

The [National Technology Transfer and Advancement Act \(NTTAA\)](#) that was signed into law in March 7, 1996 states that all Federal agencies and departments shall:

- Use technical standards developed or adopted by voluntary consensus standards bodies if compliance would not be inconsistent with applicable law or otherwise impracticable; and
- Consult with voluntary, private sector, consensus standards bodies and shall, when such participation is in the public interest and is compatible with agency and departmental missions, authorities, priorities, and budget resources, participate in the development of technical standards.

ASTM F2089-15 Standard Practice for Language Interpreting, ASTM F2575-14 Standard Guide for Quality Assurance in Translation and ISO 17100 Requirements for Translation Services do not appear to have been cross-referenced by the authors of this ordering guide. In addition, they did not consult the [ATA Paper on Language Interpretation and Language Translation Services](#), Nov 13, 2014.

We have also cited the T&I descriptions, hosted on the NAJIT site, which have been endorsed by eleven professional associations.

All the links were verified as of July 14, 2017.

Following consensus industry standards is in the federal government’s best interest. The table on the next pages gives detailed explanations of the ways in which each of the referenced documents is relevant to the Ordering Guide.

Authors

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| <p>Milena Calderari-Waldron, WA Court and DSHS Medical & Social Services Certified Spanish Interpreter. An Archaeology graduate from the University of Paris 1 Pantheon-Sorbonne, she was a National Council for Scientific and Technological Research (CONICET) doctoral grant fellow for seven years and taught Argentine Archaeology at the University of Buenos Aires. She is currently the Secretary of Interpreters United Local 1671/AFSCME Council 28 (a freelancers’ labor union), and Adjunct Faculty for Ethics and Business Practices for Interpreters at the Bellevue Community College Translation and Interpretation Certificate Program. She is involved in the ASTM Standards for Translation and was in the drafting committee for the ASTM standard for Interpreting.</p> | <p>Helen Eby grew up in Argentina, where she graduated as an English and Spanish teacher. Now she is a Certified Spanish translator, Certified Medical Interpreter and Oregon Court Certified Interpreter. She enjoys launching professionals so much she is also a Medical Interpreter Trainer, she has been the President of the Oregon Society of Translators and Interpreters, and she is involved in the ASTM Standards for Translation. Her business name is Gaucha Translations.</p> |

| <p>Original text https://www.gsa.gov/portal/mediald/142486/fileName/Foreign_Language_Services.action</p> | <p>Our Comments</p> | <p>Suggested rewrite</p> |
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| <p>Definitions</p> | | |
| <p>To assist agencies in better understanding some of the terminology used in the language services industry, this section provides definitions for some of the most commonly used terms.</p> | | |
| <p>a. Interpretation: The act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the meaning. Page 9</p> | <p>Interpreting: The process of first fully understanding, analyzing, and processing a spoken or signed message and then faithfully rendering it into another spoken or signed language. <i>Interpreting</i> is different from <i>translation</i>, which results in the creation of a written target text.</p> <p style="text-align: right;">Source: ASTM F2089-15(3.1.1)</p> | <p>a. Interpreting: The process of first fully understanding, analyzing, and processing a spoken or signed message and then faithfully rendering it into another spoken or signed language.</p> |
| <p>i. In-person Interpretation: Where a qualified interpreter, who is present, listens to communication in one language and orally converts it into another language (either consecutively or simultaneously) while retaining the meaning. Page 9</p> | <p>Delivery Modalities of Interpreting:</p> <p><i>On-site interpreting:</i> Provided by interpreters present in the same physical location as speakers and the audience. Source: ASTM F2089-15(7.2.4.1)</p> <p><i>Remote interpreting:</i> Provided by interpreters not present in the same physical location as the speakers or the audience or both. Source: ASTM F2089-15(7.2.4.2)</p> <p>Remote interpreting is an appropriate and convenient delivery modality when qualified on-site interpreters are not available. The interpreter’s qualifications in a remote interpreting delivery modality remain the same as those for on-site interpreting.</p> <p>The lack of physical and visual proximity makes comprehension, analysis, and processing of</p> | <p>i. On-site Interpreting: Provided by interpreters present in the same physical location as speakers and the audience.</p> |

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| | <p>information more challenging for interpreters. Quality and accuracy noticeably decline more rapidly, thus requiring shorter interpreting shifts and increased team strength. Source: ASTM F2089-15(7.9.4.1-2)</p> | |
| <p>ii. Telephonic Interpretation: Where a qualified interpreter, who is on the phone, listens to communication in one language and orally converts it into another language (either consecutively or simultaneously) while retaining the meaning. Page 9</p> | <p>Audio-conference interpreting: Provided by interpreters having an audio feed of the speakers or the audience, or both. Source: ASTM F2089-15(7.2.4.29(2))</p> <p><i>Audio-only Interpreting—Technical Specifications:</i></p> <p>All parties involved in audio interpreting services shall strive to use:</p> <p>(1) A landline telephone free of interference; (2) High-speed broadband connection if audio feed is streaming over the internet; and (3) Equipment with noise-cancelling microphone, volume, and environmental noise control. Source: ASTM F2089-15(7.9.4.4)</p> | <p>ii. Audio-conference Interpreting: Provided by interpreters having an audio feed of the speakers or the audience, or both. All parties involved shall strive to use:</p> <p>(1) A landline telephone free of interference; (2) High-speed broadband connection if audio feed is streaming over the internet; and (3) Equipment with noise-cancelling microphone, volume, and environmental noise control.</p> |
| <p>iii. Video Remote Interpreting: Where a qualified interpreter, connected in video by remote technology, listens to communication in one language and orally converts it into another language (either consecutively or simultaneously) while retaining the meaning. Page 9</p> | <p>Videoconference interpreting: Provided by interpreters having a video-mediated view of the speakers or the audience, or both. Source: ASTM F2089-15(7.2.4.29(1))</p> <p><i>Video Interpreting—Technical Specifications:</i></p> <p>All parties involved in video interpreting services shall strive to ensure:</p> <p>(1) Appropriate lighting; (2) Seating arrangements which allow an unobstructed view of video screen(s); (3) Appropriate camera positioning; (4) The use of equipment with noise-cancelling microphone, volume, and environmental noise control;</p> | <p>iii. Videoconference Interpreting: Provided by interpreters having a video-mediated view of the speakers or the audience, or both. All parties involved shall strive to ensure:</p> <p>(1) Appropriate lighting; (2) Seating arrangements which allow an unobstructed view of video screen(s); (3) Appropriate camera positioning; (4) The use of equipment with noise-cancelling microphone, volume, and environmental noise control; (5) The use of good quality headsets, as needed; (6) Settings with appropriate background; (7) The use of high-speed broadband connection; (8) The use of high-speed broadband connection;</p> |

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| | <p>(5) The use of good quality headsets, as needed; (6) Settings with appropriate background; (7) The use of high-speed broadband connection; (8) The use of high-speed broadband connection; (9) Direct communication with technical support personnel. (10) If available, use of video zoom is highly desirable.</p> <p style="text-align: right;">Source: ASTM F2089-15(7.9.4.5)</p> | <p>(9) Direct communication with technical support personnel. (10) If available, use of video zoom is highly desirable.</p> |
| <p>iv. Consecutive interpretation: Where a qualified interpreter performs the interpretation in the pauses after an utterance, and does not speak while others are talking. The interpreter will usually signal for speakers to start or stop, in order to ensure that all parties to the interpretation understand. Consecutive interpretation requires approximately double the amount of time as a conversation without interpreters, and time should be budgeted accordingly. Page 9</p> <p>v. Simultaneous interpretation: Where a qualified interpreter performs the interpretation contemporaneously with the speaker whose words are being interpreted. A simultaneous interpretation occurs without any pauses since the interpreter and speaker are talking at virtually the same time. Simultaneous interpretation may require the use of special equipment, such as headsets or interpreter booths. Page 9</p> | <p>There are <i>three modes of Interpreting</i>: <i>Simultaneous, Consecutive, and Sight Translation.</i></p> <p>Simultaneous Interpreting: The rendering of a speaker’s or signer’s message into another language while the speaker or signer continues to speak or sign.</p> <p>Simultaneous interpreting can be done by whispering into a person’s ear (chuchotage), by using wireless equipment (transmitter and receiver) or from booths. Source: ASTM F2089-15 (3.1.2.1)</p> <p>Consecutive Interpreting: The rendering of a speaker’s or signer’s message into another language when the speaker or signer pauses to allow interpreting. Source: ASTM F2089-15 (3.1.2.2)</p> <p>Sight Translation: The rendering of a written document directly into a spoken or signed language, not for purposes of producing a written document. Source: ASTM F2089-15 (3.1.2.3)</p> | <p>iv. Consecutive interpreting: The rendering of a speaker’s or signer’s message into another language when the speaker or signer pauses to allow interpreting. Consecutive interpreting requires approximately double the amount of time as a conversation without interpreters, and time should be budgeted accordingly.</p> <p>v. Simultaneous interpreting: The rendering of a speaker’s or signer’s message into another language while the speaker or signer continues to speak or sign. Simultaneous interpreting can be done by whispering into a person’s ear (chuchotage), by using wireless equipment (transmitter and receiver) or from booths.</p> <p>Guidelines require that, for interpreting sessions longer than approximately 2 hours, or for those involving complex, technical, or specialized subjects, two interpreters be employed who will alternate interpreting duties. Interpreters should alternate about every 30 minutes.</p> <p>Add: Sight Translation: The rendering of a written document directly into a spoken or signed language, not for purposes of producing a written document.</p> |
| | <p>Interpreters are subject to both physical and mental fatigue. The quality of interpretation has been</p> | |

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| | <p>shown to diminish with time. The interpreter is not always aware of this diminished quality.</p> <p>Guidelines require that, for interpreting sessions longer than approximately 2 hours, or for those involving complex, technical, or specialized subjects, two interpreters be employed who will alternate interpreting duties. Interpreters should alternate about every 30 minutes.</p> <p>In any case, adequate rest periods must be provided to ensure quality interpretation.</p> <p style="text-align: right;">Abstracted from: ASTM F2089-15</p> | |
| <p>vi. Escort interpretation: Where a qualified interpreter accompanies a person or delegation on a visit, tour, meeting, or interview. Escort interpreting is usually performed through simultaneous or consecutive interpreting. Page 9</p> <p>vii. Community interpretation: A type of interpreting service more often used to facilitate social service access in language minority communities. Community interpreting is a broad and flexible field that can encompass work in education, health, housing, social security and other service areas. Page 10</p> | <p style="text-align: center;">Areas of Interpreting</p> <p>Diplomatic Interpreting: interpreting performed to facilitate communication between governments and/or international organizations or both.</p> <p>Liaison Interpreting: interpreting generally performed in the consecutive mode while escorting visiting individuals or groups.</p> <p>Conference Interpreting: interpreting performed primarily in the simultaneous mode for persons attending congresses, conventions, seminars, summits, or other meetings</p> <p>Media Interpreting: interpreting performed for media outlets such as television networks, radio stations or the Internet.</p> <p>Business Interpreting: interpreting performed in the course of business activities.</p> | <p>Diplomatic Interpreting: interpreting performed to facilitate communication between governments and/or international organizations or both.</p> <p>Liaison Interpreting: interpreting generally performed in the consecutive mode while escorting visiting individuals or groups.</p> <p>Conference Interpreting: interpreting performed primarily in the simultaneous mode for persons attending congresses, conventions, seminars, summits, or other meetings</p> <p>Media Interpreting: interpreting performed for media outlets such as television networks, radio stations or the Internet.</p> <p>Business Interpreting: interpreting performed in the course of business activities.</p> <p>Labor Relations Interpreting: interpreting performed for negotiations between management and their workers, and unions and their members.</p> |

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| | <p>Labor Relations Interpreting: interpreting performed for negotiations between management and their workers, and unions and their members.</p> <p>Community Interpreting: interpreting (in community settings) for the purpose of outreach, information, community relations and community services.</p> <p>Social Services Interpreting: interpreting in settings where human services programs are provided.</p> <p>Healthcare Interpreting: Interpreting in settings where medical services are provided.</p> <p>Educational Interpreting: Interpreting in settings where educational services are provided.</p> <p>Legal Interpreting: Interpreting in settings where proceedings related to the administration of justice are performed.</p> <p>Legal Interpreting is divided into <i>Court Interpreting</i> and <i>Out-of-Court Interpreting</i>.</p> <p><i>Court Interpreting</i> (also referred to as <i>Judicial Interpreting</i>): interpreting in the courtroom.</p> <p>Depositions fall into this category because testimony is given under oath, and afforded the same weight as testimony given in the courtroom.</p> <p><i>Out-of-Court Interpreting</i> (also referred to as <i>Quasi-Judicial Interpreting</i>): interpreting of interviews and hearings in settings that may have a bearing on legal proceedings.</p> | <p>Community Interpreting: interpreting (in community settings) for the purpose of outreach, information, community relations and community services.</p> <p>Social Services Interpreting: interpreting in settings where human services programs are provided.</p> <p>Healthcare Interpreting: Interpreting in settings where medical services are provided.</p> <p>Educational Interpreting: Interpreting in settings where educational services are provided.</p> <p>Legal Interpreting: Interpreting in settings where proceedings related to the administration of justice are performed.</p> <p>Legal Interpreting is divided into <i>Court Interpreting</i> and <i>Out-of-Court Interpreting</i>.</p> <p><i>Court Interpreting</i> (also referred to as <i>Judicial Interpreting</i>): interpreting in the courtroom.</p> <p>Depositions fall into this category because testimony is given under oath, and afforded the same weight as testimony given in the courtroom.</p> <p><i>Out-of-Court Interpreting</i> (also referred to as <i>Quasi-Judicial Interpreting</i>): interpreting of interviews and hearings in settings that may have a bearing on legal proceedings.</p> <p>These proceedings include, but are not limited to interpreting for attorney- client interviews, criminal justice or law enforcement agencies, administrative agencies, as well as boards, commissions, or licensing bodies. Quasijudicial proceedings affect fundamental individual rights and may give rise to an appeal at the</p> |
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| | <p>These proceedings include, but are not limited to interpreting for attorney- client interviews, criminal justice or law enforcement agencies, administrative agencies, as well as boards, commissions, or licensing bodies. Quasijudicial proceedings affect fundamental individual rights and may give rise to an appeal at the state or federal levels. For this reason, the interpreting of out-of-court hearings and interviews shall be of the same quality and accuracy as that rendered in court.</p> <p>Security-related Interpreting: Interpreting performed in support of government agencies working in law enforcement and national security.</p> <p>Military and Conflict Zone Interpreting: Interpreting performed in support of the armed forces and their mission and of individuals affected by armed conflict.</p> <p>Disaster Relief and Humanitarian Interpreting: Interpreting performed in support of humanitarian operations and of individuals affected by disaster or other emergency situations.</p> <p style="text-align: right;">Source: ASTM F2089-15(3.1.3)</p> | <p>state or federal levels. For this reason, the interpreting of out-of-court hearings and interviews shall be of the same quality and accuracy as that rendered in court.</p> <p>Security-related Interpreting: Interpreting performed in support of government agencies working in law enforcement and national security.</p> <p>Military and Conflict Zone Interpreting: Interpreting performed in support of the armed forces and their mission and of individuals affected by armed conflict.</p> <p>Disaster Relief and Humanitarian Interpreting: Interpreting performed in support of humanitarian operations and of individuals affected by disaster or other emergency situations.</p> |
| <p>viii. Voiceover interpreting: A type of interpretation technique that records the voice of an interpreter over the original audio track. This method of interpreting is often used in audiovisual materials such as new reports and movies in languages where subtitling is not the norm. Page 10</p> | <p>Voice-over is not language interpreting since it does not happen in real time. It is acting because there is already a transcription/translation and it can be done by a monolingual person. The people doing voice-over are called voice actors or voice talent. Sometimes, the audio feed of the speaker and a simultaneous interpreter are heard at the same time with the interpreter’s in a higher volume. This may appear to be a voice-over but in reality, it is simultaneous interpreting.</p> <p>When an interviewee speaks a foreign language, production companies typically use voice actors to</p> | <p>viii. Voiceover: This service does not happen in real time and is generally provided by monolingual voice actors who follow a transcription/translation. Sometimes, the audio feed of the speaker and a simultaneous interpreter are heard at the same time with the interpreter’s in a higher volume. This may appear to be a voice-over but in reality, it is simultaneous interpreting. This technique is often used in audiovisual materials such as news reports and movies in languages where subtitling is not the norm.</p> |

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| | <p>record over the original audio. This way, the viewer hears the interviewee in the background speaking his or her language, while the voice actor interprets. In most cases, the volume of the voice actor is much louder and lags seconds behind the original audio track. This voice-over technique is useful because it allows the viewer to both hear and understand the speaker’s words at the same time.</p> <p>Source: https://www.abercap.com/blog/2014/11/20/voice-over-vs-dubbing-two-sides-of-the-same-tone/</p> | |
| <p>d. Qualified Interpreter for an individual with limited English proficiency means an interpreter who via a remote interpreting service or an on-site appearance:</p> <ul style="list-style-type: none"> i. Adheres to generally accepted interpreter ethics principles, including client confidentiality; ii. has demonstrated proficiency in speaking and understanding both spoken English and at least one other spoken language; and iii. is able to interpret effectively, accurately, and impartially, both receptively and expressly, to and from such language(s) and English, using any necessary specialized vocabulary, terminology, and phraseology. <p>Page 10</p> | <p>Certified Interpreters can provide documentation indicating the certifying or assessment body, any subject area expertise, the proficiency level and specific language combination(s) assessed. Certified interpreters maintain their certification through continuing education credits and are bound by a code of professional conduct. When interpreting certification exams are not available for a particular language pair, verification of a high level of listening comprehension and speaking proficiency in both working languages may be used as an acceptable screening tool to predict interpreting performance. In fields of interpretation not covered by certification schemes, specialized tertiary training and peer endorsement can be applied as criteria to the same effect.</p> <p>Source: https://najit.org/wp-content/uploads/2017/03/TI-Descriptions.pdf</p> | <p>d. Qualified Interpreter means an interpreter who:</p> <ul style="list-style-type: none"> i. Adheres to generally accepted interpreter ethics principles, including client confidentiality; ii. has demonstrated proficiency in speaking and understanding both English and at least one other spoken or signed language; and iii. is able to interpret effectively, accurately, and impartially, using any necessary specialized vocabulary, terminology, and phraseology. <p>Add:</p> <p>Certified interpreters can provide documentation indicating the certifying or assessment body, any subject area expertise, the proficiency level and specific language combination(s) assessed. Certified interpreters maintain their certification through continuing education credits and are bound by a code of professional conduct. When interpreting certification exams are not available for a particular language pair, verification of a high level of receptive and expressive language proficiency in both working languages may be used as an acceptable screening tool to predict interpreting performance.</p> |

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| <p>e. Qualified Translator means a translator who:</p> <ul style="list-style-type: none"> i. Adheres to generally accepted translator ethics principles, including client confidentiality; ii. has demonstrated proficiency in writing and understanding both written English and at least one other written non-English language; and iii. is able to translate effectively, accurately, and impartially to and from such language(s) and English, using any necessary specialized vocabulary, terminology, and phraseology. <p>Page 10</p> | <p>Certified Translators can provide documentation indicating the certifying or assessment body, any subject area expertise, the proficiency level, the specific language combination(s) assessed by translation testing and the direction of translation permitted. Certified translators maintain their certification through continuing education credits and are bound by a code of professional conduct. When translation certification exams are not available for a particular language pair, sample translations reviewed by highly qualified third parties may provide an acceptable practical alternative.</p> <p>Source: https://najit.org/wp-content/uploads/2017/03/TI-Descriptions.pdf</p> | <p>e. Qualified Translator means a translator who:</p> <ul style="list-style-type: none"> i. Adheres to generally accepted translator ethics principles, including client confidentiality; ii. has demonstrated proficiency in writing and understanding both written English and at least one other written non-English language; and iii. is able to translate effectively, accurately, and impartially to and from such language(s) and English, using any necessary specialized vocabulary, terminology, and phraseology. <p>Add:</p> <p>Certified translators can provide documentation indicating the certifying or assessment body, any subject area expertise, the proficiency level, the specific language combination(s) assessed by translation testing and the direction of translation permitted. Certified translators maintain their certification through continuing education credits and are bound by a code of professional conduct. When translation certification exams are not available for a particular language pair, sample translations reviewed by highly qualified third parties may provide an acceptable practical alternative.</p> |
| <p>f. Transcription: Rendering of spoken word, audio, or video from a source language into a written transcript in either the original source language or a new target language (translation-transcription).</p> <p>Page 11</p> | <p>Transcription: converting live or recorded speech into written text. This can be done by a monolingual person called a transcriptionist.</p> <p>Computer Aided Real-Time Transcription (CART) refers to the instant translation of the spoken word into English text using a stenotype machine, notebook computer, and real-time software. The text produced by the CART service can be displayed on an individual’s computer monitor, projected onto a screen, combined with a video presentation to appear as captions, or otherwise made available using other transmission and display systems. CART</p> | <p>f. Transcription: converting live or recorded speech into written text. This can be done by a monolingual person called a transcriptionist.</p> <p>Transcription-translation is a document that comprises both a source-language transcription and a target-language translation of an audio- and/or video-recorded communication. The best practice is to first transcribe all verbal or visual communication in the recording as faithfully as possible and then translate the resulting transcript into the desired target language.</p> |

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| | <p>is a method to provide access to spoken communication for people who are deaf, hard of hearing, or who have certain cognitive or learning impairments. Navigator organizations should establish relationships with local community organizations that can refer qualified CART transcriptionists when consumers either request or need them.</p> <p>Source: http://www.nationaldisabilitynavigator.org/ndnrc-materials/disability-guide/computer-aided-real-time-transcription-cart/</p> <p>A Transcriber-Translator is a language specialist, proficient in two languages, who produces a document that comprises both a source-language transcription and a target-language translation of an audio- and/or video-recorded communication. This document is called a Transcription/Translation or “TT.” The best practice is to first transcribe all verbal or visual communication in the recording as faithfully as possible and then translate the resulting transcript into the desired target language.</p> <p>To preserve the integrity of the recorded message, the best practice is for the separate tasks of transcription and translation to be performed by the same professional or by a team, whose leader then approves all aspects of the final document. In some cases, the TT specialist skips the transcription step and produces a direct translation. (ILR calls this Audio Translation)</p> <p>A Transcriber-Translator performs what might be described as a “hybrid” task involving the Interpreter’s acute receptive and decoding skills with the Translator’s ability to convey in writing the content and meaning of the source language. When</p> | <p>To preserve the integrity of the recorded message, the best practice is for the separate tasks of transcription and translation to be performed by the same professional or by a team, whose leader then approves all aspects of the final document. In some cases, the TT specialist skips the transcription step and produces a direct translation. (ILR calls this Audio Translation)</p> |
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| | <p>a credential is available for the required language pair, credentials in both interpreting and translation are an indicator of capability.</p> <p>Source: https://najit.org/wp-content/uploads/2017/03/TI-Descriptions.pdf</p> | |
| <p>g. Translation: The replacement of written text from one source language into an equivalent written text in the target language. Page 11</p> | <p>Translators work with the written word, converting text from a source language into a target language. This is far more than replacing one word with another. The translator must also convey the style, tone, and intent of the text, while taking into account differences of culture and dialect. The finished document should read as if it had originally been written in the target language for the target audience.</p> <p>Translators must be familiar with the dialects, registers, and terminology needed for the type of translation project they are responsible for. When working in teams, translators may be responsible for editing, proofreading, summarizing, localizing, and transcreating.</p> <p>Translation “is a complex skill requiring several abilities. Consequently, extreme care must be exercised in hiring translators or assigning translation tasks to them. To do otherwise entails the risk that imprecise or even wrong information will be conveyed. <i>Competence in two languages is necessary but not sufficient for any translation task.</i> Though the translator must be able to (1) read and comprehend the source language and (2) write comprehensibly in the target language, the translator must also be able to (3) choose the equivalent expression in the target language that both fully conveys and best matches the meaning intended in the source language (referred to as congruity judgment).”</p> | <p>Translation involves taking a written text in a source language (language of the original text) and providing an equivalent written text in the target language (language of the reader).</p> |

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| | <p>Source: https://najit.org/wp-content/uploads/2017/03/TI-Descriptions.pdf</p> <p>Translation is written. It involves taking a written text in a source language (language of the original text) and providing a written text into the target language (the language of the reader). Translators must have excellent knowledge of at least two languages but they often work in only one direction, from their acquired language into their native language.</p> <p>Guide to Translation of Legal Materials, Consortium for Language Access in the Courts. http://www.ncsc.org/education-and-careers/state-interpreter-certification/~media/files/pdf/education%20and%20careers/state%20interpreter%20certification/guide%20to%20translation%20practices%206-14-11.ashx</p> | |
| <p>i. Editing/Double-Checking: A double check is where a second qualified translator reviews the source document and the original translation to verify the accuracy, completeness, and readability of the final documents. In order to ensure the accuracy of any translation at least two qualified translators should review it. Page 11</p> | <p>Third-party Reviewer: A person assigned by the requester or supplier to evaluate a completed translation for quality or end-user suitability. Source: ASTM F2575-14(3.1.39)</p> <p>Revision (done by a Reviser): <i>Bilingual</i> examination of <i>target language</i> content against source language content for its suitability for the agreed purpose.</p> <p>The term <i>bilingual editing</i> is sometimes used as a synonym for revision.</p> <p>Source: ISO 17100:2015(2.2.6)</p> <p>Review (done by a Reviewer): <i>Monolingual</i> examination of <i>target language</i> content for its suitability for the agreed purpose</p> | <p>i. Bilingual editing: <i>Bilingual</i> examination of <i>target language</i> content against source language content by a second qualified translator, verifying the accuracy, completeness and readability of the final documents. In order to ensure the accuracy of any translation at least two qualified translators should work as a team.</p> |

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| | <p>The term <i>monolingual editing</i> is sometimes used as a synonym for review.</p> <p>Source: ISO 17100:2015(2.2.7)</p> <p>Proofread (done by a Proofreader): Examine the revised <i>target language</i> content and applying corrections before printing</p> <p>Source: ISO 17100:2015(2.2.8)</p> | |
| <p>ii. Sight Translation: An oral rendering of written text into spoken language by a qualified linguist, without changing the meaning, based on a visual review of the original text or document. Page 11</p> | <p><i>Sight Translation</i> is one of the three <i>modes</i> of language interpreting; see above. This is not a translation service. This service is provided by interpreters.</p> | <p>ii. Sight Translation: one of the three <i>modes</i> of language interpreting; see above. This is not a translation service. This service is provided by interpreters.</p> |
| <p>iii. Localization: The process of translating and redesigning software products, websites, marketing communications, or e-learning systems to appear as native in-language products. Page 11</p> | <p>Localization: Cross-cultural communication process of preparing locale-specific versions of a product or service, consisting of translation of textual material into the language and textual conventions of the target locale, and adaptation of nontextual materials as well as input, output, and delivery mechanisms to meet the cultural, technical, and regulatory requirements of that locale.</p> <p>Source: ASTM F2575-14(3.1.170)</p> | <p>iii. Localization: Cross-cultural communication process of preparing locale-specific versions of a product or service, consisting of translation of textual material into the language and textual conventions of the target locale, and adaptation of nontextual materials as well as input, output, and delivery mechanisms to meet the cultural, technical, and regulatory requirements of that locale.</p> |
| <p>iv. Summarization: The process of reducing a document from a source language into an abstract or outline while retaining the most important points of the original document in the target language. Page 11</p> | | <p>iv. Summary translation: The process of reducing a document from a source language into an abstract or outline while retaining the most important points of the original document in the target language.</p> |
| <p>Note about Cultural Nuance: Successful translation and interpretation services achieve meaning and ease of understanding for the target audience and avoid literal conversions from English to other languages. As such, it is important that</p> | <p>Interpreters and translators work in very different settings. Depending on applicable ethics codes and on individual expertise, interpreters and translators may be able to offer notes about cultural differences, or apply cultural knowledge to their renditions. Always consult your professional</p> | |

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| <p>language service providers understand the cultural nuances of the target language community. These can include cultural awareness of speech and behavior differences; hierarchy of power and communication barriers to highlight similarities and differences between the target and home culture; the ability to promote meaningful dialogue regarding cultural challenges in the workplace; discuss factors that may affect family, personal, and business relationships; and run interactive simulations that reflect a realistic situation in the business setting.</p> <p>Page 11</p> | <p>interpreter or translator about whether he or she is able to provide this service.</p> | |
| <p>GSA Description of Language Services GSA’s Federal Acquisition Services (FAS) is improving its professional services schedule offerings. As a first step in this initiative, FAS has consolidated its professional services Multiple Award Schedule offerings into one Professional Services Schedule. The previous Schedule 738-II focused on Language Services is now part of this new single Professional Services Schedule (PSS).</p> <p>Page 12</p> | | |
| <p>a. Translation Services – PSS 00CORP, SIN 382 1 Services included under this SIN include the translation of written, electronic, and multi-media material to and from English and native foreign languages. Materials include, but are not limited to:</p> <ul style="list-style-type: none"> • Business • Legal • Medical • Technical • Documents | <p>Captioning was created so deaf or hard-of-hearing viewers could read along to TV shows. A technology needed to be created that was accessible to deaf viewer, but not obligatory for hearing viewers. So today, closed captioning is decoded by a decoder chip in the television and it must be activated to view. Captions are white letters with a black background. The font looks similar to Courier New.</p> <p>Source: https://www.abercap.com/blog/2009/03/17/unders</p> | <p>a. Translation Services – PSS 00CORP, SIN 382 1 Services included under this SIN include the translation of written, electronic, and multi-media material to and from English and native foreign languages. Materials include, but are not limited to:</p> <ul style="list-style-type: none"> • Business • Legal • Medical • Technical • Documents • Software • Website localization for Internet and Intranet |

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| <ul style="list-style-type: none"> • Software • Website localization for Internet and Intranet • Video subtitling • Captioning • Transcriptions for Title III Monitoring <p>Page 12</p> | <p>tanding-the-differences-between-roll-up-captioning-pop-on-captioning-and-subtitling/</p> <p>Subtitling, on the other hand, was originally created so viewers of programming in a language other than their own could read along in their own language. Unlike captions, subtitles cannot be turned on or off through a TV decoder chip. They are burned on the video. If you are watching subtitles on a DVD or Blu-ray Disc, they can be turned on or off through the menu. Subtitles can be different fonts or colors and usually do not have a black or transparent background.</p> <p>Source: https://www.abercap.com/blog/2009/03/17/understanding-the-differences-between-roll-up-captioning-pop-on-captioning-and-subtitling/</p> <p>Dubbing is when all the elements of sound are mixed including the original production track with any additional recordings; joined together, they make a complete soundtrack. In the video production world, the phrase “dubbing” is used when the original speaker’s audio track is replaced entirely by the voice actor’s. Contrary to voice-over (UN-Style), which preserves the original track underneath the voice actor, the dub must be carefully timed and synchronized to match the speaker’s lips, meaning, and even intonations. To be more specific, this is often referred to as lip-sync dubbing. As imagined, this process is arduous and lengthy; often times, the voice actor is required to work with editors in a studio re-recording segments where the audio and visuals struggle to match.</p> <p>Source: https://www.abercap.com/blog/2014/11/20/voice-over-vs-dubbing-two-sides-of-the-same-tone/</p> | <ul style="list-style-type: none"> • Video subtitling <p>Note: The following services can be monolingual and should be located in a service for monolingual providers:</p> <ul style="list-style-type: none"> • Captioning • Transcriptions for Title III Monitoring |
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| <p>Client consultation and Project management services include:</p> <ul style="list-style-type: none"> • Translation formatting • Proofreading • Text adaptation • Editing • Graphic design • Desktop publishing <p>Page 12</p> | | <p>Client consultation and Project management services include:</p> <ul style="list-style-type: none"> • Translation formatting • *Proofreading • *Text adaptation • *Editing • *Graphic design • *Desktop publishing <p>Note: Some of these services may apply to monolingual services and are not specific to translation. We have marked them with an asterisk.</p> |
| <p>b. Interpretation Services—PSS 00CORP, SIN 382 2</p> <p>Interpretation Services include the interpretation of oral communication to and from English and native foreign languages. Interpretation includes, but is not limited to:</p> <ul style="list-style-type: none"> • Simultaneous • Consecutive • Escort • Community • Telephonic • Voiceovers <p>Interpreter forums may include:</p> <ul style="list-style-type: none"> • Meetings • Conferences • Seminars • Litigation • Briefings • Trainings <p>Page 12-13</p> | <p>[Duplicates information provided above]</p> <p>The modes of interpreting are: simultaneous, consecutive and sight translation. These interpreting services can be delivered in several modalities:</p> <ol style="list-style-type: none"> a) On-site interpreter together with all speaker and audience present; b) On-site interpreter with either the speaker or the audience at a remote location; c) Remote interpreting with the interpreter, the speaker and the audience all in different remote locations; and d) Remote interpreter with the speaker and the audience both at the same remote location. <p>The interpreted event characteristics will determine the delivery modality, mode of interpreting, number of interpreters, type of interpreter credentials, equipment, attire, security clearance, and immunizations. Setting(s) include, but are not limited to:</p> <ul style="list-style-type: none"> • One-on-one meeting, • Group meeting, • Hearing, • Presentation, | <p>b. Interpretation Services—PSS 00CORP, SIN 382 2</p> <p>The modes of interpreting are: simultaneous, consecutive and sight translation. These interpreting services can be delivered in several modalities:</p> <ol style="list-style-type: none"> a) On-site interpreter together with all speaker and audience present; b) On-site interpreter with either the speaker or the audience at a remote location; c) Remote interpreting with the interpreter, the speaker and the audience all in different remote locations; and d) Remote interpreter with the speaker and the audience both at the same remote location. <p>The interpreted event characteristics will determine the delivery modality, mode of interpreting, number of interpreters, type of interpreter credentials, equipment, attire, security clearance, and immunizations. Setting(s) include, but are not limited to:</p> <ul style="list-style-type: none"> • One-on-one meeting, • Group meeting, • Hearing, • Presentation, • Conference, • Trial, • Media, and |

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| | <ul style="list-style-type: none"> • Conference, • Trial, • Media, and • Depositions. <p>Venues include, but are not limited to:</p> <ul style="list-style-type: none"> • Conference center, • Meeting room, • Courtroom, • Correctional facility, • Police stations, • Detention centers, • Educational facility, • Office, • Theater, • Television/radio studio, • Healthcare facility, • Business/industrial complex, and • Agricultural/outdoors. <p>Source: ASTM F2089-15 (7.2)</p> | <ul style="list-style-type: none"> • Depositions. <p>Venues include, but are not limited to:</p> <ul style="list-style-type: none"> • Conference center, • Meeting room, • Courtroom, • Correctional facility, • Police stations, • Detention centers, • Educational facility, • Office, • Theater, • Television/radio studio, • Healthcare facility, • Business/industrial complex, and • Agricultural/outdoors. |
| <p>Client consultation and project management services provide for scheduling, assignment, and logistical coordination of linguist support.</p> | | |
| <p>c. Interpretation Services—PSS 00CORP, SIN 382 2 Transcription services for Title III Monitoring are in the PSS, SIN 382 1. Note: this does not include medical transcription, which is included in GSA Schedule 36, Sin 51-506. Page 13</p> | <p>Transcription services are not interpreting. This should be under Transcription/Translation services.</p> | <p>c. Interpretation Services—PSS 00CORP, SIN 382 2 See previous reference to Transcription, copied below:</p> <p>f. Transcription: converting live or recorded speech into written text. This can be done by a monolingual person called a transcriptionist.</p> <p>Transcription-translation is a document that comprises both a source-language transcription and a target-language translation of an audio- and/or video-recorded communication. The best practice is to first transcribe all verbal or visual communication</p> |

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| | | <p>in the recording as faithfully as possible and then translate the resulting transcript into the desired target language.</p> <p>To preserve the integrity of the recorded message, the best practice is for the separate tasks of transcription and translation to be performed by the same professional or by a team, whose leader then approves all aspects of the final document. In some cases, the TT specialist skips the transcription step and produces a direct translation. (ILR calls this Audio Translation)</p> |
| <p>d. Summarization Services Written summarization services fit under SIN 382 1. If it is spoken summarization, known as “gisting,” it would fit under SIN 382 2. Please contact a GSA contracting officer if more information is needed based on the scope of work and fitting under the proper SIN. Please note that “gisting” is not an appropriate substitute for interpretation, and may result in significant additional, potentially detrimental, communication barriers. Page 13</p> | <p>Written summarization of audio communications is a specialized transcription/translation service.</p> <p>Gisting is also known as <i>summary translation</i>. The ordering guide is giving a definition of gisting that conflicts with the established professional standards’ definition (see below). <i>gisting, n</i>—translation of a text for the purpose of providing the user with a general idea of the sense of the original, but without emphasis on details or stylistic elegance. <i>Discussion</i>—Gisting may sometimes be synonymous with abstracting or summarizing, although gisting often reads less smoothly. Human translators can be requested to indicate the gist of a text, or an unedited machine translation can sometimes be produced for this purpose. This type of translation is sometimes called an <i>indicative translation</i>. Source: ASTM F2575-14(3.1.10)</p> <p>Please note that summary interpreting goes against all interpreter codes of ethics which require accurate and complete interpretation of the source message.</p> | <p>d. Summarization Services Written summarization services fit under SIN 382 1. If it is spoken summarization, it would fit under SIN 382 2. Please contact a GSA contracting officer if more information is needed based on the scope of work and fitting under the proper SIN. Please note that summarization is not an appropriate substitute for interpretation, and may result in significant additional, potentially detrimental, communication barriers. Additionally, summary interpreting goes against all interpreter codes of ethics, which require accurate and complete interpretation of the source message.</p> |
| <p>Choosing a Provider When choosing a language services provider, the purchasing authority should</p> | <p>According to the Association of Language Companies, 89% of the work is done by independent contractors. Therefore, the pool of linguists is never</p> | <p>Choosing a Provider When choosing a language services provider, the purchasing authority should use certain factors to</p> |

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| <p>use certain factors to rank and evaluate providers. Some of these factors are commonplace in procurement (e.g., past 14 performance), but other factors are more specific to the language services industry (e.g., depth and pool of linguists). Depending on your requirements, some of these factors may have varying or equal weight. Page 13-14</p> | <p>static. A list of potential interpreters and translators provided by a language company is no guarantee that those subcontractors will actually be the ones providing the services.</p> <p>Source: Review of the ALC 2015 industry survey http://www.ata-divisions.org/ID/review-of-the-alc-2015-industry-survey/</p> | <p>rank and evaluate providers. Some of these factors are commonplace in procurement (e.g., past 14 performance), but other factors are more specific to the language services industry (e.g., depth and pool of linguists). Depending on your requirements, some of these factors may have varying or equal weight. According to the Association of Language Companies, 89% of the work is done by independent contractors. Therefore, the pool of linguists is never static. A list of potential interpreters and translators provided by a language company is no guarantee that those subcontractors will actually be the ones providing the services. Page 13-14</p> |
| <p>a. Qualifications: One purpose of this factor is to establish minimum standards for contract linguists and contract program staff supporting your requirement. Years of experience, education, training (ongoing), and certifications fall under this factor. Another purpose of this factor is to determine if a provider possesses the ability to respond effectively to your requirement. The availability (how many linguists do they have & how fast can they assist?) and depth (do they even support the language & can they recruit?) of the linguist pool are critical to assess. Page 14</p> | <p>Please refer to US Spoken Language Interpreting Skills Testing Comparison in the ATA Paper on Language Interpretation and Language Translation Services, Nov 13, 2014 – page 14-17 http://atanet.org/pressroom/homeland_security_response.pdf</p> <p>Please refer to Understanding Translators’ Credentials in the ATA Paper on Language Interpretation and Language Translation Services, Nov 13, 2014 – page 29 http://atanet.org/pressroom/homeland_security_response.pdf</p> | |
| <p>b. Company History and Past Performance: Although a standard evaluation factor in procurement, the language services industry is somewhat unique in that much of the work is completed through freelance linguists. This creates overlap between providers. Purchasing authorities should be thorough in checking subcontractors, the Contractor Performance Assessment</p> | <p>Prioritizing language service providers with a high DUNS score over low cost providers might be appropriate.</p> | |

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| <p>Reporting System (CPARs), OIG reports, and current contract/program managers when reviewing this factor. CPARs are especially useful for checking a provider’s past performance. Page 14</p> | | |
| <p>c. Industry Involvement: The purpose of this factor is to determine if a provider is language centric. This refers to a provider that is dedicated to providing language services, as opposed to a provider that picked this up as something on the side for extra revenue. Purchasing authorities are better positioned to select providers who are dedicated to the language services industry. Providers who are language centric are closely attuned with the language community and local LEP populations. This proximity enables them to leverage technology, monitor trends, and engage key stakeholders. Page 14</p> | | |
| <p>d. Testing: The purpose of this factor is to leverage the industry’s ability to determine a linguist’s skill set when the government does not have internal resources to do so. A good provider should test all skill sets and determine level of proficiency. A great provider will do periodic retests to ensure those skills remain up to speed. Page 14</p> | <p>Non-vendor testing or testing by a third party unrelated to the language company providing the service creates fewer conflicts of interest.</p> <p>Accreditation and certification programs that require continuing education to maintain the credential are a good way of ensuring that interpreting and translation skills remain up to speed.</p> | <p>d. Testing: The purpose of this factor is to leverage the industry’s ability to determine a linguist’s skill set when the government does not have internal resources to do so. A good provider should use third party testing or certification to verify the skills of the linguists, who are generally freelancers according to the ALC (89%). A great provider will verify that interpreters and translators are maintaining their certifications and keeping up with Continuing Education to ensure those skills remain up to speed.</p> |
| <p>e. Questions to Ask When Selecting a Provider: Common concerns cited with language services and contracting revolve around three areas: (1) quality, (2) delivery, and (3) administration. One way to alleviate</p> | | |

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| <p>these concerns is to ask the provider specific questions. Page 14</p> | | |
| <p>Scope of Services In order for agencies to obtain interpretation and translation services, a statement of work (SOW) needs to be created. An SOW is a written agreement that specifies the end result sought by agencies, along with a detailed description of the resources required to finish the job. The SOW should include, but not be limited to, language requirements, format for receipt of documents, quality controls, interpreter/translator qualifications, and administrative requirements. Sample language service SOWs are posted in the Statement of Work Library on GSA's Acquisition Gateway.</p> | | |

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| <p>Monitoring Performance When choosing a language services provider, the purchasing authority should inquire about the provider’s quality assurance practices and quality control standards. Performance monitoring practices and measures should also be clearly articulated in the contract.</p> | <p>Questions to ask a language service company are:</p> <ul style="list-style-type: none"> • Filled rate per language, location, and delivery modality. • Credentials of each linguist contracted for each interpreted event or translation project. | |
| <p>a. Quality Assurance A language service provider should be willing to guarantee the quality of the foreign language services it delivers. This will require the language service provider to share their process for training linguists and providing services. Agencies should be mindful that language services often fail when translations and interpretations are accurate word for word, but do not properly convey the true meaning of the communication. Like any other contract-based relationship, agencies should assign liability and specify a dispute resolution process in the contract.</p> | <p>Since according to the Association of Language Companies, 89% of the work is done by independent contractors therefore, the same company providing interpreting or translation services cannot (under current IRS and DOL regulations) train their contractors. However, language companies can provide quality control through review services.</p> <p>Source: Review of the ALC 2015 industry survey http://www.ata-divisions.org/ID/review-of-the-alc-2015-industry-survey/</p> | <p>a. Quality Assurance A language service provider should be willing to guarantee the quality of the foreign language services it delivers. This will require the language service provider to audit the continuing education of its contractors. Agencies should be mindful that language services often fail when translations and interpretations are accurate word for word, but do not properly convey the true meaning of the communication, a second qualified translator must therefore do bilingual editing of all translations submitted. Like any other contract-based relationship, agencies should assign liability and specify a dispute resolution process in the contract.</p> |
| <p>b. Quality Control Standards Additionally, providers should be able to describe their internal quality control procedures, such as screening of potential interpreters or translators, frequency and types of training programs offered after hire, and quality control/monitoring process. These quality control measures should be detailed in the contract to ensure that the services are completed in accordance with acceptable principles of internal control, and meet specified, acceptable levels of quality. The Department of Justice (DOJ) recommends that providers utilize a Quality Control System and provide a written copy of the plan and any subsequent revisions to the Ordering Official.</p> | <p>See paragraph above regarding training independent contractors.</p> | |

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| <p>An example of an acceptable Quality Control Plan from DOJ contains at a minimum:</p> | | |
| <p>A plan to ensure translation accuracy by using multiple translators to check each project for accuracy (e.g., every translation has been viewed and approved by at least two qualified translators before being returned to the Government);</p> <p>A plan to use and maintain the Government’s glossary, word bank, or index of commonly used terms;</p> <p>A method of identifying all translators who independently approve of each translation;</p> <p>A method of addressing poor language assistance services including, but not limited to: inaccurate translation, untimely service, misplacing or mishandling Government documents; and,</p> <p>A plan to handle unintelligible information.</p> | <p>“Translators work with the written word, converting text from a source language into a target language. This is far more than replacing one word with another. The translator must also convey the style, tone, and intent of the text, while taking into account differences of culture and dialect. The finished document should read as if it had originally been written in the target language for the target audience.”</p> <p>Translators must be familiar with the dialects, registers, and terminology needed for the type of translation project they are responsible for. When working in teams, translators may be responsible for editing, proofreading, summarizing, localizing, and transcreating.</p> <p>Source: https://najit.org/wp-content/uploads/2017/03/TI-Descriptions.pdf</p> <p>2.4.4 translator person who translates (2.1.1)</p> <p>2.4.5 reviser person who revises (2.2.6)target language content (2.3.3) against source language content (2.3.2)</p> <p>2.4.6 reviewer person who reviews (2.2.7)target language content (2.3.3)</p> <p>2.4.7 proofreader person who proofreads (2.2.8)target language content (2.3.3)</p> | |

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| | <p>2.4.8 project manager PM person who manages specified aspects of a translation project and is responsible for the process</p> <p>Source: ISO 17100 :2015 http://www.iso.org/iso/catalogue_detail.htm?csnumber=59149</p> | |
| <p>Special Topics a. Service Contract Act (SCA) The GSA PSS contract incorporates conformed wage determinations for Foreign Language Translators (Wage Determination 30110) specific to language services on Schedule. Per the applicable contract clauses, contractors must comply with the base rate and fringe benefit rate requirements of the prevailing rate SCA Wage Determination Revision Number currently incorporated into the GSA Schedule contract. No prevailing rate wage determination may be incorporated into a task order as the order then may conflict with the Schedule terms and conditions. If you have questions regarding the applicability of the Service Contract Act, please contact the GSA Contracting Officer assigned to your task order contractor.</p> | <p>According to the Association of Language Companies, 89% of the work is done by independent contractors. Compensation of independent contractors cannot include benefits. IC pay out of their own pockets the employer portion of the social security tax, health insurance, B&O tax, E&O insurance, etc. Accordingly, in most industries hourly rates for independent contractors are generally much higher than those for employees.</p> <p>Source: Review of the ALC 2015 industry survey http://www.ata-divisions.org/ID/review-of-the-alc-2015-industry-survey/</p> | <p>Special Topics a. Service Contract Act (SCA) The GSA Wage Determination 30110 was written with employees in mind. However, according to the Association of Language Companies, 89% of the work is done by independent contractors, who are responsible for covering the employer portion of the social security tax, health insurance, Business and Occupation tax, errors and omissions insurance, sick time, vacation time, their own training and equipment, etc. Accordingly, in most industries hourly rates for independent contractors are generally much higher than those for employees.</p> |
| <p>b. Web and Computer-Based Translation Tools</p> <p>There are many new and emerging web- and computer-based tools that can be used to help with the translation process. When used appropriately, these programs can help reduce costs and decrease the amount of time needed to complete a translation; however, agencies should be mindful of the purpose and limitations of each.</p> | | <p>b. Computer-Assisted Translation Tools</p> <p>There are many new and emerging software programs that can be used to help with the translation process. When used appropriately, these programs can help reduce costs and decrease the amount of time needed to complete a translation; however, agencies should be mindful of the purpose and limitations of each.</p> |

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| | | <p>These tools also increase the cost of doing business for the contractors, due to licensing fees and costly upgrades.</p> |
| <p><i>i. Machine Translations</i></p> <p>Machine translations are software or online applications that automatically translate written material from one language to another without the involvement of a human translator or reviewer. Machine translations can be a helpful tool; the translations produced, however, are often less accurate and reliable than the translations provided by qualified human translators. Since machine translations often translate word for word, they may fail to account for slang, nuance, colloquialisms, and terms of art. Additionally, because languages may differ in vocabulary, alphabet, and writing style, machine translation often fails to capture not only the meaning of the content, but also the form. It is not recommended and may be a breach of an agency’s language access plan to use machine translation to translate vital documents, without the review and double check of a qualified translator. To learn more about the advantages and disadvantages of machine translations, please read this DigitalGov blog post.</p> | | |
| <p><i>iii. Translation Memory</i></p> <p>Translation memory (TM) is another tool that can help enable higher translation productivity for human translators. TM is a database that captures a human translator’s previous translation and applies it for future use. When used properly, TM can help reduce costs, provide greater translation consistency, and help human translators complete translation projects in a shorter amount of time.</p> | | <p><i>iii. Translation Memory</i></p> <p>Translation memory (TM) is another tool that can help enable higher translation productivity for human translators. TM is a database that captures a human translator’s previous translation and applies it for future use. When used properly, TM can help reduce costs, provide greater translation consistency, and help human translators</p> |

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| | | <p>complete translation projects in a shorter amount of time. These tools also increase the cost of doing business for the contractors, due to licensing fees and costly upgrades.</p> |
| <p>c. Word Banks and Glossaries</p> <p>Some agencies have developed in-house word banks and glossaries as a tool for creating consistent translations for key terms. A word bank or glossary is a list of approved, standardized terms in the source language that are relevant to your agency. These tools allow agencies to maintain ownership over translated terms that have been validated for quality and can be used on a consistent basis. Word banks and glossaries are also useful for agencies to include with their translation request to providers to save time and money. Agencies can also work with providers to develop word banks and glossaries for the agency. Developing these tools helps speed up the translation process, therefore reducing the time and costs associated with the review and validation cycles.</p> | <p>TERMINOLOGIST</p> <p>Terminologists specialize in identifying the terms that are used by subject field experts when writing documents and for oral communication within individual disciplines. They create and disseminate terminological resources by recording terms or using specialized software to “extract” them from texts. They document terms and related concepts by crafting definitions, locating meaningful contexts, and providing guidance for usage. Frequently, terminologists play a role in naming new concepts or new products. They are also experts in using a variety of terminology management software solutions.</p> <p>Terminologists may work in monolingual environments or they may create terminology resources that provide translation equivalents in two or more languages. Terminologists are often responsible for supporting or enforcing the use of standardized terms in an organization or publication environment. Today, terminologists are at work in foreign language services (translation and interpreting), in technical writing, in standardization, patent, and legal services, in information and documentation, in product planning and marketing, in research and development, in language planning and language maintenance, and in publishing houses (especially for dictionaries).</p> <p>Many translators and interpreters are trained in the procedures for documenting multilingual terminology, but many terminologists also have training as technical writers, lexicographers, information</p> | <p>c. Word Banks and Glossaries</p> <p>Some agencies have developed in-house word banks and glossaries as a tool for creating consistent translations for key terms. A word bank or glossary is a list of approved, standardized terms in the source language that are relevant to your agency. These tools allow agencies to maintain ownership over translated terms that have been validated for quality and can be used on a consistent basis. Word banks and glossaries are also useful for agencies to include with their translation request to providers to save time and money. Agencies can also work with providers to develop word banks and glossaries for the agency. Developing these tools helps speed up the translation process, therefore reducing the time and costs associated with the review and validation cycles. Word bank development should be done with the support of terminologists, who may work in monolingual environments or they may create terminology resources that provide translation equivalents in two or more languages. Many translators and interpreters are trained in the procedures for documenting multilingual terminology, but many terminologists also have training as technical writers, lexicographers, information scientists, and other subject field experts.</p> |

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| | <p>scientists, and other subject field experts. In addition to courses in terminology management that are offered in translator training and technical writing programs, relevant courses include information management and semiotics, a branch of philosophy. National and international professional organizations conduct special training seminars and workshops, offer certification programs, and some universities offer graduate degree programs in terminology studies.</p> <p>Source: https://najit.org/wp-content/uploads/2017/03/TI-Descriptions.pdf</p> | |
| <p>d. Utilizing Multilingual Staff</p> <p>Many federal agencies employ staff members who are able to speak, read, write, and understand non-English language(s). Before utilizing these staff to fulfill certain language service needs, there are a number of factors to take into consideration. How does a federal agency ensure that its staff member is fluent in a non-English language? Does a multilingual employee obtain any benefits (such as pay differential) for using his or her language skill on the job? Are workload adjustments necessary if a federal employee’s language skill is in high demand? At a minimum, federal agencies should be wary to accept at face value an employee’s self-identification of fluency in a non-English language. Third party assessment of a multilingual employee’s linguistic skill, preferably by a professional linguist, is one acceptable method for assessing the fluency of multilingual workers. Vendors can be useful for providing assessments of multilingual employee language skill if the federal agency does not have the in-house capacity and expertise to do so. Agencies should also consider quality standards, pay differentials, and workload adjustments in determining the</p> | | |

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| <p>impact of utilizing multilingual employees to fulfill the agency’s language service needs.</p> | | |
| <p>e. Community Partnerships Organizations that have significant contact with LEP persons, such as schools, religious organizations, community groups, and groups working with new immigrants can be very helpful in linking LEP persons to an agency’s programs and its language assistance services. Community-based organizations provide important input into the language access planning process and can often assist in identifying populations for whom outreach is needed and who would benefit from the agency’s programs and activities were language services to be provided. Community-based organizations may also be useful in recommending which outreach materials the agency should translate. As documents are translated, community-based organizations may be able to help consider whether the documents are written at an appropriate level for the audience. Community-based organizations may also provide valuable feedback to the agency to help the agency determine whether its language assistance services are effective in overcoming language barriers for LEP persons.</p> | <p>Please add interpreters and translators professional associations to this list of organizations.</p> <p>American Translators Association: http://atanet.org/</p> <p>National Association of Judiciary Interpreters and Translators: https://najit.org/</p> <p>National Council on Interpreting in Health Care: http://www.ncihc.org/</p> | <p>e. Community Partnerships Organizations that have significant contact with LEP persons, such as schools, religious organizations, community groups, interpreting and translation professional associations and groups working with new immigrants can be very helpful in linking LEP persons to an agency’s programs and its language assistance services. Community-based organizations provide important input into the language access planning process and can often assist in identifying populations for whom outreach is needed and who would benefit from the agency’s programs and activities were language services to be provided. Community-based organizations may also be useful in recommending which outreach materials the agency should translate. As documents are translated, community-based organizations may be able to help consider whether the documents are written at an appropriate level for the audience. Community-based organizations may also provide valuable feedback to the agency to help the agency determine whether its language assistance services are effective in overcoming language barriers for LEP persons.</p> |
| <p>It is not recommended, however, to rely on a community-based organization to provide your agency with interpreting or translation assistance. The receipt of community-provided interpreting or translation services without a compensation agreement or MOU may constitute a “gift” and trigger an ethnical violation. If you are unsure about how your agency should manage</p> | | |

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| community partnerships in this context, please speak with your ethics officer. | | |
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