

HOW TO REQUEST INTERPRETING & TRANSLATION SERVICES



500+ Languages and Dialects Offered



UK Nationwide Service



24 Hour Service



365 Days a Year
(Weekends, Bank and Public Holidays)



Translation Services



Face to Face Interpreting



Sign Language Interpreting



Telephone Interpreting



Communication Professionals for Deaf & Deafblind People



Web or app-based video remote interpreting



Best Practice in using Interpreting and Translation Services



How to Work With Interpreters



Cultural Awareness



Deaf Awareness



Introduction to Interpreting



Linguist Training and Developing



TELEPHONE INTERPRETING (TI) - (SPOKEN)

Telephone Interpreting is a service that provides instant access to interpreters, with no pre-booking. It covers nearly every language and supports face-to-face environments, as well as three way phone calls.

- It can be used for person-to-person conversations or three-way conference calls
- It is available on-demand, should you need a telephone interpreter immediately
- You can also book our TI service in advance to facilitate scheduled calls

You can call us to arrange your on demand TI whenever you require it. You will be asked for the information below.

1. **Your Location ID – this is an eight-digit access code**
2. **Your name and the department from which you are calling**
3. **The language you require interpreting – if you need help to identify the correct language you can refer to our Language ID Chart for help**

- If the person that requires the TI service is not with you, and you want a three-way conversation, let us know and we will ask you for their contact details so that they can be connected
- You will be placed on hold momentarily while your call is put through to your interpreter
- You will be given the interpreter's ID number
- If you need any further assistance in identifying the language or dialect you require interpreting, we can provide further help

You can pre-book your TI service online, by email or phone. This is especially useful if you need a very rare language (we can advise you on this). When you schedule a telephone interpreter, we can guarantee your service at the time you request and in any of the 500+ languages and dialects we offer. To book your scheduled TI simply log in to our secure LE-LSM™ online booking portal and enter your account number, username and password.

If you cannot access our online portal you can send a completed Interpreter Request Form to bookings@language-empire.com.

You should receive an email acknowledgement. If you do not, please contact us to ensure your request has been received.

You can call our customer services team to book an emergency TI, or if you have any queries relating to a scheduled or planned booking. When calling about an existing booking, please quote the booking reference number.

On demand TI, simply dial:

0333 188 3729

24 HOUR SERVICE, 365 DAYS A YEAR

Schedule a TI booking online at:
www.language-empire.net

FACE TO FACE INTERPRETING (F2F) - (SPOKEN AND NON-SPOKEN)

Our F2F interpreting service allows you to have an interpreter there in person at your meeting so that all persons present can understand what is being said.

- It is available for simultaneous, consecutive and whispered interpreting
- Specialist services can be arranged for medical, health and mental health settings
- We also offer interpreting services for community events, conferences, media events, interviews, and for legal and other hearings

Our non-spoken F2F interpreting service is available for deaf and deafblind people who need support to access spoken English in meetings. Our interpreter will be present at your appointment.

- We offer non-spoken communication professionals who specialise in British Sign Language (BSL), Irish Sign Language (ISL), Foreign Sign Language, deaf relay, deaf expert witness support (and other deaf forensic services), lipspeaking, deafblind interpreting, visual frame, hands on or manual, speech-to-text reporting, electronic and manual note taking, Sign Supported English (SSE), video relay, conferencing, consecutive or simultaneous interpreting, note taking and cued speech/Makaton.

The easiest and quickest way to book your F2F interpreter is to make your request via our secure LE-LSM™ online booking.

If you cannot access our online portal you can send a completed Interpreter Request Form to bookings@language-empire.com.

You should receive an email acknowledgement. If you do not, please contact us to ensure your request has been received.

You can call our customer services team to book an emergency F2F interpreter, or if you have any queries relating to a scheduled or planned booking. When calling about an existing booking, please quote the booking reference number.

Schedule a F2F booking online at:
www.language-empire.net

VIDEO INTERPRETING (SPOKEN AND NON-SPOKEN)

Our video interpreters allow people using different languages to understand each other better than they would if they were just speaking by phone.

You can use any platform and our interpreter will be able to join your meeting via any device.



To book a video interpreting session, you can do so through our website www.language-empire.net and include dialling instructions for your platform. You will receive the interpreter's contact details in a separate email and you will be able to invite them to your own secure platform.

Schedule a video booking online at:
www.language-empire.net
SCHEDULED VRI – OUR 24 HOUR SERVICE IS AVAILABLE 365 DAYS A YEAR

Customer Services Telephone:
0330 20 20 270 (freephone) or 0845 370 2002

TRANSLATION, TRANSCRIPTION AND ANCILLARY SERVICES

Our translation services convert your written English documents in to other languages, or vice versa. The services include:

- Transcription, which is the conversion of documents in to alternative formats such as braille, large print, audio, video or pictorial English and normal print
- Written translation and transcription of audio, tapes and other forms of electronic media
- Ancillary services including voiceovers, subtitles, Easy Read and large print

We can help you with advisory and guidance documents, correspondence, information leaflets, specialist texts (including technical, scientific, legal, medical and financial), verbatim translations, artwork, design, illustration and typesetting, proof reading, translation memory software, multimedia and e-Learning materials, PR, web copy and software localisation.

SENDING YOUR FILES FOR TRANSLATION

If your file is sensitive or confidential you can send it to us using our LE-LSM™ secure online portal.

- Simply log in with your access details and upload your files, providing the information required on the online request form.

You can also send files by email or to our dedicated fax line. If required, we can accept your emailed files through secure transfer platforms such as Globalscape.

LE-LSM™ online portal:
www.language-empire.net

Dedicated email:
translations@language-empire.com

Translation Department tel:
0330 20 20 273 / 0845 009 7858

COMPLAINTS AND FEEDBACK

We want you to feel 100% satisfied with the translation and interpreting services we provide.

If you are not, please let us know. We take all complaints very seriously, and investigate them quickly and thoroughly. We encourage your feedback – it helps us to continually improve our services.

All complaints must be put in writing by email:
complaints@empire-groupuk.com

FURTHER INFORMATION

You can find a range of essential guidance and information about our interpretation and translation services at www.language-empire.net. Simply follow the link to our Customer Hub.

Additional information, advice and guidance on the Language Empire services that are directly relevant to you can be found on your organisation's intranet

TRAINING AND DEVELOPMENT

To support your use of interpreting and translation service, we offer a range of half- and full-day CPD certified training and development courses.

HOW TO ACCESS OUR SERVICES

This session teaches you how to access all the Language Empire services you need. You will learn how to use our online booking portal and access services, the legal and statutory requirements, the aims and objectives of the service, how to provide feedback and make a complaint, and how to obtain further information and additional support. You will receive a welcome pack containing service support materials and will have an opportunity to ask questions that you have about our services.

HOW TO WORK WITH INTERPRETERS (SPOKEN AND NON SPOKEN)

It can be very difficult to know just how you should use and interact with your interpreter. This training aims to place you at ease so you can make the most of their services. We explore best practice by providing you with plenty of real-life examples and tips. The training is summarised in a booklet that all attendees can take away to refer back to.

BEST PRACTICE IN USING INTERPRETATION AND TRANSLATION SERVICES

This course will show you which service is the most appropriate for the various circumstances in which interpreters and translators are required. For example, we will help you explore when to book a face-to-face interpreter or a telephone interpreter. By exploring a range of scenarios you will gain insight in to which services should be utilised and when. Your learning will be supported by documents that summarise the course content and a question & answer session.

DEAF AWARENESS

There are certain considerations that you should be aware of when working with those who are deaf or hard of hearing. This course highlights things you can do to make the most of your appointments. From practical considerations to insight and understanding, this course helps you to work inclusively and ensure that you feel comfortable in your work.

CULTURAL AWARENESS

If you work with linguists and non-English speakers of different cultural backgrounds, you need to be aware of the different practices, attitudes, values and beliefs that can impact upon your appointment. This training session will help you to gain a better awareness of different cultures and of cultural difference itself. The training features some of our professional linguists who provide additional support and can answer your questions about different practices.

INTRODUCTION TO INTERPRETING

This course is perfect for professionals who speak a foreign language and wish to explore exactly what is involved in being an interpreter. It explores exactly what an interpreter's role is, the essential skills it requires, role boundaries, codes of conduct, examples of good practice, the different types of interpreting, and the various modes and models of interpreting.

LINGUIST TRAINING AND DEVELOPMENT

We are always looking for ways to help our clients and would welcome any suggestions for specialist training that you think could benefit you or your organisation. We also want our linguists' knowledge to be as relevant as possible to the assignments that they fulfil, so please let us know if your organisation can offer any training or written guidance that could help them.

Email: contract.management@empire-groupuk.com

Tel: 0330 20 20 348 | **Fax:** 0845 009 2389

Interested in becoming a freelance linguistic with Language Empire Ltd?
Email your CV to: recruitment@language-empire.com