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ICS

English version

Translation services - Service requirements

Übersetzungs-Dienstleistungen -
Dienstleistungsanforderungen

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Foreword

This document (prEN 15038:2004) has been prepared by Technical Committee CEN/BTTF 138 “TRANSLATION SERVICES”, the secretariat of which is held by AENOR.

This document is currently submitted to the CEN Enquiry.

Introduction

The purpose of this European standard is to establish and define the requirements for the provision of quality translation services.

It encompasses the translation process and all other steps involved in providing the relevant service. One of the key issues here is quality assurance and the ability to trace its progress.

This standard offers both translation service providers and their clients a transparent description and definition of the entire process. At the same time it is designed to provide translation service providers with a set of procedures and standard requirements to enable them to meet market requirements. Certification is envisaged for translation service providers who satisfy the requirements of this standard.

1 Scope

This European Standard specifies the requirements for translation service providers (TSP), involving human and technical resources, quality and project management, the contractual framework, procedures, added value services and term definitions.

Any third party engaged by a TSP to carry out a project or part of a project shall be regarded as a TSP in its own right and the relevant requirements of this standard do consequently apply.

This standard does not apply to interpreting.

2 Terms and Definitions

For the purposes of this document, the following terms and definitions apply.

2.1 added value services

services that can be provided by a TSP in addition to basic translation services,

2.2 competence

demonstrated ability to apply knowledge and skills

[ISO 9000:2000, definition 3.9.12]

2.3 controlled language

subset of a language which imposes a restricted grammar and a domain-specific vocabulary

2.4 document

information and its supporting medium

[ISO 9000:2000, definition 3.7.2]

2.5 edit

examine a target language text for its suitability for the purpose.

NOTE This will include checking the spelling, grammar, punctuation, terminology, register, style, etc. and may involve rearrangement of the text (alignment of the text to match graphics, illustrations, etc.). It may also include shortening or extending the text to meet space requirements.

2.6 interpreting

act of rendering spoken information from the source language into the target language in oral form.

2.7 locale

linguistic, cultural, technical and geographical conventions of a given target audience

2.8 localisation

transfer of a concept in the source language, which belongs to a source-language convention, into the equivalent or an appropriate target-language convention. Software localisation involves taking a product and making it linguistically, culturally and technically appropriate to the target locale (country/region and language) where it will be used and sold.

2.9 post-editing

examination and correction of the text resulting from an automatic or semi-automatic machine system (machine translation, translation memory) to ensure that it complies with the natural laws of grammar, punctuation, spelling, and meaning, etc.

2.10 pre-editing

preparation of the text for translation by an automatic or semi-automatic machine system (machine translation, translation memory)

2.11 proof-reading

printer's proof-reading as opposed to revision of a translated text.

2.12 service product

defined service, set or package of services which is offered to clients by the TSP

2.13 source language

language in which the source text is written.

2.14 source document

document to be translated.

2.15 target document

result of the translation process in the target language

2.16 target language

language into which the source document is rendered.

2.17 translation service provider (TSP)

person or organisation supplying the client with the agreed translation services

2.18 translator

person meeting the qualification requirements in accordance with subclause 3.1.2

3 Basic requirements

3.1 Human resources

3.1.1 Human resources management

TSPs shall have a documented procedure in place for selecting the people involved in translation projects to ensure that they have the requisite skills and qualifications.

Translators shall meet the requirements of professional competence as specified in 3.1.2.

Revisers and reviewers shall meet the requirements in accordance with 3.1.3.1 and 3.1.3.2 respectively.

3.1.2 Professional competencies of translators

Translators shall have the competencies listed below, preferably acquired through:

- a formal higher education in translation (recognised degree), or
- a university degree or equivalent plus a minimum of two years of documented experience in translating,
or
- at least five years of documented professional experience in translating.

Translating competence: Translating competence comprises the ability to translate texts to a professional level. It includes the ability to assess the problems of text comprehension and text production as well as the ability to render the target text in accordance with the client-TSP agreement (see subclause 4.4) and to explain the reasons for the choices made.

Linguistic and textual competence in the source language and the target language: Linguistic and textual competence includes the ability to understand the source language and have complete mastery of the target language. Textual competence requires knowledge of text type conventions for as wide a range of standard-language and specialised texts as possible, and includes the ability to apply this knowledge when producing texts.

Research competence, information acquisition and processing: Research competence includes the ability efficiently to acquire the additional linguistic and specialised knowledge necessary to understand the source text and to produce the target text. Research competence also requires experience in the use of research tools and the ability to develop suitable strategies for the efficient use of the information sources available.

Cultural competence: Cultural competence includes the ability to make use of information about the knowledge base and locale (i.e. cultural environment), behavioural standards and value systems that characterise the source and target cultures.

Technical competence: Technical competence comprises the abilities and skills required for the professional preparation and production of translations. This includes the ability to use current information technology tools and terminology collections.

3.1.3 Professional competences of revisers

Revisers shall have the competences as defined in subclause 3.1.2, and should have translating experience in the domain under consideration.

3.1.4 Professional competences of reviewers

Reviewers shall be domain specialists in the target language.

3.1.5 Continuing professional development

TSPs shall ensure continuing professional development of all persons involved in the translation process.

For translators and revisers this continuing professional development shall comprise:

- professional competences in accordance with 3.1.2;
- fields of specialisation and specialised languages;
- issues and technologies relating to the profession.

TSPs shall ensure a regular analysis of training needs and shall adequately document activities regarding training and ongoing professional development.

3.2 Technical resources

TSPs shall ensure the availability of:

- requisite equipment for the proper execution of the translation projects as well as for safe and confidential handling, storage, retrieval, archiving and disposal of documents and data;
- requisite communications equipment as well as hardware and software;
- access to the requisite information sources and media.

3.3 Quality management

3.3.1 General

TSPs shall have documented quality management in place that is commensurate with the size and organisational structure of the TSP.

3.3.2 Quality control

The TSP shall ensure that quality control measures are taken throughout the entire process chain.

3.3.3 Quality management review

At regular intervals, TSPs shall review their quality management processes to ensure their continuing suitability in complying with the provisions of this standard and modify the relevant documented procedure accordingly. TSPs shall regularly review whether the stated quality objectives have been met.

3.4 Project management

Each translation project shall be supervised by a project manager who shall be responsible for carrying out the project in accordance with the TSP's procedures and the terms agreed on with the client (see subclause 5.3.1).

4 Client-TSP (Translation Service Provider) relationship

4.1 General

The TSP shall have documented procedures in place to handle enquiries, determine the project feasibility, including human and technical resources, make analyses, and quotations, enter into an agreement with the client and invoice and record payment.

4.2 Enquiry and feasibility

The TSP shall have a documented procedure in place to analyse the requirements of the service product and the needs of the client. The TSP shall determine if all the required human and technical resources are available in order to execute and deliver the service product according to the defined requirements.

4.3 Quotation

The TSP shall submit a quotation to the client indicating price and delivery details.

4.4 Client-TSP agreement

On the basis of the quotation submitted, the TSP shall enter into an agreement with the client to provide the service product. The agreement shall include at least the commercial terms and the specifications of the service product.

The agreement can also include the following issues:

- copyright
- liability
- confidentiality
- settlement of disputes
- quality assurance

4.5 Handling of project-related client information

The TSP shall endeavour to obtain supplementary information and clarification of ambiguities in the source document by contacting the client.

All information and material received from the client shall be handled subject to the provisions contained in the TSP's quality management system (see subclause 3.3).

4.6 Project conclusion

The TSP shall have documented procedures in place for final verification, and for archiving, traceability, follow up and the assurance of client satisfaction.

5 Procedures in translation services

5.1 General

The TSP shall ensure compliance with the terms and conditions agreed upon with the client through proper handling of the translation assignment from the receipt of the purchase order to the end of the minimum archiving period as stated in the TSP's documentation.

For this purpose, the TSP shall have documented business procedures in place regarding the optimal deployment of human resources to perform the translation project and allied services.

5.2 Preparation

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

After receiving the actual document for translation, the TSP shall check that it complies with the requirements agreed upon with the client in accordance with clause 4.

Any and all deviations from the original agreement (see subclause 4.4) shall be agreed by all parties and documented.

5.2.1 Administrative aspects

5.2.1.1 Registration

The TSP shall register accepted translation projects and maintain a log throughout.

Registration shall make it possible to identify and trace the service product and to determine its current status at all times. (see Annex A)

5.2.1.2 Project assignment

The TSP shall assign projects to the appropriate internal and/or external resources in order to ensure that the specifications described in the agreement (see 4.4) are met. All assignments shall be documented.

5.2.2 Technical aspects

5.2.2.1 Hardware and software

The TSP shall make sure that the technology required for the specific project, according to the feasibility study (see 4.2) is available.

5.2.2.2 Pre-translation processing

The TSP shall carry out any necessary technical and pre-translation processing tasks in order to prepare the documents for translation.

Pre-translation processing can include technical aspects such as those included in Annex B.

5.2.3 Linguistic aspects

The TSP shall make sure that information about any specific linguistic requirements in relation to the translation project is registered. Such information can include requirements of compliance with a client style guide, adaptation of the translation to the agreed target group, purpose and/or final use, use of existing terminology, and updating of glossaries.

5.2.3.1 Source text analysis

The TSP shall analyse the source text to anticipate possible translation problems and difficulties (See Annex C).

5.2.3.2 Terminology work

Where no specific terminology is available for the project, the TSP and the client should agree on the conditions for terminology work to be carried out before executing the translation.

5.2.3.3 Style guide

In the event that the client does not provide a style guide, the TSP shall use an appropriate or proprietary style guide (See Annex D).

5.3 Translation process

The TSP shall have documented procedures in place for handling translation projects, contact with the client during the translation process, and in-house quality assurance to check the correctness and completeness of the service product as well as compliance with the client-TSP agreement (see subclause 4.4).

5.3.1 Project management

Project management (see 3.4) shall include:

- 1) Monitoring and supervising the preparation process (see subclause 5.2)
- 2) Assigning translators for the project
- 3) Assigning checkers, revisers and reviewers
- 4) Assigning any other specialists involved in any added-value services for the project - Issuing instructions to all parties involved in the project
- 5) Monitoring and supervising the process timetable
- 6) Ensuring contacts between all parties involved in the process, including the client
- 7) Giving clearance for delivery of the completed service

5.3.2 Translation work

The translator shall transfer the meaning in the source language into the target language in order to produce a text that is in accordance with the rules of the linguistic system of the target language and that meets the instructions received.

This process can involve added value services described in annex E.

Throughout this process, the translator shall focus on:

- a) Terminology: compliance with specific domain and client terminology, or any other terminology provided, as well as terminology consistency throughout the whole translation
- b) Grammar: syntax, spelling, punctuation, orthotypography, diacritical marks
- c) Lexis: lexical cohesion and phraseology
- d) Style: compliance with the proprietary or client style guide, including register and language variants
- e) Locale: local conventions and regional standards
- f) Formatting (see Annex D)

5.3.3 Checking

The translator shall check the translation for omissions and confirm that the defined parameters (see 5.3.2) have been met. The translator shall make the necessary amendments.

5.3.4 Revision

The TSP shall ensure that the translation service product is revised.

The reviser shall be a person other than the translator and have the appropriate competence in the source and target languages. The reviser shall examine the translation for its suitability for purpose. This shall include, as required by the project, comparison of the source and target texts for terminology consistency, register and style.

The TSP shall take the corrective measures necessary to amend the translation or to retranslate, when applicable, in accordance with the TSP's procedures.

5.3.5 Review

If the specifications of the service product (see subclause 4.4) include a review, the reviewer, who shall have domain competence, shall carry out a monolingual review to assess the suitability of the final translation for the agreed purpose (e.g. by assessing it for register and to ensure that it respects the conventions of the domain in question).

5.3.6 Proof-reading

If the specifications of the service product (see subclause 4.4) include monolingual proof-reading, the TSP shall ensure that the service product is proof-read.

5.3.7 Final verification

The TSP shall verify that the translation service product and its delivery meet the client's specifications (see subclause 4.4).

6 Added value services

The TSP can offer added value services. For an informative list of such services, see Annex E.

Annex A (informative)

Project registration details. Project log

Registration details can include, as appropriate:

- Unique project identifier
- Client's name and contact person
- Client's purchase order and any ancillary agreement, including confidentiality agreement
- TSP project team
- Commercial conditions
- Date of receipt of material for translation
- Delivery details, including volume, deadlines and delivery formats
- Source and target language(s)
- Name and description of material to be translated
- Purpose and use of translation
- Existing client or in-house terminology or other reference material to be used
- Client or TSP style guide(s)
- Any modifications in the course of the project
- Reference to agreement details
- Other information with a significant impact on the project.
- Any claims for non conforming products
- Corrective measures taken
- Translation status sheet

Annex B
(informative)

Technical pre-translation processing

Technical pre-translation processing can include, as appropriate:

- Preparation of document and/or segmentation of text for Computer Assisted Translation (CAT).
- Format and font conversion.
- Document alignment for CAT.
- Style sheets to be applied or created.
- Data Type Definition (DTD) files (XML, SGML).
- Obtaining necessary fonts.
- Agreed text type convention.
- Appropriateness of the controlled language selected
- Collection and preparation of reference material (specific terminology, client's terminology, techno-didactical material, Internet links, etc.) in order to improve qualitative compliance with the project's requirements.

Annex C (informative)

Source text analysis

Source text analysis can include, as appropriate:

- a) Extra-textual and intra-textual factors (text type):
 - translation brief or client's specifications,
 - context and co-text.
- b) Macrostructure (intended audience of source and target texts):
 - topic,
 - genre and register,
 - text function and text type,
 - superstructure (rhetorical patterns and moves),
 - non-verbal elements (illustrations, graphics, etc.).
- c) Microstructure (level of speech):
 - pragmatics (presuppositions, implicatures and shared knowledge),
 - grammar and syntax (grammatical cohesion, coherence, connectivity),
 - lexis and semantics (lexical cohesion, terminology and phraseology),
 - suprasegmentals (tone, rhyme and rhythm, alliteration, assonance, prosody, etc.).

Annex D (informative)

Style guide

A style guide can include instructions or choices as regards:

- Punctuation: spaces, full stops, commas, semi-colons, colons, dashes, brackets, parentheses, question marks, exclamation marks, quotation marks, apostrophes and accents, UNICODE/ASCII codes.
- Spelling: capitalisation, conventions, personal names and titles, geographical names, company and product names, brands, scientific names, numbers (fractions, ranges, Roman numerals, dates, time) and units of measure, mathematical and scientific symbols, abbreviations and acronyms, loans (foreign words and phrases), hyphens and compound words, hyphenation guidelines, transliteration and romanisation systems.
- Formatting, type style and fonts: round, bold, italic, underlining, font choices, general symbols (i.e., ©, ®, &, %, tm, #).
- Miscellaneous: Lists and tables, paper size, gender-neutral language, verb tenses, footnotes, bibliographies, citations, diagrams, graphics and illustrations, translation of tags and attributes.
- Adaptations: cultural words and references, forms of address, standing details (price, offers, postal address, electronic address, fax and telephone numbers, etc.), currency and metric conversions, graphic elements, other cultural items.
- In the case of software localisation, names of keyboard keys, morpho-syntactic conventions for user interface components: menus, dialogue boxes and error messages
- Terminological choices, controlled languages, inappropriate wordings, language-specific and client preferences.
- Common errors to be avoided (e.g., false friends, cognates, language interferences, register mismatches, etc.).

Annex E (informative)

List of added value services

- Legalisation, notarisation, etc, according to the national requirements
- Adaptation
- Rewriting
- Updating
- Localisation
- Internationalisation
- Globalisation
- Terminology data base creation and their management
- Transcription
- Transliteration
- DTP, graphic and web design, camera-ready artwork
- Technical writing
- Language and culture consultancy
- Terminology concordance
- Translation memory alignment
- Pre- and post-editing
- Subtitling
- Voice-over
- Review and/or revision of translations from third parties

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