

KEYWORD GLOSSARY

Ministry of Justice

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Access code and PIN code

Every identified member of Ministry of Justice staff will be issued with an access and PIN code to use when using Telephone Interpreting services. This unique code will be needed during the automated process of connecting to an interpreter.

Appointment Type

Every potential appointment has been identified by the Ministry of Justice and you will be asked to select the relevant appointment type when completing the Booking Form.

Automated Telephone Line

Allows interpreters and end clients to validate timesheets at the end of a face-to-face interpretation appointments. Dial **03333 445 704** and follow the instructions. You will need your unique access code and PIN to complete.

Dashboard

A menu button on the WordSynk system that provides information about all active interpreter bookings.

Face-To-Face Interpreting

A session where an interpreter attends your location and provides language support in person, interpreting what you and the limited English speaker are saying.

Helpdesk

thebigword has a dedicated team of experts on a Helpdesk to help you overcome any issues and answer any questions. The Helpdesk can be contacted on

03333 445 701 or via email at

MoJInterpreting@thebigword.com

ID Badge

Every Ministry of Justice interpreter is issued with a personal identification badge that includes an image of the interpreter and all relevant information about the work they are cleared to complete.

Interpreter Code

Every interpreter is equipped with a Supplier Code. Please make a reference of a supplier code in case you need to provide feedback/ want to work with the interpreter again.

Language Code

Every language available through Telephone Interpreting has a unique Language Code. You will need to use this code to access the language you need.

Language Identifiers

If you are unable to identify the language and you need support with, thebigword has a specialist team of language identifiers who will do this for you. They can be contacted by calling Telephone Interpreting on **03333 445 702** and then dialling **700#**.

Limited English Speaker

Someone with limited English skills who will need the support of an interpreter to effectively communicate with anyone working for the Ministry of Justice.

Mobile Application

A mobile application for Ministry of Justice interpreters provided by thebigword that allows interpreters and clients to validate timesheets at the end of a face-to-face interpretation appointments.

Multi-Day Booking

The Multi-Day Booking option is available on the Booking Form and is used if you require an interpreter for more than one day, to attend something like a trial for example. If required, tick the Multi-Day Booking option. This will open a new field to enable you to make a booking over a set number of days.

Community and Professional

The Ministry of Justice has a system for classifying bookings for qualified interpreters providing interpreting and translation services.

Under the new system, interpreters will be paid according to the type of booking they are assigned - Community or Professional.

Target Language

The language you need the interpreter to be able to communicate in and support the non- English speaker.

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Telephone Interpreting

Instant access to expert interpreters over the phone who will provide language support, interpreting what is being said between you and the non-English speaker you are communicating with.

Timesheet

Every interpreter attending a face-to-face interpreting appointment is issued with a timesheet. The end user also receives a copy of the timesheet to confirm the booking and get all of the information they need about the interpreter. The timesheet must be validated by both the end client and the interpreter at the end of the appointment.

Unique PIN

Every member of Ministry of Justice staff will be issued with unique PIN to use when using face-to-face interpreting services. This unique code can be used to validate interpreter timesheets and complete the booking. If you do not have a unique PIN, contact the Helpdesk on **0333 445 701** or via email at MoJInterpreting@thebigword.com.

Video Remote Interpreting (VRI)

An exclusive service that is only available at selected courts offering video conferencing facilities. In this service, an interpreter will attend a court close to their location that offers video conferencing facilities and then provide interpreting services to a court in another location via video link.

WordSynk

WordSynk is thebigword's online system for accessing interpreting services. It is fast, simple and available 24/7/365 to make bookings or access reports on trends and spends. It is a secure platform, protecting all of your details and offers complete visibility and control over your interpreter bookings.

It also allows you to view all bookings and view a calendar to check future appointments. WordSynk can be accessed at login.wordsynk.com.