

TRANSLATION SERVICES POLICY

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February 2005

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Introduction

The Office of French Services (OFS) of Public Service Secretariat provides efficient quality translation services to all departments and agencies of the Government of Newfoundland and Labrador. **Translation is the process of accurately rendering the meaning of a text from one language into another. This differs from interpretation, which is oral.** The OFS works closely with the Translation Bureau of Public Works and Government Services Canada as well as with other professional translators who are native speakers of the language into which they translate.

The OFS is the mandatory translation provider of provincial government documents written in either of Canada's two official languages (English and French). Government departments and agencies must refer all translation needs to the OFS. Other translation services may not be used without the authorization of the OFS.

Client Responsibilities

It is the responsibility of the client to:

- contact the OFS (729-0311) in a timely manner to make arrangements for translation;
- specify the requirements of the translation request (i.e., target language, full or summary translation, deadline, format, etc.);
- provide the document(s) to be translated as well as any background, reference material or previously translated subject material that may enable the translator to use consistent terminology and facilitate the translation process;
- provide the phone number and email address of the person requesting the translation, as questions may arise regarding the information to be translated;
- provide the source of quotations and the meaning of uncommon abbreviations and acronyms;
- notify the OFS immediately of any revisions made to the document after it has been submitted so that the same changes can be made to the translation;

- contact the OFS regarding any proposed changes or corrections to be made after the completed translation has been delivered;
- provide the OFS with a final draft of documents to be published for a final proofreading; and
- provide written permission to the OFS for translation of any document under copyright.

Office of French Services Responsibilities

It is the responsibility of the Office of French Services to:

- provide professional advice and assistance to clients in determining their translation needs;
- meet specified deadlines (within reasonable limits);
- advise the client in a timely manner when deadlines cannot be met and negotiate a new date;
- use consistent terminology in all translations;
- proofread all translations to ensure the linguistic quality and accuracy of content (i.e. quality control); and
- coordinate services, where documents require translation into a language other than French or English.

Confidentiality

All information provided by the client to the OFS for translation is regarded as strictly confidential and will be returned to the client. All documents are stored in the OFS office in locked filing cabinets.

Additional Information

The OFS is responsible for establishing translation priorities. While the average translator can translate about 1,500 words a day, the time it takes to complete a translation depends on the length, intricacy of subject matter and format of the document as well as the workload of the translators.

It is preferred that all documents for translation be provided electronically. However, faxed, mailed or couriered documents are accepted.

It is difficult for the OFS to provide translation of isolated words as meaning depends on context. In order to translate independent terms accurately, the OFS requires background information.

The OFS uses various terminology sources, including databases, glossaries, lexicons, etc, which help to ensure consistent terminology is used in all translations.

When translation services are provided in languages other than French and English, the OFS cannot offer its quality control service.

The final proof of all translated documents must be approved by the OFS to ensure that the document is error-free prior to final printing.

In some cases, the client will be asked to acknowledge the OFS as the provider of the translation service. The OFS will offer assistance to the client when this is required.

The OFS will provide cost estimates for translation services upon request. Clients should note that many factors influence the cost of translation, including language, subject matter (general or technical), length and deadline.

The OFS is funded through a federal/provincial agreement and has a mandate to increase the capacity of government to provide services and information in French. In order to meet this objective, the OFS may cover the cost of certain translations. This can be discussed with the OFS.

All other questions regarding translation services should be referred to the OFS by contacting the Linguistic Services Supervisor at 729-6170 or emailing frenchservices@gov.nl.ca.