

Welcome to Interpreting Solutions

We have been chosen to be your nominated supplier for your non-medical helper support during your time at university.

Within your welcome pack you will find the following documents:

- Who are we? – Overview of our services
- Personal Details form – This has to be completed via the online form
- Learner Service Agreement –to be signed digitally online
- How to work with a British Sign Language Interpreter – Brief overview
- Complaints Policy & Procedure – What do if you are unsatisfied with our level of services
- Customer Complaint Portal– To complete should you wish to make a complaint
- Timesheet Process
- Department for Education – Cancellation Policy

Useful Contact Details

All general contact in relation to your studies i.e.

- To make a booking
- Notify of absence
- Timetable updates & changes
- Forward materials for your lectures etc

Email: info@interpretingsolutions2uk.com

Telephone: 0161 998 6318

SMS: 07708 795573

You will be allocated a dedicated Bookings Coordinator who will be your main point of contact throughout your time as a client of Interpreting Solutions

Your Bookings Coordinator will make contact with you and advise you of their direct contact details in due course