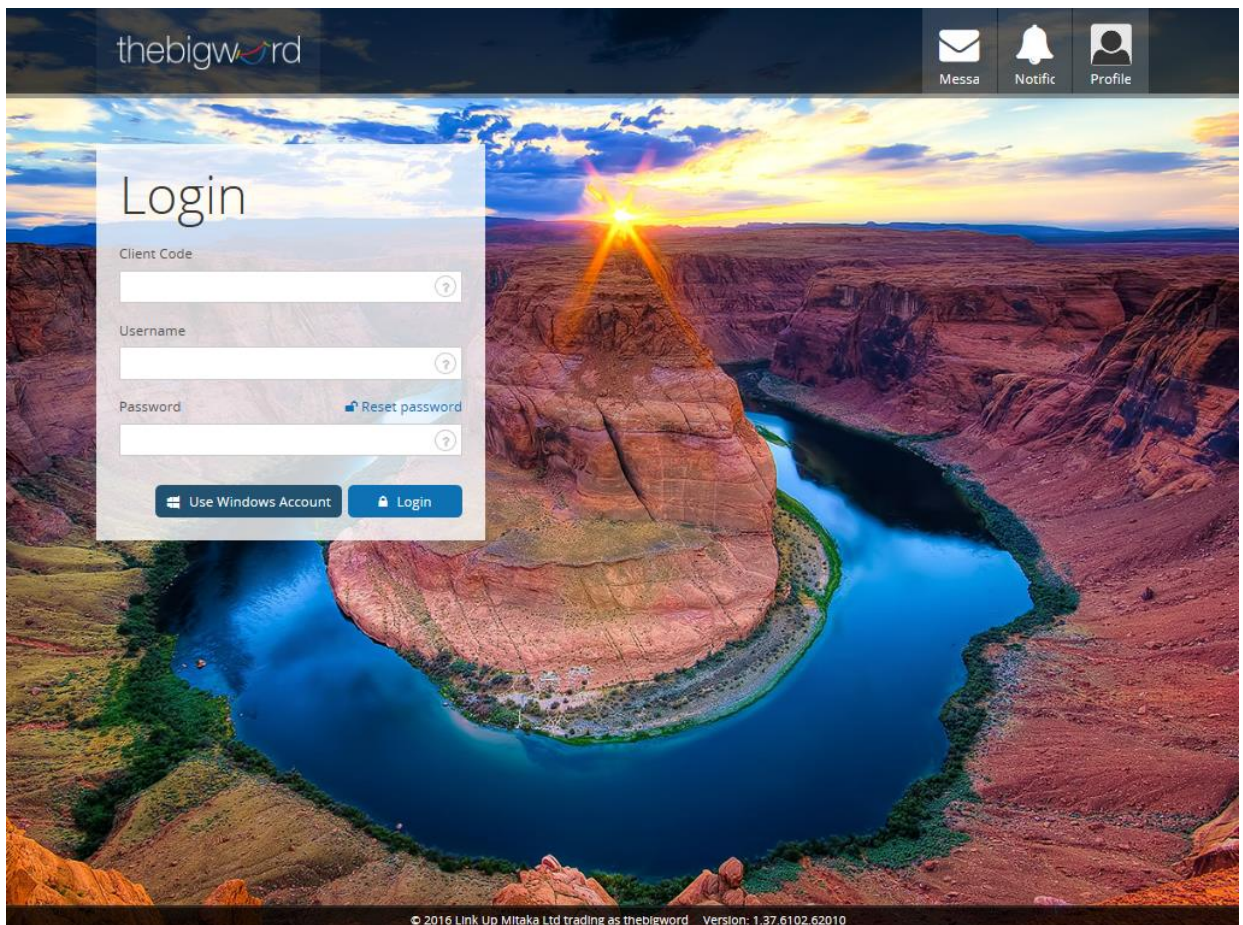
## 3 IMS Direct Interpreter Portal

When working as an Interpreter for thebigword, IMS Direct Interpreter will be your online system to view offers, accept work, manage invoices and timesheets.

All Ministry of Justice (MoJ) work will be made available through IMS Direct Interpreter. IMS Direct Interpreter will be providing you with offers of work for face to face interpreting, scheduled telephone interpreting and video remote interpreting. Your portal is available to you 24 hours a day, 365 days per year.

The portal has been designed to keep navigation and menu selection simple, allowing you to access the areas you require quickly and easily.

This User Guide provides step by step instructions on how to use IMS Direct Interpreter.



# 4

## Login to IMS Direct Interpreter

To Login, you need to enter your username and password that you will have received from thebigword during the on-boarding process.

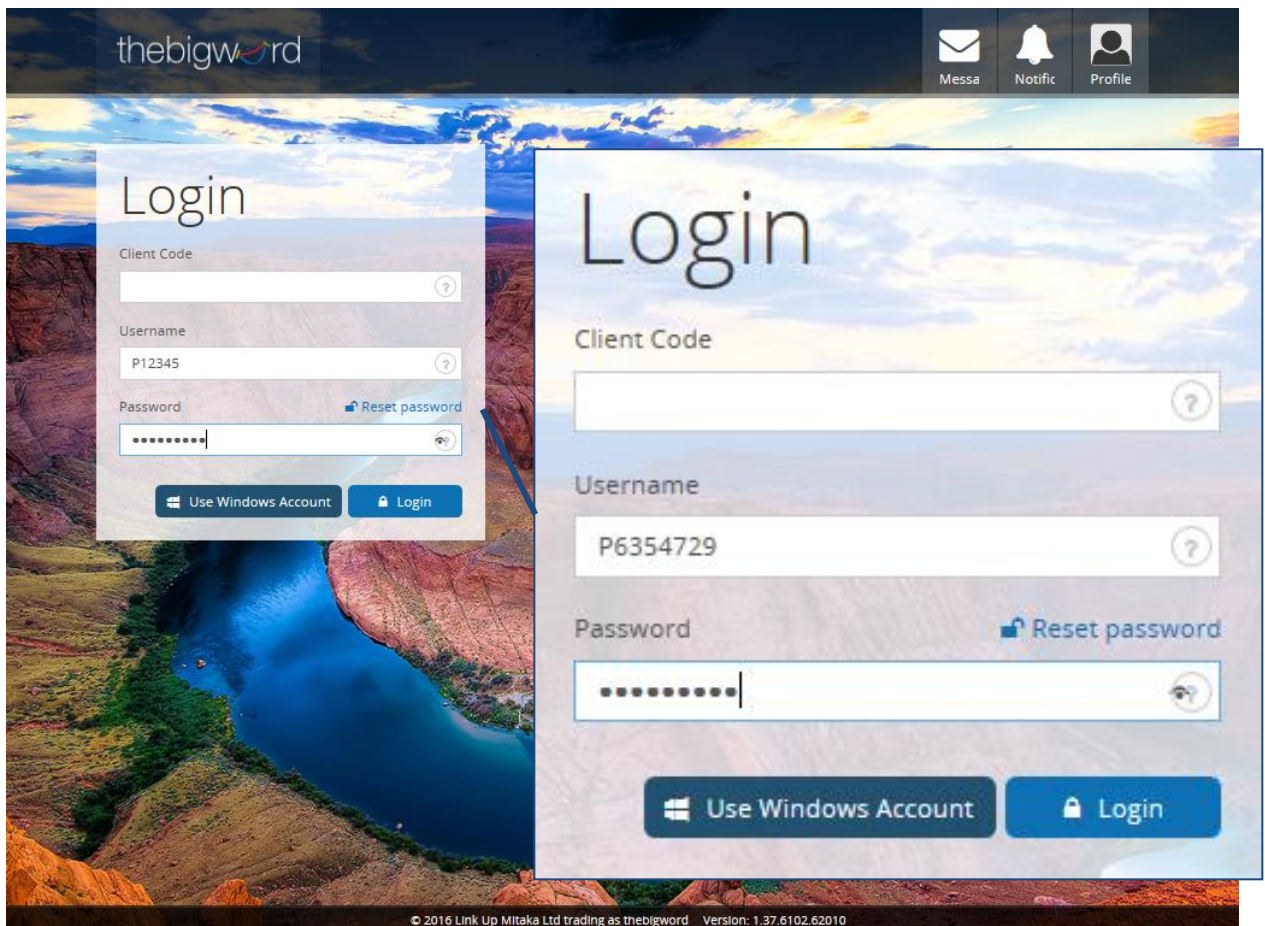
**Step 1:** Click on this <https://thebigword.ims.direct> to go to IMS Direct Interpreter login

**Step 2:** Enter in your username – this will be your unique code

**Step 3:** Enter in your password

**Step 4:** Once you have entered your details click 'Login' to continue.

If you do not know your password, you can reset your password by clicking 'Reset Password'. An email will be sent to your registered email address with further instructions requiring you to follow a new link to reset your password.



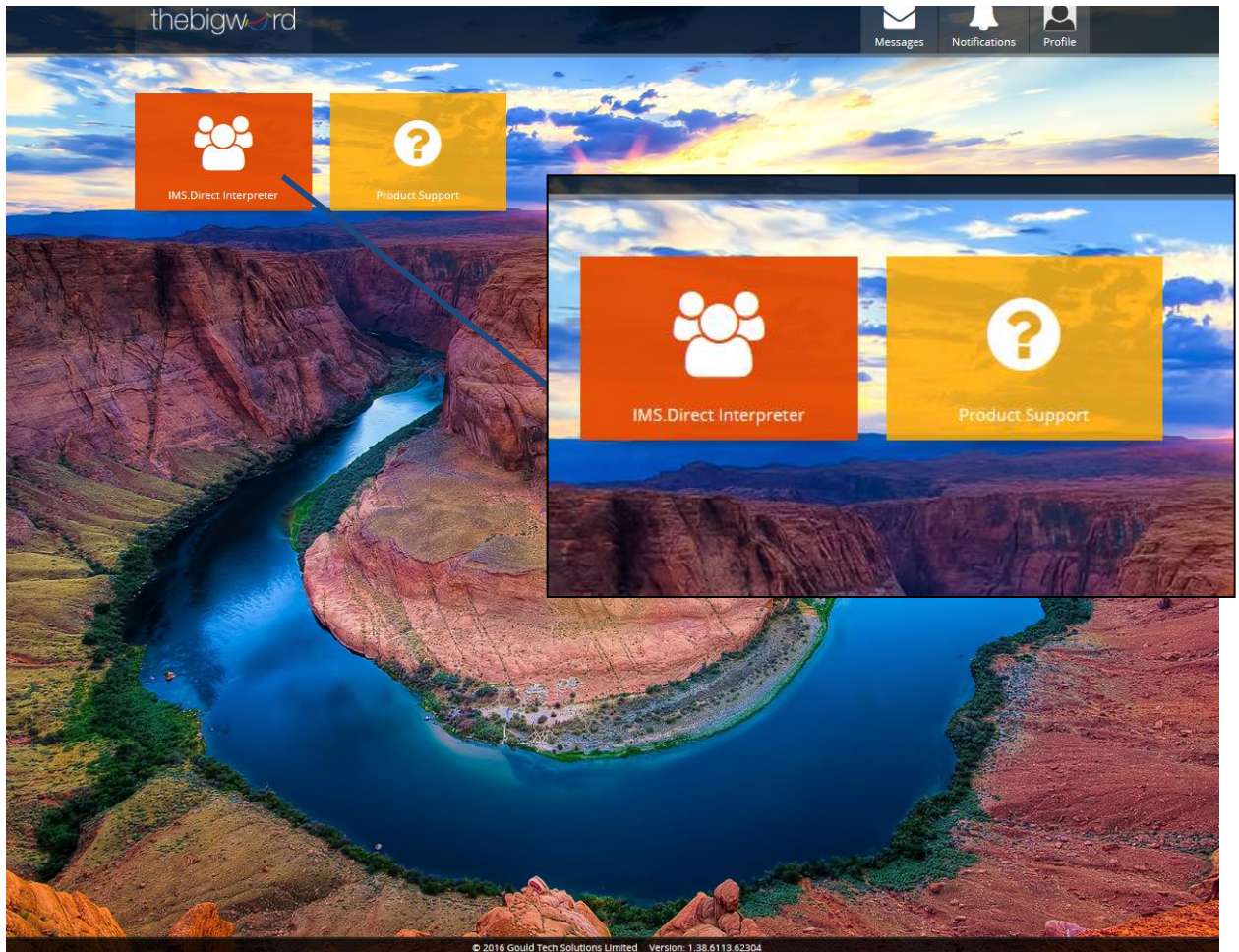
# 5

## Accessing IMS Direct Interpreter Portal

Once you have successfully logged in you will be presented with the thebigword GMS Dashboard displaying the system applications you have access to.

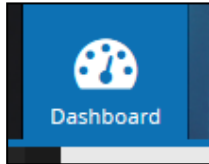
**Step 5:** Click on IMS Direct Interpreter

The 'Product Support' option is covered later in the User Guide to show you how to search for knowledge base articles and how to submit technical support requests.



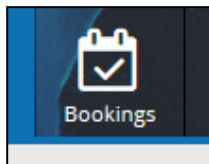
## 6 Navigating the Menu

The main areas of the navigation are located on the top of the screen:

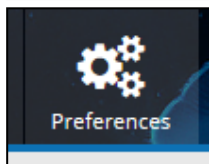


Dashboard: shows you 10 of your upcoming bookings along with any key booking information.

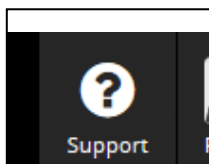
- Simple navigation to make it easy for you to use and access areas quickly



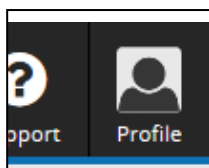
Bookings: provides you with your requested and confirmed bookings. This is where you will start the timesheet and invoicing process for bookings you have completed.



Preferences: enables you to update your contact details and add custom information to your invoices.



Support: provides you access to online knowledge based articles and the ability to raise technical support issues.



Profile: allows you to log out of the system and change cosmetic details like your background image for GMS Dashboard.

The screenshot shows the top navigation bar of thebigword with icons for Dashboard, Bookings, Preferences, Support, and Profile. Below this is a sidebar menu with "Dashboard", "Calendar", "Non-Availability", and "Invoicing". The main content area is titled "Calendar View" and shows a calendar for October 2016. The calendar is in "Month" view and shows dates from 26 to 02. There are three blue bars at the bottom of the calendar grid, indicating time slots: "02:30 - 03:30" on Monday, "07:30 - 08:30" on Tuesday, and "07:30 - 08:30" on Wednesday.

# 6

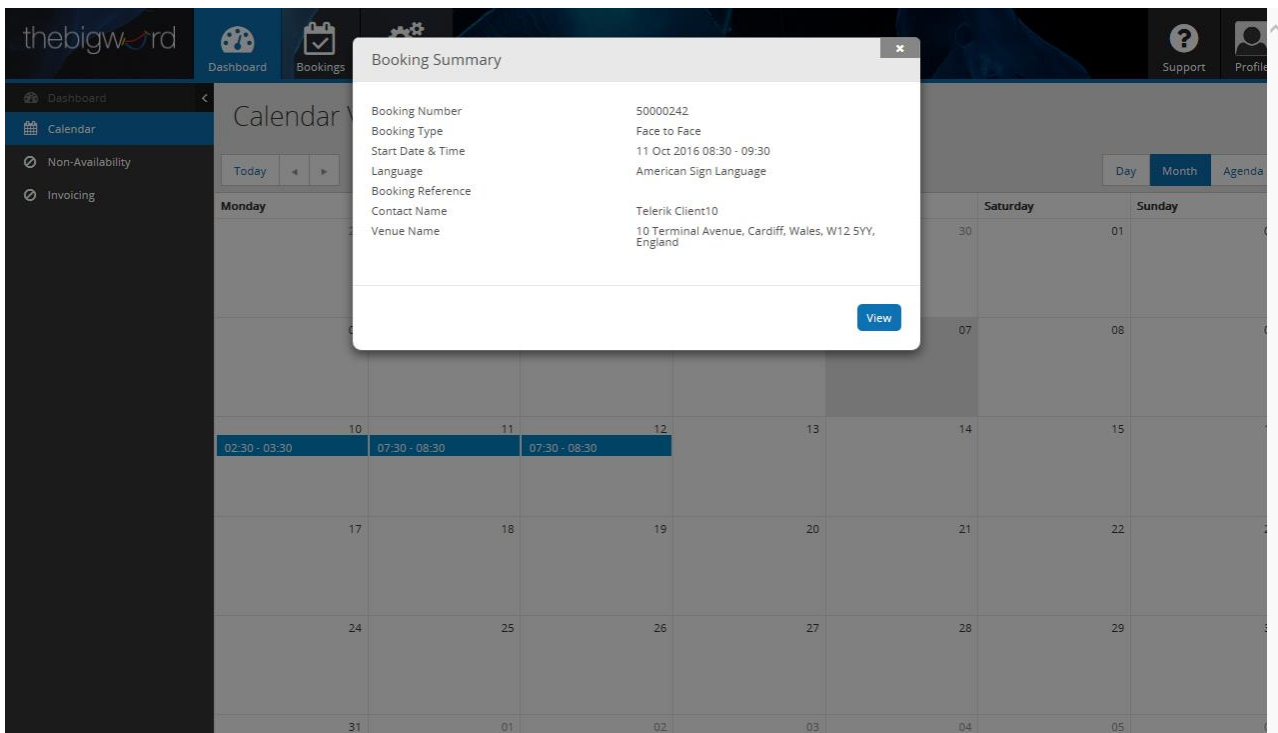
## How to Use Your Calendar Monthly View

The initial screen that you will be presented with after logging in is the 'Calendar' view, showing you a 'Month' view of all your confirmed bookings.

Your calendar will only contain bookings that you have confirmed for all services (Face to Face Interpreting, Telephone Interpreting and Video Remote Interpreting).

**Step 1:** Within the 'Month' view click on one of the blue calendar entries. This will open up a pop up containing 'Booking Summary' information.

**Step 2:** Click on 'View' button within the pop up window to view full booking details.





# 7

## How to Use Your Calendar Day View

You can change the view between 'Day', 'Month' and 'Agenda'. The system will default to opening in the 'Month' view.

**Step 1:** To change the view to a 'Day' view of the confirmed bookings you have click on 'Day'. This will change the calendar view.

The screenshot shows the 'thebigword' interface. The top navigation bar includes 'Dashboard', 'Bookings', and 'Preferences'. The main content area is titled 'Calendar View' and shows a monthly calendar for October 2016. The 'Month' view is selected, but a callout box highlights the 'Day' view option. The 'Day' view shows a grid of time slots for each day, with bookings listed as time ranges. For example, on Monday, there are bookings from 02:30 - 03:30 and 07:30 - 08:30. On Tuesday, there is a booking from 07:30 - 08:30. On Wednesday, there is a booking from 07:30 - 08:30. The 'Day' view also shows a grid of time slots for each day, with bookings listed as time ranges. For example, on Monday, there are bookings from 02:30 - 03:30 and 07:30 - 08:30. On Tuesday, there is a booking from 07:30 - 08:30. On Wednesday, there is a booking from 07:30 - 08:30.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
26	27	28	29	30	31	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	01	02	03	04	05	06

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## 8

## How to Use Your Calendar Day View

The 'Day' view displays as shown below. This will display your confirmed bookings by hourly timeslots.

**Step 2:** Find a booking listed in the 'Day' view by clicking on the booking entry. This will open up a Booking Summary pop up window.

**Step 3:** Click on 'View' button within the Booking Summary to view full booking details.

- Each booking will have a unique booking reference number to easily identify the booking and to support any queries that may arise.
- All the information you need to deliver the various interpreting services easily available such as VRI links, Timesheets and any additional information to support your arrival where applicable.

The screenshot shows the 'thebigword' interface. On the left is a navigation menu with 'Dashboard', 'Calendar', 'Non-Availability', and 'Invoicing'. The main area displays a calendar for 'Tue 10/11' in 'Day' view, showing hourly slots from 00:00 to 09:00. A booking is visible from 07:30 to 08:30. A 'Booking Summary' pop-up window is open, displaying the following details:

Booking Number	50000242
Booking Type	Face to Face
Start Date & Time	11 Oct 2016 08:30 - 09:30
Language	American Sign Language
Booking Reference	
Contact Name	Telerik Client10
Venue Name	10 Terminal Avenue, Cardiff, Wales, W12 5YJ, England

A 'View' button is located at the bottom right of the pop-up window.

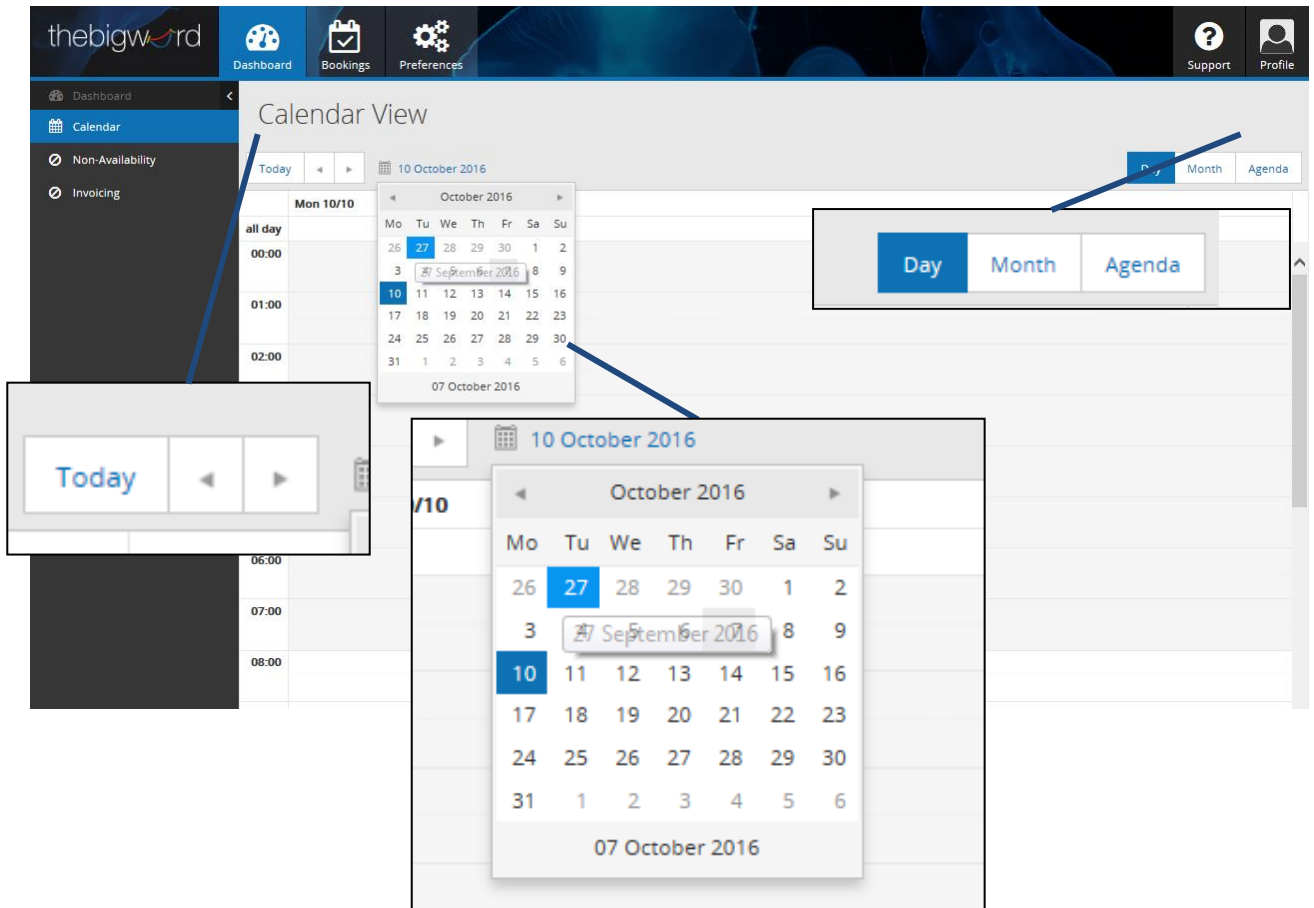
# 9

## How to Use Your Calendar Day View

To get to a particular day you can use the 'Calendar Picker' to easily find bookings or use the arrow icons to move forward or backwards to arrive at the desired day.

**Step 1:** Click the calendar icon to open up the calendar picker and select the required date.

**Step 2:** Click the 'forward' or 'backward' arrow to move through the days in order.



# 10

## How to Use Your Calendar Agenda View

The Agenda view shows your bookings for the week in an agenda format.

**Step 1:** Click on 'Agenda' to see the 'Agenda' view.

**Step 2:** Click on an appointment that is listed to view the details.

**Step 3:** Click on 'Back' to return to the 'Agenda' view.

Date	Time	Event
10 Monday October 2016	14:30-15:30	02:30 - 03:30
11 Tuesday October 2016	07:30-08:30	07:30 - 08:30
12 Wednesday October 2016	07:30-08:30	07:30 - 08:30

Booking Number: 50000244  
Booking Type: Telephone Interpreting  
Language: Balochi  
Start Date and Time: 22/10/2016 13:30:00  
Duration of Appointment: 1  
Client Name: Leeds Magistrates Court - Crime  
Contact Name  
Contact Telephone  
Notes  
Timesheet

Please arrive at the venue at least 10 minutes before the booking start time above.

[Back](#)

# 11

## How to Manage Your Non-Availability

You can provide details of dates that you are unavailable to accept work from thebigword. This will mean no offers of work will be sent to you during the times you are unavailable. You can add your non-availability against each of the interpreting services you provide or you can apply it across all.

**Step 1:** Click on 'Non-Availability' menu item from the left hand menu options.

The screenshot displays the thebigword user interface. At the top, there is a navigation bar with icons for Dashboard, Bookings, and Preferences, along with Support and Profile links. The main content area shows a 'Calendar View' for October 2016. A blue arrow points from the 'Non-Availability' menu item in the left sidebar to the calendar grid. A magnified inset shows the sidebar menu with 'Non-Availability' selected.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	26	27	28	29	30	01
					07	08
					14	15
					21	22
					28	29
					04	05
					06	

## 12 How to Add Your Non-Availability

Once you are in the Non-Availability area your screen will display any existing non-availability times that has been previously added to the system. They are displayed in a list form for you to view, edit and delete.

**To Add your non-availability:**

**Step 1:** Click on the 'Add Non-Availability' button

The screenshot displays the 'thebigword' Non-Availability management interface. The top navigation bar includes 'Dashboard', 'Bookings', and 'Preferences'. The left sidebar shows 'Dashboard', 'Calendar', 'Non-Availability', and 'Invoicing'. The main content area is titled 'Non-Availability' and features a table with the following data:

Type	Start Date	End Date
Telephone Interpreting	30/10/2016 10:30	02/11/2016 11:30

A blue 'Add Non-Availability' button is located in the top right corner of the table area. A blue arrow points to this button. A callout box highlights the 'Add Non-Availability' button.

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## 13 How to Add Your Non-Availability

**Step 2:** Click the 'Service type' drop down.

You can update your non-availability for all services, or specify which services you will be unavailable for.

Video remote interpreting: is where you provide on-demand interpreting from your own location.

Video remote interpreting onsite: would be when your at a court location to deliver the service.

**Step 3:** Click the appropriate service or select all if that applies.

**Step 4:** Enter a description for reference to capture the reason you are unavailable (optional)

**Step 5:** Select the 'Start Date ' and 'End Date' and enter dates and times for when you are unavailable.

**Step 6:** Click the 'Save' button.

The screenshot shows the 'Add Non-Availability Entry' form in thebigword. The form has the following fields:

- Service type \* (Dropdown menu)
- Description (Text area)
- Start Date \* (Date and time picker)
- End Date \* (Date and time picker)
- Save (Button)

Two callout boxes provide details:

- The first callout shows the 'Service type' dropdown menu with the following options: -- Select --, All service types, Face to Face, Telephone Interpreting (highlighted), Video remote Interpreting, and Video remote Interpreting Onsite.
- The second callout shows a calendar for October 2016 with the date 07/10/2016 highlighted.

## 14 How to Edit Non-Availability

You can edit an existing period of Non-Availability that has been created previously:

**Step 1:** Click on 'Non-Availability' menu item from the left hand menu options.

**Step 2:** Locate the entry you wish to edit from the available list of options.

**Step 3:** Click the 'pencil' icon to edit the entry.

thebigword

Dashboard Bookings Preferences Support Profile

Dashboard Calendar Non-Availability Invoicing

### Non-Availability

Non-Availability [Add Non-Availability](#)

Type	Start Date	End Date
Telephone Interpreting	30/10/2016 10:30	02/11/2016 11:30

1 - 1 of 1 items

Calendar Non-Availability Invoicing

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## 15 How to Edit Non-Availability

**Step 4:** Make your changes within the form and when complete click on 'Save'. This will now save the changes you have made.

The screenshot shows a web browser window with the URL <https://thebigword.qa.ims.direct/interpreter/interpreterUnavailabilityPeriod/List>. The browser tabs include 'Non-Availability - thebigw...'. The page content shows a 'Non-Availability' entry form with the following details:

- Service type \*: Telephone Interpreting
- Description: test NA- edited version
- Start Date \*: 30/10/2016 10:30
- End Date \*: 02/11/2016 11:30

A blue arrow points from the 'Save' button in the form to a larger, zoomed-in view of the form below, which shows the 'Description' field and the 'Start Date' and 'End Date' fields with their respective date and time values. A 'Save' button is also visible at the bottom of this zoomed-in view.

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## 16 How to Delete Non-Availability

You can delete an existing period of Non-Availability:

**Step 1:** Click on 'Non-Availability' menu item from the left hand menu options.

**Step 2:** Locate the entry you wish to delete.

**Step 3:** Click the 'Delete' icon.

**Step 4:** Click 'Delete' on the confirmation message to confirm deletion. This will remove the entry.

\*If you clicked the 'Delete' icon by mistake, click 'Cancel' on the confirmation message.

The screenshot displays the 'thebigword' web application interface. The top navigation bar includes 'Dashboard', 'Bookings', 'Preferences', 'Support', and 'Profile'. The left sidebar menu is open, highlighting 'Non-Availability'. The main content area shows a 'Non-Availability' table with columns for 'Type', 'Start Date', and 'End Date'. A table entry for 'Telephone Interpreting' is visible, with a trash can icon in the left margin. A blue callout box highlights the 'Non-Availability' menu item, and another callout box highlights the trash can icon. Below the table, a 'Delete' confirmation dialog is shown, asking 'Are you sure you want to delete this period of non-availability?' with 'Cancel' and 'Delete' buttons.

Type	Start Date	End Date
Telephone Interpreting	30/10/2016 10:30	02/11/2016 11:30

## 17

# How to Manage Your Interpreting Bookings

You can manage all your interpreting bookings and offers within IMS Direct Interpreter. Bookings that are confirmed for you to deliver and new offers of bookings are all visible and manageable within this portal. Furthermore, all your interpreting service types of Face to Face, scheduled Telephone and Video Remote interpreting are all managed within the Bookings area.

**Step 1:** Click on 'Bookings' from the top menu options.

The screenshot shows the 'thebigword' interface. The top navigation bar contains 'Dashboard', 'Bookings', and 'Preferences' icons. The main content area is titled 'Calendar View' and shows a monthly calendar for October 2016. A blue bar highlights a booking for 07:30 - 08:30 on Monday, Tuesday, and Wednesday. A blue arrow points from the 'Bookings' icon in the top menu to the calendar view. A callout box shows a zoomed-in view of the top navigation bar and the calendar view title.

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# 18

## How to View Your Requested Bookings

You will see your requested bookings displayed in list form once you have selected 'Bookings' from the top menu options. This will display new offers of jobs that are available for you to view, accept or decline.

The information you will be provided with for each offer/request is:

- All the information you need to determine if you can deliver the requested booking is all made available online to support your decision making.
- It is easy to accept and decline bookings with a simple click of a button.

Unique Booking Reference Number

Target Language required

Booking Duration

	Booking Number	Booking Type	Target Language	Start Date and Time	Duration	Venue Address
Accept Decline	50000260	Telephone Interpreting	French (European)	20/10/2016 23:00	1h	
Accept Decline	50000259	Video Remote Interpreting	French (European)	19/10/2016 15:00	1h	
Accept Decline	50000257	Face to Face	French (European)	18/10/2016 09:30	1h	LS12 5EF

« 1 » 10 items per page 1 - 3 of 3 items ↻

Buttons to: 'Accept' or 'Decline'

Booking Type e.g. face to face, VRI, TI etc.

Venue Address (only applicable for face to face and on site Video remote interpreting)

Start date and time of the booking

## 19

# How to Accept Your Offers/Requested Bookings

You can accept booking offers in IMS Direct Interpreter.

**Step 1:** Click on 'Bookings' menu option.

**Step 2:** Click on 'Requested' from the left hand menu.

**Step 3:** View the booking information about the offer. This will include the price of the job. Click on the 'Accept' button to take the offer.

**Step 4:** Click 'Yes' on the confirmation message to confirm you would like to accept the offer. Once you have accepted the offer it will move to your 'Current' bookings page.

Note: If you clicked the 'Accept' icon by mistake, click 'No' on the confirmation message.

- All bookings come into one view for you to be able to see all offered work and confirmed bookings.
- It is a similar process for all interpreting service types to make it all consistent and easy to use.

The screenshot shows the 'thebigword' interface with a 'Requested Bookings' table. A modal dialog titled 'Accept Requested Booking' is open, asking 'Are you sure you wish to accept this booking?' with 'No' and 'Yes' buttons. The table below contains the following data:

Accept/Decline	Booking ID	Service Type	Language	Date/Time	Duration	Venue Address
Accept/Decline	50000260	Telephone Interpreting	French (European)	20/10/2016 23:00	1h	
Accept/Decline	50000259	Video Remote Interpreting	French (European)	19/10/2016 15:00	1h	
Accept/Decline	50000257	Face to Face	French (European)	18/10/2016 09:30	1h	LS12 5EF

The screenshot shows a confirmation message box titled 'Accept Requested Booking' with the text: 'Thank you for accepting this booking. The booking will appear in your Current Bookings momentarily.'

You can reject booking offers in IMS Direct Interpreter.

**Step 1:** Click on 'Bookings' menu option.

**Step 2:** Click on 'Requested' from the left hand menu.

**Step 3:** View the booking information about the offer. This will include the price of the job. Click on the 'Decline' button if you are unable to deliver for this booking.

**Step 4:** Click 'Yes' on the confirmation message to confirm you do wish to decline this offer of work.

Note: If you clicked the 'Decline' icon by mistake, click 'No' on the confirmation message.

- It is easy to accept and decline bookings with a simple click of a button.

The screenshot shows the 'thebigword' interface. A modal dialog box titled 'Decline Requested Booking' is centered on the screen, asking 'Are you sure you wish to decline this booking?' with 'No' and 'Yes' buttons. The background shows a table of 'Requested' bookings with columns for 'Accept/Decline', 'Booking ID', 'Service', 'Language', 'Date/Time', 'Duration', and 'Venue Address'.

	Booking ID	Service	Language	Date/Time	Duration	Venue Address
Accept Decline	50000260	Telephone Interpreting	French (European)	20/10/2016 23:00	1h	
Accept Decline	50000259	Video Remote Interpreting	French (European)	19/10/2016 15:00	1h	
Accept Decline	50000257	Face to Face	French (European)	18/10/2016 09:30	1h	LS12 5EF

You can manage your current bookings in IMS Direct Interpreter.

**Step 1:** Click on 'Bookings' from the menu option at the top of the screen.

**Step 2:** Click on 'Current' from the left hand side menu options.

thebigword

Dashboard Bookings Preferences

Bookings Offers Current Awaiting Authorisation Invoicing

## Current Bookings

Booking Type: All

Booking Number	Booking Type	Target Language	Start Date and Time	Duration	Venue Address	
50000001	Video Remote Interpreting (Onsite)	Dutch (Belgium)	10/10/2016 10:50	5h	United Kingdom stateee, citytty, strreeet, _building_num, 11111	
50000022	Telephone Interpreting	Afrikaans (South Africa)	10/10/2016 10:50	3h	United Kingdom stateee, citytty, strreeet, _building_num, 11111	
500055	Face to Face	Afrikaans (South Africa)	08/08/2016 11:00	1h	United Kingdom stateee, citytty, strreeet, _building_num, 11111	Confirm Booking
50000000	Face to Face	Afrikaans (South Africa)	08/08/2016 11:00	1h	United Kingdom stateee, citytty, strreeet, _building_num, 11111	Confirm Booking

1 - 4 of 4 items

thebigword Dashboard Bookings

Bookings Requested Current Awaiting Authorisation Invoicing

Current Bookings

Booking Type

Booking Number

Once you have selected 'Bookings' and 'Current' you will be presented with a table containing a list of your current bookings you are confirmed against to deliver.

The information you will see within the table is:

Unique Booking Reference Number

Booking Type drop down to filter bookings by 'all' or specific type.




Target Language required

Booking Duration

Booking Confirmation button (only appears after assignment is complete. More info on this function in part 2 of this user guide.)

Booking Type

All

Booking Number	Booking Type	Target Language	Start Date and Time	Duration	Venue Address	
 50000001	Video Remote Interpreting (Onsite)	Dutch (Belgium)	10/10/2016 10:50	5h	United Kingdom stateee, citytty, strreeet, _building_num, 11111	
 50000022	Telephone Interpreting	Afrikaans (South Africa)	10/10/2016 10:50	3h	United Kingdom stateee, citytty, strreeet, _building_num, 11111	
 500055	Face to Face	Afrikaans (South Africa)	08/08/2016 11:00	1h	United Kingdom stateee, citytty, strreeet, _building_num, 11111	<a href="#">Confirm Booking</a>

View booking information – accessed by clicking on the 'eye' icon

Booking Type e.g. face to face etc.

Start date and time of the booking

Venue Address (only applicable for face to face and on site Video remote interpreting)

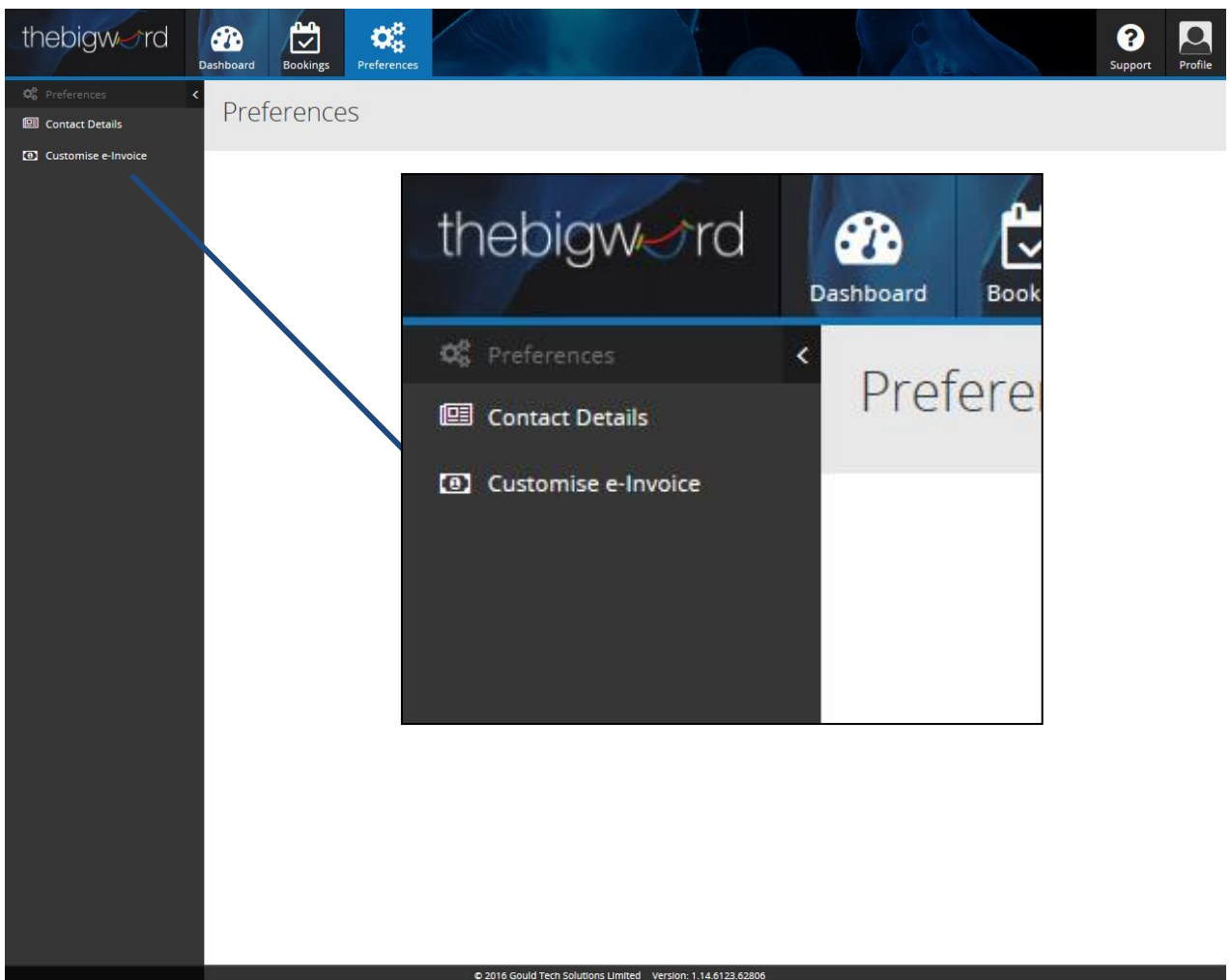


You can manage your preferences in IMS Direct Interpreter.

**Step 1:** Click on 'Preferences' from the menu options available at the top of the screen.

The screenshot displays the 'thebigword' web application interface. At the top, there is a navigation bar with icons for 'Dashboard', 'Bookings', and 'Preferences'. The 'Preferences' icon, represented by a gear, is highlighted with a blue background. A blue arrow points from this icon to a magnified inset of the 'Bookings' and 'Preferences' menu items. The main content area shows a 'Calendar View' for October 2016, with a sidebar on the left containing 'Non-Availability' and 'Invoicing' options. The footer contains the text '© 2016 Gould Tech Solutions Limited Version: 1.14.6123.62806'.

**Step 2:** Click on 'Contact Details' from the left hand menu options.



**Step 3:** Update your contact details within the form (fields with a \* are mandatory)

**Step 4:** If you wish to receive email reminders of your face to face appointments, click the 'Receive reminder emails for face to face bookings' tick box.

**Step 5:** Select your preferred methods of communication. The options available are:

- By Email
- By Post
- By Telephone

The screenshot shows the 'thebigword' web application interface. The top navigation bar includes 'Dashboard', 'Bookings', 'Preferences', 'Support', and 'Profile'. The left sidebar shows 'Preferences', 'Contact Details', and 'Customise e-Invoice'. The main content area is titled 'Preferences' and contains a 'Contact Information' form. The form fields are as follows:

Field	Value
First Name *	Telerik
Last Name *	Interpreter1
Building Number *	12
Street *	Bond
City *	London
State *	London
Postal Code *	414141
Country *	England
Mobile Number *	0778785 54
Home Number	
Work Number	
Email *	telerik.interpreter1@

Below the form, there are three checkboxes for preferred communication methods:

- By Email
- By Post
- By Telephone

A callout box highlights the following fields:

- Work Number
- Email \*
- Receive reminder emails for face to face bookings

At the bottom of the form, there is a 'Save' button. The footer of the page reads: © 2016 Gould Tech Solutions Limited Version: 1.14.6123.62806

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## Work Selection

The types of assignments you are eligible for will depend on the following details:

- Qualifications
- Security clearance
- Experience
- Continual Professional Development

It is important that thebigword holds the correct information about you so that you can be sent the appropriate assignments.

You will see later in this guide how to update your details if they are incorrect.

To be eligible for the majority of jobs you will require a Level 6 qualification, such as the Level 6 Diploma in Community Interpreting.

You can find out more about this here:

[www.islinguists.com/product/is-l-level-6-dci/](http://www.islinguists.com/product/is-l-level-6-dci/)

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## Work Selection: Match Function

The Match Function is central to ensuring booking offers match both the requirements of clients and your skill set.

The Match Function will take key attributes into account to determine who it should offer the bookings to. The attributes that can be configured include:

- Travel distance to the venue
- Skills
- Experience
- Security clearances
- Qualifications
- Languages

You can update your skills, qualifications, and experience by liaising with thebigword Linguist Recruitment team who will make the necessary updates in the system.

Contact the Linguist Recruitment Team at: [MOILinguist@thebigword.com](mailto:MOILinguist@thebigword.com)

To be eligible for MoJ assignments, you need to be on the Ministry of Justice Linguist Register. This a register owned by the MoJ and administered by The Language Shop.

All linguists carrying out language services for the MOJ must be approved to add to the Register prior to being eligible for work.

If you are not already on the Ministry of Justice Linguist Register and wish to be included after you have registered with thebigword, thebigword will share your details with The Language Shop including:

- ID
- Interpreting Qualifications
- Security Clearances
- Languages
- Language Qualifications
- Interpreting Experience
- References

You will not need to do this yourself. If in doubt, please speak to thebigword.

### **Cancelling Jobs**

There may be occasions when you need to cancel a job that you have accepted. You cannot cancel a job within IMS Direct Interpreter. To cancel a job, you need to call thebigword Telephony Helpdesk on **03333 445 701**.

Full details on cancelling can be found in the Supplier Service Agreement.

### **Job Cancellations**

If thebigword or the client cancels your MoJ Face to Face appointment after 9am on the day before the assignment, and thebigword are unable to find you suitable alternative work for the same time and at the same fee, thebigword will pay you £50.00. thebigword will not pay for incidentals or travel.

If thebigword or the Client cancel a booking before 9am the day before the booking no fee or expenses will be payable.

### **If you cannot attend a booking you must notify thebigword immediately.**

If you do not attend an appointment you will not be paid for the assignment and in addition will be charged up to £50.00.

- If you fail to attend more than 3 bookings thebigword may cease working with you and remove you from their database.
- If you cancel a booking a £10 fee is payable to thebigword.
- If you exceed 3 cancellations in a rolling 12 month period or there is a second cancellation in a calendar month you will also be charged a fee of £50 for a court booking and a fee of £25 for any other MOJ booking.

All cancellation charges by thebigword are at their discretion.

### **If a booking is curtailed by thebigword or by the Client and it meets condition 1 or condition 2 below thebigword will pay you £32 a day:**

- Condition 1 is a single day booking with an estimated duration of at least 5 hours and concludes in three and a half hours or less
- Condition 2 is a multiday booking which concludes;
  - i. on a day prior to the estimated completion date, or
  - ii. on any day in three and a half hours or less

With respect to curtailment, if it's a multiday assignment you will not be paid both a curtailment and a cancellation fee, you will only be paid for curtailment.

Jobs with the MoJ need to be completed to the best of your ability and with extreme professionalism. You should make sure that you are fully prepared for the assignment and are completely comfortable with the specialism for which you are interpreting.

Expectations:

- Abide by the Code of conduct
- Arrive ahead of time
- Announce your presence to the MoJ contact as soon as you arrive
- Dress appropriately
- Ensure you have your ID Badge
- Take your timesheet
- Complete the full assignment

While working with thebigword, you are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times.

Although there isn't a completely prescriptive dress code, you should use discretion in wearing attire that is appropriate for face to face interaction.

Examples of acceptable attire include:

- Suit
- Trousers
- Jacket
- Shirt/blouse
- Skirts and dresses that, while not formal, are appropriate for a business environment
- Smart ethnic clothes
- Polo shirts
- Sweaters

If a client asks you to wear specific attire for an assignment then you should receive notification of that prior to the assignment and you will be expected to wear what has been indicated. For example you may be asked to wear clothing that is appropriate to the venue.

There is a strong possibility that when entering secure venues such as prisons or courts, you will be x-rayed or searched.



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# What to Take to an Assignment

You **MUST** take the following items to your assignments:

- ID Badge
- Another form of photo identification e.g. Photo drivers license or passport
- Your timesheet

Ultimately what else you take to an assignment is up to you as a professional interpreter, however, the majority of interpreters will have:

- Pen and notebook/diary
- Dictionary
- Smartphone/mobile phone
- Any travel timetables for the area
- Glossaries relevant to the assignment specialism

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# Late Procedure

If you are going to be late to an appointment, for any reason, you need to follow the procedure below:

- Call thebigword Telephony Helpdesk on **03333 445 701** and let them know what has happened
- Explain exactly where you are and how far from the venue you think you are; if you are lost ask thebigword for directions
- Give an approximate time of arrival
- Once you arrive at the venue call thebigword again and let them know you have arrived
- Look for the person you are supposed to be seeing immediately
- Apologise for the inconvenience and offer to stay longer if needed

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## Finding the Premises / Nobody at the Premises

Before you set off to an appointment, it is good practice to use the full address and postcode to locate the premises on Google maps ([www.maps.google.co.uk](http://www.maps.google.co.uk)). This will allow you to see where the premises are in relation to other landmarks and if you use the satellite or street view you can see exactly where the premises are, where the entrance is and the streets nearby.

If you arrive at your destination and you still cannot find the premises you should call thebigword immediately and ask them for directions.

If you arrive at the premises and there is nobody there you should call thebigword Telephony Helpdesk on **03333 445 701** immediately – they will try to contact the client and let them know that you have arrived.

If the appointment does not go ahead due to the client not being available, this will also mean that thebigword can make sure you still get paid for your travel.

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## Travel Policy

thebigword have different travel policies for different clients.

For details of the MoJ travel policy, please refer to your rate card.

In all cases, you will need to take your ID badge with you to the assignment so that you can confirm your identity upon arrival. If you lose your ID badge before an assignment you need to contact thebigword immediately. You will be charged a nominal fee for thebigword to reissue an ID badge. In addition, you may not be able to complete the booking, and as this will not be the fault of the client you will be charged a cancellation fee.

If you lose your ID badge while on the way to an assignment meaning that you are unable to produce your ID Badge when meeting the client then you need to contact thebigword immediately while you are with the client themselves.

If you lose your ID badge you will be charged for a replacement.

PLEASE TAKE CARE OF YOUR ID BADGE.

Please see the rate card for full details on payment rates. If you have any queries about the rate card please call the Telephony Helpdesk on **03333 445 701** .

If you are currently only able to receive standard bookings but you wish to be able to receive complex or complex written assignments, you will need to obtain some, or all, of an interpreting qualification. You can find out more by contacting The International School of Linguists on 0800 757 3475.

## Complaints from Clients

If thebigword receive a complaint about you from a client, thebigword Service Excellence team will investigate the complaint and follow up with you accordingly.

Any action taken would depend on the nature of the complaint/s and any previous complaints logged against you. Action may include escalation to The Language Shop, for independent quality assessment and Spot Checks.

## Complaints about Clients

If you need to make a complaint about a Client, you need to:

- Call the Telephony Helpdesk on **03333 445 701**
- A Language Service Coordinator (LSC) will take the feedback from you and log this
- The LSC will then investigate with all parties and provide feedback back to you
- The timescale for this action is 5 working days

## Complaints about thebigword

If you would like to make a complaint regarding a particular staff member at thebigword, you can email your feedback to [MOJ.Feedback@thebigword.com](mailto:MOJ.Feedback@thebigword.com).

You can also raise a complaint about clients and/or thebigword via the website: <http://mobflow.com/dev/moj/feedback.html>.

One of the requirements on the new MoJ contract is for linguists working on their assignments to be quality assessed, or Mystery Shopped.

For Interpreting assignments, this will involve a Quality Assessor who holds the necessary experience and qualifications in the required language attending, watching (for video interpreting assignments) or listening in to (for Telephone Interpreting assignments) interpreting assignments at random and marking the competence of the interpreter against a set criteria.

The purpose of the quality assessments is to help to keep the quality of interpreting at a high level through the provision of constructive feedback and development actions to linguists working with the MoJ. It is also designed to recognise high performing interpreters.

The competencies covered in the criteria is based on the National Occupational Standards for interpreters and the competencies are all things that interpreters should already be covering when completing assignments, focussing on:

- Code of conduct
- Language ability
- Specialism knowledge
- Interpreting ability

thebigword will provide you with a copy of the criteria and the competencies when they have been finalised so you will be able to reflect on your own performance and work on any development areas you feel you have.

If you do not initially pass the quality assessment you will be invited by The Language Shop to attend an In Person Assessment in a non-live work environment, e.g. Classroom or Video assessment, where your performance will be checked again against the criteria.

One way to improve your quality is to take a Continual Professional Development (CPD) workshop with a training provider such as the International School of Linguists (ISL). You can learn more about ISL and the workshops they offer at [www.islinguists.com](http://www.islinguists.com).