



A GUIDE ON HOW TO REQUEST TRANSLATION SERVICES

This guide includes:

- ABOUT US
- TRANSLATION PROJECTS
- QUALITY CONTROL
- LANGUAGES
- HOW TO SEND FILES
- TRANSLATION PROCESS



0330 20 20 273 | 0845 009 7858
www.translation-empire.com

ABOUT TRANSLATION EMPIRE

Translation Empire Ltd is a trading name of Empire Group UK Ltd and a sister organisation to Language Empire Ltd. Translation Empire Ltd is dedicated to processing and servicing translation services requests for all our private and public sector customers.

We have over 10 years' experience in translating legal, medical, mental health, NHS and local authority related translation projects.

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, proofreading, translation memory software, multimedia and e-learning materials, PR, web copy and software localisation.

All our completed translation projects conform to the BSEN15038 British/European Standard Applying to the Quality of Translation.

EXAMPLE TRANSLATION PROJECTS

- Acceptance letters for courses
- Adoption descriptions
- Annual reports
- Appointment letters
- Agreements
- Assessment plans
- Bank letters
- Braille letters
- Care proceedings
- Child protection plans
- Children's assessments
- Children Services' reports
- Child's Plan
- Community Services' schedules
- Community work referral letters
- Contact summaries
- Core assessments agreements
- Course invitation letters
- Court letters
- Decisions and recommendations for child protection
- Discussion summaries
- Family court proceedings
- Home visit letters
- Information leaflets
- Instruction documents
- Invitation letters
- Invitation letters for support
- Judgement procedures
- Legal documents
- Legal meeting notes
- Medical appointments
- Medical histories
- Medical reports for special educational needs
- Medical summaries
- Meeting letters
- Meeting letters about child protection
- Parent/Child's controlling plans
- Parenting assessments
- Parenting programmes
- Placement information records
- Police reports
- Probation service letters
- Psychological reports
- Reports
- Reports for child protection
- Review letters
- Reviews of child protection
- School discharge letters
- Social services agreements
- Statements for special educational needs
- Support plans



QUALITY CONTROL

We have over 10 years' experience in translating legal, medical, mental health, NHS and local authority related translation projects. It is our priority to make sure that each project is delivered to the highest quality. We believe excellent project management is crucial to being able to deliver a high quality translation service.

We are ISO9001 certified and have achieved the BS EN 15803 British/European Standard Applying to the Quality of Translation. All our completed translation projects conform to the BS EN 15038.

Furthermore, we are members of both the Association of Translation Companies (ATC) and the Institute of Translation & Interpreting (ITI). We are also members of the Recruitment & Employment Confederation.



TURNAROUND TIMES

British/European Standard Applying to the Quality of Translation:

- All our bookings have a **34-step quality process** by using a Project Management System.
- All translation work is carried out in the mother tongue of target text.
- Full quality check, including qualification and experience for all of our translators.
- All aspects of confidentiality respected.
- Strict recruitment and vetting of all our linguists.

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TRANSLATION SERVICES WE OFFER

Our translation services convert your written English documents into other languages, or vice versa which include:

- Transcription, which is the conversion of documents into 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 such as websites and social media.
- Ancillary services including proofreading, copy editing formatting and DTP, voiceovers, subtitles, easy read and large print (see further information on alternative formats).

LANGUAGES WE TRANSLATE

At Translation Empire we pride ourselves on being able to accurately and professionally translate into over 300 language combinations, including:

- Northern, eastern, central and southern African languages from and into English
- Central and Latin American languages from and into English
- North, east, south and western Asian languages from and into English
- Eastern and western European languages from and into English
- Middle Eastern languages from and into English.

Please visit our website

www.translation-empire.com for a full list of languages.



Contact Us:
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MULTILINGUAL SERVICES

- PR and Marketing
- Branding
- Promotion
- Outreach Campaign
- Brand Name Checking
- Design and Printing
- Cultural Awareness
- Training and Support



SUBJECT AREAS WE SPECIALISE IN

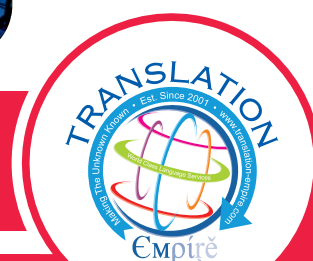
Advertising
Aeronautical Engineering
Agriculture
Architecture and Building
Art
Astronomy and Cosmology
Automotive Engineering
Banking and Finance
Biochemistry
Biology
Business
Chemical Engineering
Chemistry
Civil Engineering
Computers/Data
Cosmetics and Perfumes
Crafts
Defence
Economics
Electrical Engineering

Electronics
Engineering
Environment
EU Matters
Food and Drink
Geography and Geology
Human Resources
Humanities
Import/Export
Information Technology
Insurance
International Trade
Law
Leisure
Literature
Management
Manufacturing Processes
Marine engineering
Marketing
Mathematics

Mechanical Engineering
Media
Medicine
Mining
Music
Nuclear
Oil and Gas
Patents
Pharmaceuticals
Physics
Plastics and Polymers
Politics
Private Sector
Public Sector
Public Relations
Telecommunications
Textile and Clothing
Textile Technology
Transport
And many more...!



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ALTERNATIVE FORMATS FOR COMMUNICATION FOR SPECIAL NEEDS

- Easy read and Makaton
- Braille and Moon
- Large print
- Speech to Text (STT)/Palantype
- Subtitling
- Audio Transcription



We ensure that all communications are inclusive, accessible and that information is easy to understand, helping people to make better choices. We follow the best practice guidelines, strategies and policies produced by the Office for Disability Issues (ODI), which can also help to provide the following, if required:

- Involving disabled people from the start of any project
- Making sure disabled people are represented positively
- Creating accessible communications
- Delivering accessible online video and podcasts.

Some formats suit one type of impairment/disability more than another. This depends on whether your campaign has specifically targeted people with particular impairments/disabilities or if you know whether there will be a high proportion of people with a particular impairment/disability in your audience.

We can advise more specifically in each instance, but as an indication:

- Visual impairments – Audio, audio transcription, Braille, Moon, telephone interpreting.
- Learning disabilities and literacy difficulties – Audio, audio transcription, easy read, Makaton, subtitles.
- Hearing – British Sign Language, Makaton, subtitling, SMS.
- Co-ordination difficulties – Large print, audio transcription, telephone.

How We Will Anticipate the Needs of Disabled People:

- Finding out what minimum standards are in place.
- Finding out who is responsible for the alternative formats.
- Checking what type(s) of information will be given priority.
- Working out how to monitor the strategy.
- Supplying alternative formats – best practice.
- Involving relevant departments, such as marketing and communications, from the earliest planning stages.
- Considering the needs of your patients/customers in advance – assessing which, if any, accessible format versions are likely to be required.



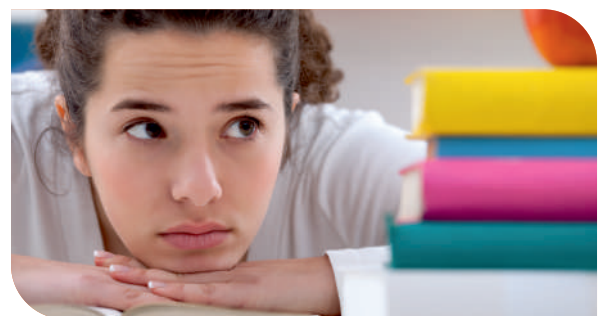
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EASY READ AND MAKATON

Easy Read

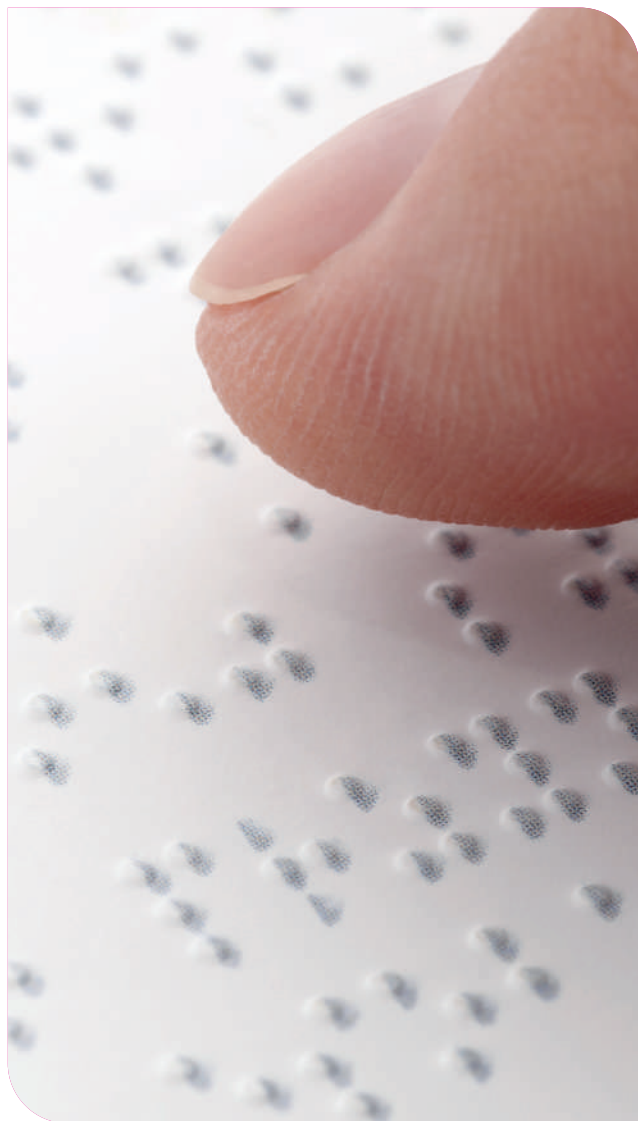
- Can be used by people with learning disabilities. Makaton can be useful for people with profound learning disabilities. Easy access can be a useful format for people who have had a stroke.
- People with learning disabilities need access to all information, not just disability-specific information; but also about their health, voting, work and gaining skills.
- Uses pictures to support the meaning of text. It can be used by a carer to talk through a communication with someone with learning disabilities, so that they can understand it.
- Is often also preferred by readers without learning disabilities, as it gives the essential information on a topic without a lot of background information. It can be helpful for other audiences (e.g. people who are not fluent in English).



EASY READ AND MAKATON

Makaton

- Makaton symbols support the written word in the same way that sign language supports speech.
- Makaton publications use symbols representing gestures from British Sign Language, words and pictures to communicate meaning.
- Other users include families, carers, friends and professionals, like teachers and social workers, who communicate with people with profound learning disabilities.



BRAILLE AND MOON

Providing Braille and Moon formats will make your communications more accessible to people with visual impairments.

Providing Braille Translation

Braille will be provided to those who request it. The process can take a little longer than a language swap translation, but this will be explained to you by the Translation Project Manager.

Producing Moon Translation

Moon translation requests are not common. If you receive a request for Moon, ask whether another format, such as audiotape, would be a suitable alternative. However, if required, we are able to meet requests.

LARGE PRINT TRANSLATION

No single size print is suitable for everyone. We can produce information in large print for an individual, if size is part of the request. We can produce simple large print documents in-house from a Word document. More complex jobs take a little longer to ensure that picture and print quality are consistent at larger sizes. We proofread all large print versions to make sure the headings and paragraph text match the page breaks.

Reasonable Limits to the Size of Type

Requests for type sizes above 28 point should be carefully considered for cost-effectiveness. Very large type sizes can be counterproductive because they cause publications to become bulky and difficult to navigate. We can also provide advice as to when it is appropriate to offer alternative formats (e.g. providing an audio version of the information or emailing someone a text document so that they can access the information using a screen reader on their computer).

SUBTITLING

For many deaf people and people with hearing impairments, subtitles are likely to be an important channel for receiving information. Here at Translation Empire we think it is important to make TV and film media accessible for people with hearing impairments. Subtitling is text on screen representing speech and sound effects that may not be audible to people with hearing impairments. It is synchronised as closely as possible to the sound.

SUBTITLE TRANSLATION

We can also produce foreign language translations of subtitles from and into English. People using subtitles range from those who have been profoundly deaf since birth, to those who have become hard of hearing in later life. Viewers with a mild to moderate hearing loss are likely to rely on subtitles to aid their hearing rather than as a substitute. Subtitle users reflect the full range of proficiency in English. Some profoundly deaf people regard British Sign Language as their first language and are less fluent in written English. All of the groups mentioned above are likely, to a greater or lesser extent, to lip-read. Many hearing people use subtitles so that they can watch television with the sound muted (e.g. to learn English).

TAPES AND CD-ROMS

An accompanying tape or CD-ROM can make written information more accessible for people with learning disabilities. It should:

- Speak the words of the publication slowly
- Say when you need to turn the page so people can follow with the text
- Consider including music to give time to turn pages.

AUDIO TRANSCRIPTION

We can provide alternative formats for people with visual impairments e.g.:

- Audio formats
- Audiotape
- MP3 audio file
- CD-ROM
- CD
- Audio versions of documents are generally provided on CD-ROM or as MP3 files.

When producing audio material we take into account the following:

- Arranging information in a logical order
- Avoiding background noise and music
- Using voices that are appropriate to the subject matter and audience
- Giving people time to understand calls to action.



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HOW TO REQUEST TRANSLATION SERVICES

We can offer you free training on commissioning translation services and an electronic file format guide is also available. Our expert team of project managers have over 20 years' experience in managing a wide variety of translation service requests. We can provide expert advice and consultancy in relation to your projects, in addition to cost saving initiatives. If you require further assistance regarding our services, please contact us. Our team will be happy to help.

To request a translation, or even just to enquire about our services, please email admin@translation-empire.co.uk and we will reply very quickly with a quote and a timeframe of how long the translation will likely take. Should you have any special requirements, please let us know so we can communicate them to the translator. If you require a postal copy or if you have any printing and/or formatting needs, we will be happy to help.

HOURS OF SERVICE (ROUTINE, URGENT AND EMERGENCY BASIS)

Office hours: 08:00 to 20:00 – We guarantee that we will deliver your translated documents back to you on time and fully formatted. To ensure the best customer experience, we work 24 hours a day, 365 days a year, to meet the requirements of all of our clients.

Out of office hours: 20:00 to 08:00 – All our phone lines are diverted to a mobile phone, which is answered during out of office hours. We are able to process requests for services during out of office hours.

OUR TELEPHONE CONTACT DETAILS

Free Phone Number: **0808 1602 786**
Local Phone Number: **0845 009 7858**
Calling Us from a Mobile: **0330 2020 273**



TURNAROUND TIMES

We can have a simple one page document translated and returned to you within one hour. In some cases we can provide same day delivery, depending on the document and the request time. Our translators can translate 2000–3000 words a day, providing the highest quality of translation. Therefore, we provide various turnaround times depending on the request, including:

- 24 hours
- 48 hours
- Three working days
- Five working days
- 10 working days
- Same day delivery.



INFORMATION REQUIRED WHEN SENDING A TRANSLATION REQUEST

- Department/service/group/directorate requesting the service
- Cost coding/purchase order information (if required)
- Name, position, telephone and email/fax of person requesting the service
- Invoicing details
- Fax, number/email address/or other agreed secure method for confirmation reply
- Target language(s)/language pair(s) requiring translation.
- Any special circumstances or requirements (e.g. brief nature of the assignment)
- Deliverables (i.e. email only, hard copy certified, specified file format, CD-ROM)
- Please specify any other requirements you may have (e.g. layout, formatting, proofreading etc.)
- Deadline – date translation is required by.

SENDING US FILES TO BE TRANSLATED

If you would like to send us a particularly sensitive document and you are worried about confidentiality, we have several method options to ensure the document is sent securely.

DOCUMENT FILE FORMATS

All file formats are accepted



Email

Attach the documents you would like to have translated, along with details of the information required when sending us a translation request, or email any other requests you may have for any services provided by Translation Empire to admin@translation-empire.co.uk.

Fax

You may wish to fax the documents you would like to have translated or any other request to 0845 009 7859 or 0845 890 5105.

By Freepost

RSJS-YULH-SHLZ, Language Empire Ltd, Translations Department, Deeplish House, 174 Milkstone Road, Rochdale, Lancashire, OL11 1NA.

SENDING FILES THROUGH SECURE ELECTRONIC TRANSFER

LE-LSM™ Secure Online Portal

If your file is sensitive or confidential you can send it to us using our LE-LSM™ secure online portal www.language-empire.net. Simply log in with your access details and upload your files, providing the information required on the online request form.

FTP Link for Secure Transfer and for Large Files

We can provide you with a FTP link to enable you to send us confidential/restricted files through a secure portal. This can also be used for large file sizes, which may be too large to email. This is a secure encrypted link that conforms to the national standards for information governance and ISO 27001 information security standards. Please contact us if you would like to send us any files via our secure FTP link.

Globalscape

We can accept transfer of documents securely via email and preferably using a GCSX/GSI/Globalscape account <http://www.globalscape.com/>. If required, we can accept your emailed files through secure transfer platforms such as Globalscape.

THE PROCESS

Step 1

- **We receive details of your requirements**
- You send us your file(s) to be translated, or for a quote.
- We can accept any document and audio file format types (i.e. .PDF, .MP3, Word, a photo of a document, a fax etc.).
- If your file(s) are confidential in nature we have alternative methods of receiving your confidential/classified file(s), as such you can send your file(s) to us by post or upload onto our secure FTP.
- We determine the nature of the file(s), and may contact you to establish if you have any specific requirements.
- Where you don't have the file(s), you can describe details of requirements in writing, for example, number of words that require translation and details of any special requirements.
- For regular customers with on-going projects, we have a dedicated secure online portal through which translations can be requested.



THE PROCESS

Step 2

- **A detailed quotation is provided**
- A written quotation with details of estimated timescales is provided to you within 10–15 minutes of your enquiry.

Step 3

- **Confirming the go-ahead**
- If you decide you want to go ahead, you will need to accept our quotation via email.

Step 4

- **Uploading of content and files to our Project Management System**
- Upon receiving your confirmation to go ahead, we then upload your documents/files onto our secure project management system. During this process we log details of all your special requirements. Each project or translation job is given a unique reference number.

Step 5

- **Assigning the translator(s)**
- Through our extensive translator database, we then find the most suitable translator(s) with the relevant expertise and experience for the nature of your project and assign the work to them.
- File(s) are then sent securely from our translation project management system to the translator.
- The translator replies to confirm safe receipt of the file(s).

Step 6

- **Translation progress**
- We stay in constant contact with our translators so should they have a question, we can easily relay it back to you.



THE PROCESS

Step 8

- **Translation perfected**
- Our translator(s) proofread and return the translations before the deadline, which allows us to revise the document, typeset, format and apply any other additional special requirements before we send it back to you.
- Other additional special requirements typically include: independent review/proofread, DTP, any printing requirements, official stamps, certificate of accuracy etc.
- All translated file(s) are provided back in the same format/layout as the original.

Step 9

- **Translation complete**
- Completed translations can be accompanied by a certificate, which guarantees the accuracy of the translation work completed by us.
- Translations can be returned to you in a number of ways such as email, post, secure FTP download link, CD/DVD, USB Flash hard disk drive etc. We also offer courier service for urgent same day and Royal Mail Recorded or Special Delivery.
- We always send translations to an email address and we have an electronic stamp, which is accepted by all Home Office, Immigration and legal bodies. Should you, however, require a hard copy, we can also post it to you.



If you require further assistance regarding our services, please contact us.

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