Translation services

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Translation services

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Preface

This National Standard of Canada has been reaffirmed by the CGSB Committee on Translation Services.

The following definitions apply in understanding how to implement this standard:

- "shall" indicates a **requirement**;
- "should" indicates a **recommendation**;
- "may" is used to indicate that something is **permitted**;
- "can" is used to indicate that something is **possible**, for example, that an organization is able to do something.

Notes accompanying clauses do not include requirements or alternative requirements. The purpose of a note accompanying a clause, is to separate explanatory or informative material from the text. Annexes are designated normative (mandatory) or informative (non-mandatory) to define their application.

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Foreword

Translation is an important component of the Canadian language industry. Official bilingualism, multiculturalism and the communication needs of an outward-looking economy have nurtured a strong and innovative translation sector made up of in-house language service departments, translation firms and independent translators. A number of Canadian users of translation services can be described as having an appreciation of the challenges involved in providing good translation.

Educational institutions play a key role in supporting the development of the Canadian translation industry with Canadian universities providing specialized education in translation, terminology and interpretation.

Translators, terminologists and interpreters in the various provinces and territories have formed associations to promote their professions, professional ethics and the protection of clients and consumers. They have worked together to create and promote the professional designation of certified translator. The provincial associations of British Columbia, Ontario, Quebec and New Brunswick are now recognized by provincial statutes that give them the responsibility to protect the public.

Canada is playing an important role in the development of international standards for translation services. In 2006 the International Organization for Standardization (ISO) initiated the development of international standards for translation services under ISO technical committee ISO/TC 37, Terminology and other language and content resources. Canada is an active participant member of the subcommittee developing the standards. Canadian input is co-ordinated through the SCC Mirror Committee (SMC/ISO/TC 37/SC 5), which is administered by the Standards Council of Canada. The resulting ISO standards will influence the Canadian language industry in meeting national and international needs.

Introduction

This National Standard of Canada establishes and defines the process requirements for the provision of translation services by translation service providers (TSP). This standard is applicable to organizations as well as individuals providing the translation services described herein.

This document was prepared with the intent to harmonize where possible with the provisions of EN 15038, *Translation Services — Service Requirements*[1]. Variances in wording and content with EN 15038 reflect the Canadian perspective.

Conformity assessment and TSP certification based on this standard are envisaged. With the recent development of national and regional standards for translation services, many translation service providers, nationally and internationally, are now in the process of either considering or seeking certification of the services they provide in meeting the demands of the marketplace.

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Translation services

1 Scope

This standard specifies the process requirements for the provision of translation services by a translation service provider (TSP).

This standard does not apply to interpreting or terminology or additional services or to professional designation of individuals as certified translators.

2 Terms and definitions

For the purposes of this National Standard of Canada, the following terms and definitions apply.

2.1
additional services
services provided by a TSP in addition to translation services. See Annex C.

2.2
client
individual or organization contracting with a TSP.

2.3
competence
demonstrated knowledge and ability to do the tasks.

2.4
computer-assisted translation
translation in which a variety of computer programs (tools) are used to support the task of human translation.

2.5
correction
action to eliminate a detected non-conformity.

2.6
corrective action
action to eliminate the cause of a detected non-conformity or other undesirable situation.

2.7
document
information and its supporting medium.

2.8
domain
field of activity characterized by a specific body of knowledge, terminology and phraseology.

2.9
end user
individual or organization for whom the client is contracting with a TSP; the end user can be the same as the client or target audience.

2.10
interpreting (or interpretation)
activity that consists of establishing, either simultaneously or consecutively, oral or manual communications between two or more speakers who are speaking (or signing) different languages.

2.11
locale
location of the target audience, with reference to its linguistic, cultural, technical and geographical conventions.

2.12
quality assurance
overall process including quality control followed for the purpose of ensuring that the client's requirements are met.

2.13
quality control
action of checking deliverables in accordance with the quality assurance process.

2.14
register
set of properties associated with speech or writing that is characteristic of a particular type of text or speech, which takes into account the nature of relationships among speakers, the subject treated, and the degree of formality or familiarity of the text.

2.15
review
examining a target text for technical accuracy, including compliance with the conventions of the domain to which it belongs, and identifying elements that need to be improved or corrected.

2.16
reviewer
person who performs a review.

2.17
reviser
person who performs a revision. See 3.3.

2.18
revision
examining a target text for its accuracy and compliance with the agreed service specifications, by comparing the source and target texts and making corrections or having corrective action taken.

2.19
service specifications
statement of the performance requirements set out in the client-TSP agreement to be met by the TSP.

2.20
source language
language that the source text is written in.

2.21
source text
text to be translated.

2.22
style guide
reference document that establishes the standards and conventions to be conveyed in the target text.

2.23
target audience
potential recipient of the target text; the target audience can be the same as the end user.

2.24
target language
language that the source text is translated into.

2.25
target text
document resulting from the translation process.

2.26
text type
class to which a text is assigned based on its function, format or the specific intention of the author with respect to the target audience.

2.27
translation
act of transferring the meaning of a text from the source language to the target language.

2.28
Translation Service Provider (TSP)
person or organization supplying translation services to external clients; the TSP can be the same as the translator.

2.29
translator
person who performs translation.

3 Human resources

3.1 General

3.1.1 The TSP shall have a documented procedure in place for selecting human resources with the requisite knowledge and abilities for translation projects.

3.1.2 The TSP shall ensure that the competences required of translators, revisers and reviewers are maintained and updated.

3.2 Translators

3.2.1 Translators shall have the following competences:

a) *Linguistic and textual competence in the source language and the target language:* Linguistic competence includes the ability to comprehend the source language and includes mastery of the target language. Textual competence requires knowledge of applicable text types, and includes the ability to apply this knowledge when translating.

b) *Research competence:* Research competence is the ability to obtain the linguistic, specialized or any other information necessary to comprehend the source text and translate it. Research competence also includes experience in the use of technical resources.

c) *Cultural competence:* Cultural competence is knowledge of the locale and the ability to apply it to the translation.

d) *Technical competence:* Technical competence is the knowledge of technical resources and the ability to use them for translating.

3.2.2 The above competences shall be acquired through one or more of the following, unless otherwise specified (see 6.2.1 b.):

a) An undergraduate or higher degree in translation

b) Professional designation as a certified translator.

3.3 Revisers

Revisers shall meet the requirements described in 3.2 for a translator, and in addition have a minimum of three years of full-time translating experience in the domain under consideration, unless otherwise specified (see 6.2.1 b.).

3.4 Reviewers

Reviewers shall be domain specialists in the target language.

4 Technical resources

4.1 The TSP shall have documentation in place describing the technical resources that it has competence in or access to and that includes at least the following:

a) Electronic data storage and retrieval

b) Word processing with relevant fonts and formatting

c) Computer-assisted translation tools

d) Electronic data transfer

e) Research tools.

4.2 The TSP shall have access to the following:

a) Requisite hardware and software

b) Requisite communication tools

c) Equipment permitting safe and confidential handling, storage, retrieval, archiving and disposal of documents and data

d) Relevant information sources and media.

5 Quality management system

5.1 The TSP shall have a documented quality management system in place that includes at least the following:

a) Statement of the quality management system objectives

b) Process for handling all information and documentation received from the client

c)   Process for qualifying human resources assigned to the translation project

d)   Process for terminology development and compliance, and databases supporting the translation process

e)   Process for quality assurance

f)   Process for controlling the quality of delivered translation services and for providing, where necessary, after delivery correction and corrective action

g)   Process for handling complaints.

5.2   The TSP shall request supplementary information and clarification of ambiguities in the source text or reference material.

5.3   If the quality of the source text compromises the quality of the target text, the TSP shall inform the client about the possible outcomes.

5.4   If the TSP notices errors in the source text during the translation process, the TSP should draw the client's attention to these errors.

6   Client-TSP relationship

6.1   General

6.1.1   The TSP shall have documented procedures in place for handling and analyzing enquiries, determining project feasibility, preparing quotations, entering into an agreement with the client, invoicing and recording payment.

6.1.1.1   The TSP shall analyze the client's enquiry relating to service specifications and determine whether all the required human and technical resources are or will be available within the time lines proposed by the client.

6.1.1.2   Unless otherwise agreed with the client, the TSP shall submit a quotation to the client.

6.1.2   When providing the service, the TSP shall establish a client-TSP agreement.

6.1.3   The TSP shall retain responsibility when it engages a third party to carry out a translation project or any part thereof.

6.2   Client-TSP agreement

6.2.1   The client-TSP agreement shall set out the commercial terms and service specifications including the following:

a)   Client's role and responsibilities

b)   Translator and reviser qualifications, if other than as specified in 3.2 and 3.3 respectively[2]

c)   Description of source text(s)

d)   Identification of the end user(s)/target audience of the target text

e)   Quality assurance

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[2] An example of an exception is the use of a translator who is in the process of gaining experience. The client-TSP agreement would establish such exceptions.

f) Confidentiality

g) Deadlines

h) Deliverables

i) Pricing and payment terms

j) Termination of agreement

k) Deviations from the TSP documented procedures and translation process.

6.2.1.1   The agreement can also cover the following:

a) Specific terminology requirements

b) Relevant documents and information

c) Copyright

d) Liability

e) Settlement of disputes

f) Handling of client documentation

g) Special translation requirements.

6.2.2   Any deviations from the original agreement shall be agreed upon by all parties and documented.

6.2.3   All information and documentation received from the client shall be handled in accordance with the provisions contained in the TSP's quality management system and in the client-TSP agreement.

7   TSP project management procedures

7.1   General

The TSP shall have documented procedures in place for managing translation projects. A project can be a document, a series of related documents, or any number of documents covered by the client-TSP agreement.

7.2   Project management

7.2.1   Each translation project shall be supervised for completion in accordance with the TSP's documented procedures and the client-TSP agreement.

7.2.2   Unless otherwise specified in the client-TSP agreement, project management shall include the following:

a) Assessing and analyzing client requirements

b) Generating a statement of work

c) Assigning responsibility for various project management tasks

d) Monitoring and supervising project preparation

e)   Assigning translators to the project

f)   Assigning revisers and, when applicable, reviewers to the project

g)   Assigning technical resources to the project

h)   Providing relevant reference material and information on the service specifications to the translators and revisers

i)   Monitoring and managing the translation process timetable

j)   Maintaining contact with all parties involved in the translation project, including the client

k)   Approving the deliverables

l)   Monitoring compliance with the documented quality management system

m)   Monitoring compliance with documented procedures and the client-TSP agreement

n)   Archiving and maintaining project files

o)   Invoicing

p)   Verifying that the translation service provided meets the service specifications.

7.3   Preparation

7.3.1   General

7.3.1.1   Preparation shall cover administrative, technical and linguistic aspects appropriate to the specific requirements of each translation project.

7.3.1.2   After receiving the source text for translation, the TSP shall check that it complies with the client-TSP agreement. In case of non-compliance, the TSP shall contact the client for clarification.

7.3.2   Project recording

7.3.2.1   The TSP shall record each accepted translation project and maintain a log throughout the duration of the project.

7.3.2.2   The record shall make it possible to identify and trace the project and to determine its status at all times. Project recording details are described in Annex A.

7.3.3   Project assignment

7.3.3.1   The TSP shall assign projects to the appropriate internal or external human resources or both to ensure that the requirements described in the client-TSP agreement are met.

7.3.3.2   All assignments shall be documented.

7.3.4   Technical resources

The TSP shall make sure that the technical resources required for the specific project are available.

7.3.5 Pre-translation processing

The TSP shall carry out any necessary technical and pre-translation processing tasks in order to prepare the documents for translation. Technical pre-translation details are described in Annex B.

7.3.6 Linguistic aspects

7.3.6.1 The TSP shall record and comply with any specific linguistic requirements in relation to the translation project.

7.3.6.2 The TSP shall ensure that the source text is analyzed to anticipate possible translation problems.

7.3.6.3 Where no specific terminology is available for the project, the TSP and the client shall consult on terminology work to be carried out.

7.3.6.4 In the event that the client does not provide a style guide, the TSP shall use an appropriate style guide.

8 Translation process

8.1 General

The TSP shall have documentation in place describing the translation process.

8.2 Translation

8.2.1 Translation shall be performed in accordance with instructions received from the TSP in the project assignment, and an established code of ethics.

8.2.2 The translator shall transfer all the elements of the meaning of a text from the source language to the target language, and shall retain their relative importance as well as their form, tone and register, while taking into account the linguistic, cultural, technical and geographical conventions (locale) of the target audience and client specifications.

8.2.3 Throughout this process, the translator shall, as appropriate, comply with or take into account the following:

a) Relevant documents and information necessary for the understanding of the source text and the creation of the target text

b) Previously or concurrently translated material for the same client or in the same domain

c) End users/target audience of the target text

d) Purpose of the translation

e) Local conventions and regional standards

f) Syntax, spelling, punctuation, typography, and diacritical marks according to target language usage

g) Specific domain and client terminology, or any other terminology provided, as well as terminology consistency throughout the whole target text

h) Lexical cohesion and phraseology consistent with the target language usage

i) Applicable style guides

j) Readability.

8.3   Checking

On completion of the translation, the translator shall check his/her own work. This process shall include checking that the meaning has been conveyed, that there are no omissions, errors or unintended ambiguities and that the defined service specifications have been met. The translator shall make any necessary amendments.

8.4   Revision

8.4.1   The TSP shall identify the need for revision, taking into account the abilities of the translator, the requirements of the client and the nature of the assignment.

8.4.2   The reviser shall be a person other than the translator.

8.4.3   Revision shall take into account at least the following:

a)   Accuracy

b)   Terminology

c)   Consistency

d)   Register

e)   Tone

f)   Readability

g)   Style

h)   Cohesion, coherence and organization

i)   Grammar and spelling.

8.4.4   The translator shall normally be notified of the changes to the target text.

8.4.5   The reviser may make recommendations for corrective action.

8.5   Review

8.5.1   The TSP shall identify the need for review taking into account the requirements of the client and the nature of the assignment.

8.5.2   The reviewer shall be a person other than the translator and the reviser.

8.5.3   The reviewer shall make recommendations for corrections to the text.

8.5.4   The reviewer may make recommendations for corrective action.

8.6   Final reading

The TSP shall identify the need for final reading taking into account the nature of the assignment and the requirements of the client.

9   Additional services

A TSP can offer additional services. Examples of such services are identified in Annex C.

Annex A
(informative)

Project recording

A.1 Recording details can include the following:

a) Project identifier

b) Client's name and contact person

c) Client's purchase order and any ancillary agreement, including confidentiality agreement

d) Translation service provider (TSP) project team

e) Commercial terms

f) Date(s) of receipt of source text and any related material

g) Delivery details, including volume, deadlines and delivery formats

h) Source and target language(s)

i) Title and description of material to be translated

j) Purpose and use of the target text

k) Existing client or in-house terminology or other reference material to be used

l) Client or TSP style guide

m) Modifications during the course of the project

n) Reference to client-TSP agreement details

o) Other information with a significant impact on the project

p) Client feedback

q) Corrective measures taken

r) Project status sheet

Annex B
(informative)

Pre-translation processing

B.1 Pre-translation processing can include the following:

a) Preparation of document or segmentation or both of text for computer-assisted translation (CAT)

b) Format and font conversion

c) Document alignment for CAT

d) Style sheets to be applied or created

e) Document type definition (DTD) files (Extensible Markup Language [XML], Standardized Generalized Markup Language [SGML] or others) to be obtained or created

f) Obtaining necessary fonts

g) Suitability of the controlled language selected; identifying and applying client's and domain specific terminology and phraseology

h) Collection and preparation of reference material (specific terminology, client's terminology, technical information, Internet links, etc.) in order to improve qualitative compliance with the service specifications

i) Illustrations, graphics, etc.

Annex C
(informative)

Additional services

C.1   Additional services offered by a translation service provider (TSP) can include the following:

a)   Legalization, notarization, etc., according to national requirements

b)   Adaptation

c)   Rewriting

d)   Updating

e)   Localization

f)   Internationalization

g)   Globalization

h)   Terminology database creation and term-base management

i)   Transcription

j)   Transliteration

k)   Desktop publishing, graphic and web design, camera-ready artwork

l)   Technical writing

m)   Language and culture consultancy

n)   Terminology concordance

o)   Translation memory alignment

p)   Alignment of bilingual parallel texts

q)   Pre- and post-editing

r)   Subtitling

s)   Voice-over

t)   Review or revision or both of target texts from third parties

u)   Back translation

v)   Proofreading

w)   Formatting

x)   Interpreting

y)   Terminology research

z)   Source text analysis.

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