



INSTITUTE OF BRITISH SIGN LANGUAGE

CONTACT

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WORKING TOGETHER WITH CENTRES

5th June 2019

Dear All

Part of our vision as an organisation going forward is to drive up quality in all we do. To assist us on that path we have been putting in new requirements for our centres.

These more demanding standards require commitment on the part of centres. A commitment to ensure the centre can meet the standard required.

For those centres that are willing to join with us on improving standards, you will get our support.

We have seen some response and practices from a minority of centres that IBSL in response to recent requests IBSL regards as unprofessional, and not meeting the standards we expect. IBSL will ask centres to desist where their objectives are identified as being to harass IBSL staff and management, or to divert attention from carrying out business as usual. This includes malicious and vexatious behaviours towards IBSL Trustees and its staff. This includes sending unsolicited messages and not following the correct procedures. If a centre, or a learner, has a legitimate complaint they must follow the revised Complaints Policy and Procedure that can be found amongst the Key Documents on the website.

If a centre wants some support or guidance on a matter, we are happy to help.



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IBSL has gone through a period of change in the past 6 months. We are committed to equality, diversity and inclusion and we promote a positive culture of respect for all. We do expect Centre staff and IBSL learners to hold those same values. IBSL has decided that it will develop a Code of Conduct for centres and learners; and as a matter of our policy forthwith, IBSL will withdraw approval from centres where centre staff and management exhibit poor behaviour.

With new members on the Board of Trustees, including myself, we recognise there has been a lot of change, and there will be more to come. The new Board will support its quality drive and its staff in the work they do.

We look forward to the rest of 2019 and working together in a productive relationship.

Kind regards,

IBSL Board of Trustees



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