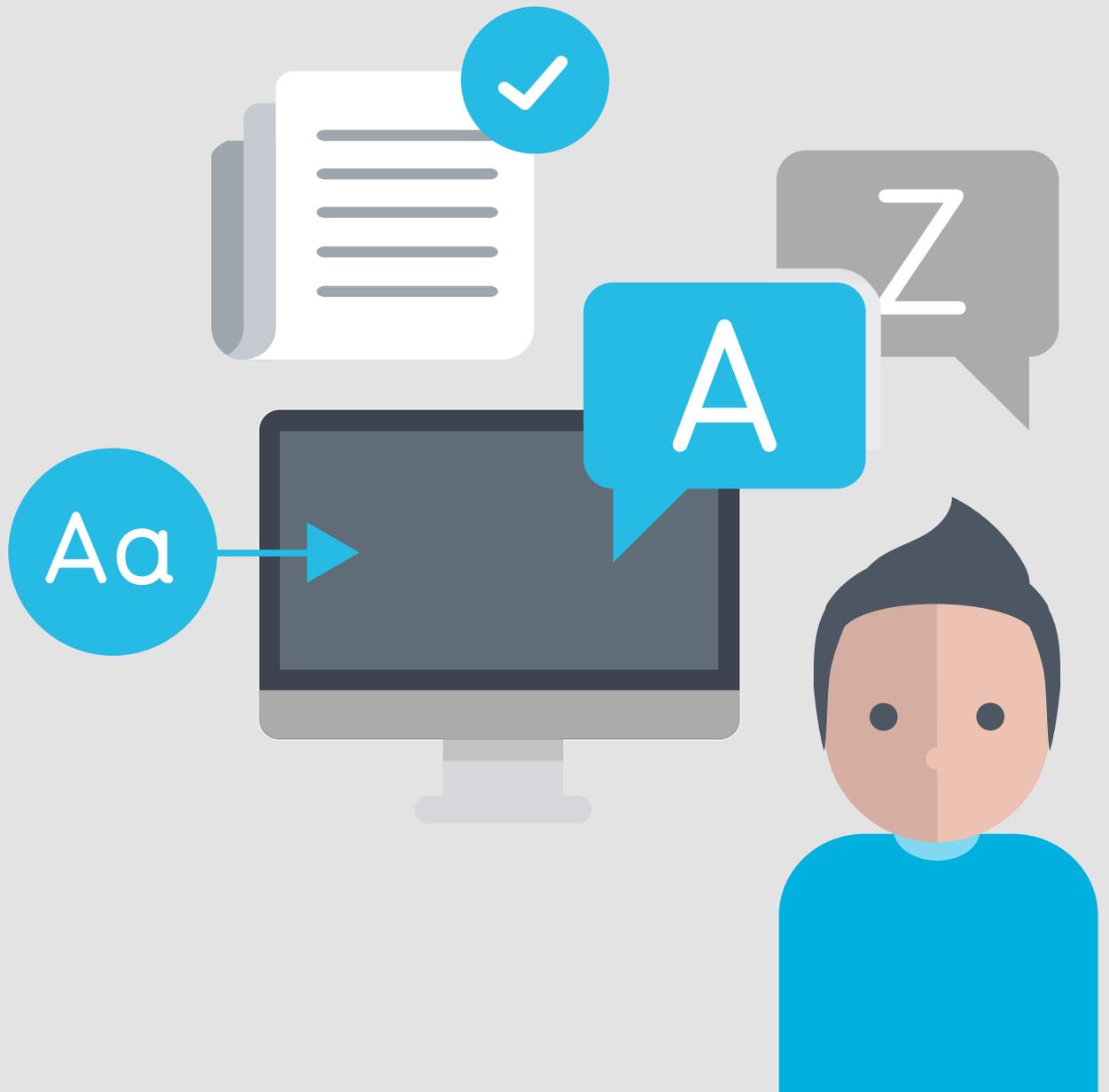# Part 2:
Text translation

6 Arranging text translation

6.1 If there are no officers available to draft documents bilingually, an organisation will need to ensure that there are arrangements in place to provide translation services. How an organisation goes about translating from Welsh to English will be a matter for the organisation itself:

- Some organisations will have internal translation units that can fully meet the requirements.
- Some organisations will contract all of the translation work out.
- Others will use a combination of internal translators and external contractors.
- Others still will share the translation work with other similar organisations, e.g. via a service level agreement or one centre providing translation for the whole sector.

6.2 The principles and considerations noted in this section are in fact relevant to each of the above situations. More detailed practical advice is provided in section eight on the process of arranging a translation job, and there is further guidance in section seven on how information technology can facilitate translation and bring significant financial savings.

Using a professional translator

6.3 It is important to realise that not everyone who speaks two languages can necessarily *translate*.[3] Translation is a specialist profession that requires specific skills and experience to produce the highest-quality professional translations. The most important principle, therefore, is that a competent and professional translator should be employed to undertake every piece of text translation on behalf of the organisation.[4]

6.4 Using a translator who is a member of a professional association is a way of ensuring that you use a competent translator. Members of a professional association are subject to codes of practice that outline the professional standards that members are expected to adhere to in the course of their work in order to provide the best possible service to their clients. These codes of practice will usually commit the translators to specific standards of confidentiality and impartiality, for example.[5]

6.5 Another advantage of using a translator who is a member of a professional association is the focus such associations have on training and continuing professional development (CPD). Members are encouraged to follow a continuing professional development plan to ensure that their knowledge and skills are up-to-date so they can provide a high-quality service for their clients.

It is important to check that a translator has professional membership and that there is no risk that the work will be sub-contracted to other translators without appropriate membership.

6.6 Cymdeithas Cyfieithwyr Cymru (the association of Welsh translators and interpreters) is the only professional association that represents the Welsh/English translation profession specifically. They have a useful search engine on their website that enables you to search for a translator that is suitable to your needs: Find a translator. Some qualified translators who translate from Welsh to English and vice versa are members of other professional associations, such as the Chartered Institute of Linguists (CIOL: https://www.ciol.org.uk) and the Institute of Translation and Interpreting (ITI: http://www.iti.org.uk/).

6.7 Translators must succeed in the association's exams in order to become members of Cymdeithas Cyfieithwyr Cymru. They have two levels of text translation membership: Basic membership and Full membership. Cymdeithas Cyfieithwyr Cymru state that members who have passed their Full exams are expected to submit work that needs no further editing. They also offer a Translation Quality Assessment Service for a fee – this advisory service can assess the quality of a translation if someone wishes to complain about the quality of the work of a member of Cymdeithas Cyfieithwyr Cymru.

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[3] We should emphasise here that translation is a very different skill to bilingual drafting. Bilingual officers can draft their own texts bilingually from the very beginning, adapting their choice of vocabulary, syntax and language register in accordance with their language skills: being able to respond to the work of another author and replicate it in another language, conveying the exact meaning and feel of the original without slavishly following the original's syntax requires very specific skills and training.
[4] Please note: The UK does not have a system of sworn translators like some countries who operate civil law.
[5] Here is a link to the Professional Code of Practice of Cymdeithas Cyfieithwyr Cymru, the association of Welsh translators and interpreters, for example: https://www.cyfieithwyr.cymru/en/find-a-translator-interpreter/ymddygiad-proffesiynol-1 (Accessed 12 February 2019).

6.8 In purchasing translation services from external providers, it is also important to ensure that appropriate arrangements are in place in terms of:

- indemnity insurance
- translation quality control procedures
- a complaints process to deal with complaints about translation quality.

Creating a successful internal translation unit

6.9 Having an internal translation unit has clear advantages for an organisation, providing a workforce of professional translators who are available to respond to the organisation's translation needs and prioritise any work in line with the policies of that organisation. Such units can also contribute significantly to the Welsh language ethos of an organisation, and the language skills and expertise of translators could be used to support other officers in the organisation to draft documents bilingually as noted in 4.2 above. This in turn will support the organisation to meet wider policy objectives in relation to the Welsh language and ensure that the organisation meets its language duties in a sustainable way.

6.10 However, it may be that the translation unit will not have sufficient capacity to respond to all of the organisation's translation requirements. In such cases, the unit will have a crucial role in terms of quality control, ensuring that every piece of work undertaken on behalf of the organisation is consistent with the house style and standard terminology of the organisation in question.

6.11 Every translation unit will be run differently, and decisions involving the governance of such a unit would be a matter for the organisation itself. We note below some general considerations and practical tips that could be useful in establishing an internal translation unit:

Structure and staff skills

- It is useful for the translation unit to be based in an appropriate place within the organisation's structure, for example in the chief executive's unit or the central services team. It could also be useful to have a direct link between the translation unit and the departments responsible for the organisation's compliance with language duties, or for the organisation's website and marketing activities, or its public relations activities.

- Ensure there is an appropriate staffing structure in all translation units. Providing translators with clear and appropriate career pathways is a way of attracting, developing and retaining good translators. It can be useful in terms of cost and workforce development for that structure to include translators at all levels – from experienced translators with strong mentoring skills to trainee translators. Consideration should also be given to translator pay structure, ensuring that it recognises their experience, skills and qualifications.
- Ensure there is a focus on the continuing professional development of translators and that a programme of appropriate training is provided to develop their skills and keep them updated about new trends and developments in the sector.
- As part of this, there could be consideration for preparing translators to sit professional association exams or to gain a relevant academic qualification. For example, the Professional Translation Studies course developed through Coleg Cymraeg Cenedlaethol funding, which is offered by Aberystwyth University, enables students to study for a Certificate, a Diploma or a full MA: Professional Translation Studies. Translators can also follow individual modules that are of interest to them.
- Encourage translators to develop expertise in specific areas and to gather evidence to demonstrate the expertise developed. For example, Cymdeithas Cyfieithwyr Cymru have established Areas of Professional Expertise to recognise the expertise of their members in communication and legislative areas.
- Ensure that there are appropriate resources and software to facilitate the work of the translation unit, including word processing software, translation memory software, translation workflow management software, grammar and spellchecking software, standard printed reference books and links to suitable terminology databases. See 5.1 and section seven below.
- Also ensure that translators receive appropriate training in these areas – specifically in translation technology – to ensure they are aware of the latest developments and can make the most of them to improve and speed up the translation process. Some software developers provide free training webinars for clients.

Administration

- Ensure that there are appropriate methods of processing translation work, including receiving, recording, prioritising, translating and returning the work.
- Also ensure that translators have sufficient administrative support to ensure a smooth translation workflow and the best use of the time and skills of translators.

Utilising the translation unit

○ Make every officer in the organisation aware of the existence of the translation unit and the skills it contributes to the organisation's work.

○ Draw up guidelines for officers on how to commission translation work and what is reasonable for them to expect from the translators in terms of timescales for returning work etc. These guidelines could be published in a central place such as the organisation's intranet, and any new officers should be made aware of them.

Working with similar organisations

6.12 Organisations could identify similar bodies (perhaps working in the same region or in similar sectors) and consider ways of working with them to commission translation;[6] by establishing a joint translation contract or by establishing one centre to be responsible for translation in a specific area or sector. They could also come to an agreement on sharing translation memories or terminology lists with other organisations to ensure consistency of vocabulary and style across the sector and ensure financial savings in the process.

6.13 There would be clear advantages for organisations when commissioning translation in terms of:

○ ensuring financial savings
○ improving the quality of the finished product
○ ensuring that the individual organisations are able to comply with their statutory duties.

6.14 It would be a way of developing the expertise of specific translators in specific sectors, allowing them to familiarise themselves with the vocabulary, style and needs of a specific sector.

6.15 It would also lead to advantages for service users who would be able to benefit from consistency in terms of the quality of the service across the sector.

6.16 Even if an organisation did not choose to work formally with other organisations in commissioning translation, it could choose to share relevant translation memories or terminology lists with other organisations or the public in order to contribute to facilitating translation generally.

Developing a good working relationship

6.17 Whichever way your organisation chooses to procure translation services, it is useful to develop a good working relationship with your translators. Establishing an effective working relationship, where feedback is welcomed from translators and clients alike and where an open discussion takes place, can ultimately improve the quality of publications created on the organisation's behalf.

6.18 One practical way of establishing a relationship with the translators is to specify a member of staff as a link between the organisation and the translator and to keep a detailed record of the work to be translated, such as the wordcount and the timescale for completing the work.[7] This will aid in:

○ avoiding confusion or misunderstanding in commissioning translation
○ avoiding repeat translation of similar texts since a record of all previously translated text will exist
○ developing the expertise of that officer and their awareness of the organisation's translation needs and practice
○ establishing one easy point of contact for translators within the organisation to co-ordinate enquiries quickly etc.

6.19 In commissioning external translation, it is important to ensure that the terms and timescale for the work are clearly agreed in advance. Below are some points to remember:

○ Translators usually charge per 1,000 words of text, but most translators also have a minimum charge.
○ If you are using translators to translate messages for social media, it would help to plan messages in advance and provide a fortnight or a month's worth of messages to translate together where possible.
○ Sometimes, translators will charge by the hour, to recognise the creative energy and effort attached to translating brand names, slogans or marketing materials, for example.
○ You should check in advance whether or not the translator charges VAT.

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[6] An example of this would be the work undertaken by the Welsh Government to draw up a framework agreement for translation and interpreting for the whole of the public sector. This agreement is managed by the National Procurement Service and the new framework agreement went live on 1 November 2018. The main advantage for users of this agreement is that the National Procurement Service undertakes the tendering process on their behalf, leading to cost savings, and that the quality of the providers has been assessed. Note that one of the agreement's criteria is that the provider should be a full member of a professional association.

[7] This model will of course vary depending on the size of the organisation. In larger organisations, perhaps this model would work at a departmental or directorate level.

6.20 You will need to come to an agreement on which software translators should use in their work and in which format the final work is returned in order to ensure that this is in line with the organisation's processes and needs. Some organisations who commission translation will be willing to install their own software on the computers of external translators to facilitate this.

6.21 It is useful to get to know the strengths and expertise of various translators and commission work accordingly. For example, some translators specialise in translating complex legal or technical documents, and others have a flair for translating creative materials. It would also be useful to have processes in place to identify the type of document you are working on and match that work with the most appropriate translator. You could also consider using the same translator for a series of similar tasks in order to ensure consistency of style across the work.

6.22 It is good practice to involve translators in the work from the very beginning, rather than drawing on their expertise only at the end of the project. Closer collaboration between translators and experts allows you to identify any issues in either language early on in the process. For example, if a translator was part of the discussions at the beginning of the project, they could:

o identify difficult vocabulary or terminology that they will need to plan for
o advise about idioms, concepts or slogans that cannot easily be translated or adapted.

6.23 If the translators have not been involved from the very beginning, it is vital that you brief them fully about the work in question, explaining the aim and context of the work, the target audience and any useful background information. You will need to ensure that the requirements of the task are completely clear, and you should also identify any unfamiliar or specialist terminology that could arise in the work.

6.24 Make the most of the language skills of your translators, ensuring that you have a relationship or agreement that allows you to liaise with them to check any details in a translation or to ask any minor linguistic questions you may have.

Also ensure that your translators are aware that they are welcome to contact you to ask questions during the translation process – to check the meaning of the original or to get a better understanding of a document's objective or audience. They will also be able to provide advice about any text that is vague or needs strengthening in the original document. Indeed, the translation process can improve the quality of the original work, since the translator will be a new pair of eyes to look at the work.
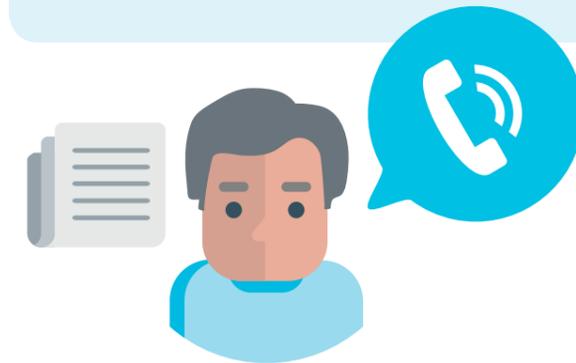
6.25 It is prudent to ensure that you have arrangements in place to allow you to request short translations at short notice. You will also need to agree with your translators on the best way to manage timescales for returning urgent work or work where tight or statutory deadlines will cause pressures. You can also discuss how best to use your translators to translate short-notice messages for social media.

6.26 Managing larger projects is yet another challenge. If you are translating a long document or a series of related documents, it may be that the time requirements will mean that the work will need to be divided between more than one translator. It is important that you discuss such a case with your translators in advance, ensuring that there are processes in place to guarantee the quality of the work and the consistency of style and terminology if more than one translator is working on a document.

6.27 You should ensure that checking language accuracy is an integral part of every translation project. You could make it clear that this is a contractual requirement.

7 Technology and other resources to facilitate the work of translators

7.1   Language technology can assist translators by facilitating and speeding up their work. It can also support organisations who commission translation to quality assure the work being commissioned and to ensure value for money.

7.2
> Human translators must be involved in the translation of a document; a professional translator cannot be replaced by a machine. Software can support a translator's work, but it should never be used instead of a professional translator. An organisation should certainly not rely on links to online machine translation software to provide a Welsh version of its website or other publications.

7.3   In the sections below, we outline the main types of software available to facilitate the translation process as well as suggestions on how to use them in practice for the benefit of both translators and organisations commissioning translations.

Translation memory software

7.4   Translation memory software is a type of database that keeps a record of previous translations that can be re-used. When a document for translation is loaded into the software, it will search the memory for segments that can be used to translate the new piece. These segments vary in size and can include terminology, sentences or even whole paragraphs.

7.5   Using this software can facilitate the process of translating a document by:

   o removing the need to translate text from scratch when it has already been translated
   o leading to more consistency of style and terminology
   o enabling translators to translate more words in less time.[8]

7.6   A further advantage is the potential for organisations to share translation memories with other organisations so they can re-use them and benefit from them. The Welsh Government, for example, shares a series of useful translation memories through BydTermCymru, including the Government's strategies and legislative memories.

> The outcomes from using translation memory software is completely dependent on the quality of the translations loaded into it. It is vital to ensure that the translations being loaded into the software are of a high quality in order to ensure that the product offered by the software is also of a high quality. It is important to ensure, therefore, that there is a quality control process in place and that the translation memory is edited regularly to ensure the memory's consistency and accuracy.
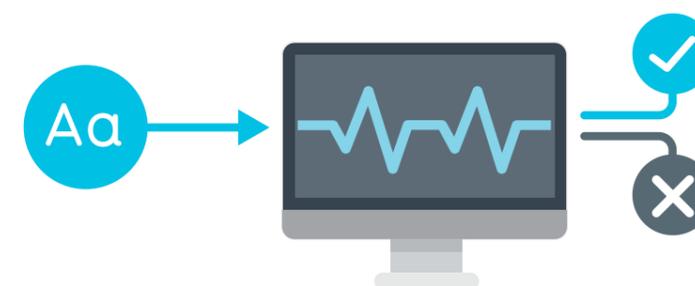
7.7   It is also important that those responsible for commissioning translation are aware of the risks to data security when using translation memory software, and draw up appropriate guidelines to ensure compliance with relevant legislation. It is important to ensure, for example, that the organisation in question is happy with the security arrangements if the translation memory is stored in the cloud. Care should be taken when using the software to translate confidential or sensitive information. This is particularly true if the software used stores information in the cloud or if the translation memory is shared with a network of translators. Consideration could be given to adding people's names and other personal details to the translation at the end of the process, in order to avoid retaining a record of these details in the memory.

7.8   Many commercial companies provide their own versions of this software,[9] including the Language Technologies Unit at Bangor University who have created CyfieithuCymru (TranslateWales) that has a Welsh language interface.[10] Some of the available products are now quite sophisticated and enable the user to:

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[8] Some recent research also suggests that using such software can reduce the cognitive strain on translators.

[9] An organisation does not need to use the same type of translation memory software as their external providers. Translation memory files can be transferred from one system to another by using a standard international format such as .tmx or .txt.
[10] http://techiaith.bangor.ac.uk/rheolyn-and-cyfieithyn/?lang=en (Accessed 10 August 2018).

- create and manage lists of standard terminology for the purpose of specific projects
- access these personal terminology databases, as well as standard dictionaries and integrated spellcheckers, during translation
- link with external machine translation software
- arrange and manage translation projects and enable a dispersed team of translators to work together to translate the same document.

7.9 As an organisation invests in translation memory software, it is important to remember that information technology officers need to receive appropriate training to be able to install the software and assist with any issues.

Not paying to translate the same text twice

7.10 Not every organisation has a translation unit, and even if it does have an internal unit in place, an organisation will often still need to turn to external providers to meet the translation needs of the organisation. In such cases, translation memory software can be helpful to ensure that an organisation is not paying several times to translate the same text, and to ensure consistency between the work translated by various external providers.

7.11 Translation memory software analyses how much of the contents of a new document for translation matches with the contents of the translation memory, creating a report that can be used as part of the commissioning process. This is an example of the type of analysis that translation memory software can undertake on your behalf:

Percentage match:	Wordcount	Word percentage %
Repetition in document	277	6
100% (Full match)	924	20
95%–99%	693	15
85%–95%	370	8
75%–84%	462	10
50%–74%	92	2
No match	1802	39
Total	4620	100

7.12 In the example above:

- 6% of the words in the new document are repeated within the document itself. They may not need to be translated again, but they certainly need to be edited.

- 20% of the text in the new document are sentences that are exactly the same as sentences stored in the memory (full match). They may not need to be translated again, but they certainly need to be edited. It is important to remember, for example, that translation memory cannot identify the context of sentences, unlike a human translator, although some of the latest programmes can identify whether the segments that appear on either side of the segment in question also match.
- 35% of the words in the new document are in sentences with a partial match between the memory's contents and that of the new document. These translations need to be carefully checked, edited and refined.
- 39% of the words in the new documents are in sentences that are in no way similar to the contents of the memory. All these sentences need to be translated from scratch.

7.13 The above results can be used to determine the price for a piece of translation work. In commissioning translation work, different rates could be paid depending on the percentage match between the document and the memory's contents. Indeed, three-tier pricing systems[11] are becoming increasingly common in the translation industry, for example:

1 You could arrange to pay just a proportion of the usual cost per thousand words to translate or check the parts of the document that fully match (100%) the memory's contents and the parts that are repeated within the document. The expectation is that those segments will not need to be amended; however, it is important that these segments are checked, and it is appropriate to pay the translator an editing fee for checking that they are accurate and appropriate.

2 A higher proportion of the usual cost per thousand words could be paid for components that partially match 50–99%. It is envisaged that these components will need to be amended since they do not match exactly, but everything will not need to be translated from scratch.

3 The usual rate will need to be paid for those segments that need to be translated from scratch.

7.14 However, it is not appropriate to use translation memory for every piece of work, and it can sometimes be useful not to limit a translator's creative skills if the text requires creativity or if the language register needs to be different to the type of text likely to be provided by the software.

[11] We should emphasise that this is just an example, and that pricing systems with more or fewer tiers are possible. It is for the organisation to decide and discuss the most appropriate way of determining the pricing system with its suppliers.

7.15 If an organisation chooses to outsource translation through a procurement process, it could consider the following:

- Make it a contractual requirement that providers use translation memory software.
- Ask the provider to create a specific translation memory for use when translating work for the organisation, and ensure that this memory is kept confidential.
- Ask the provider to keep a list of terminology that is specific to the organisation's work and update it regularly. Translators can also create lists of terminology within translation memory software. You can also ask them to load terminology lists into their translation memory software to ensure they use the right terminology when translating work on behalf of the organisation.
- Make it a contractual requirement that the commissioning organisation owns the translation memory. It is important to ensure that the translators understand and consent to share their translations with other providers through the memory. This memory can be used if the organisation procures translation in future.
- If the organisation itself uses translation memory software and retains a central copy of the organisational translation memory, it could make it a requirement that new translations will be paid for according to the match rate between the contents of the new document and the contents of that memory. The organisation will then share relevant components of the memory with the external providers so they can use those components when translating. When the translation has been undertaken, the organisation can ask for a copy of the memory as well as the finished translation, in order to update the organisation's translation memory.

7.16 When considering this approach to commissioning translation, it is important to consider the fact that some types of documents will give better outcomes than others when using translation memory:

- There will of course be a higher match between reports that follow a similar structure or template.
- The software lends itself well to factual texts with a measure of repetition or a specific formula, for example meeting minutes and agendas, or certificates and licences.
- It can also be a useful tool when translating policies or strategies, especially if they are to be amended over time: using translation memory software means that only new or amended clauses will need to be translated, saving on the cost of translating the whole document from scratch.
- Financial savings can also become more and more evident over time, for example in the context of quarterly or annual reports.

7.17 Some types of translation memory software also enable you to lock segments that should not be edited any further. However, remember that the organisation will pay an 'editing' fee every time a translator will need to check a segment. So, if an organisation is aware that parts of a document (e.g. opening paragraphs of a template letter) have already been translated, it is actually more prudent not to send those sections to the translators at all. This will mean that the organisation avoids paying an 'editing' fee for these segments, and also reduces the risk of translators amending any paragraphs for which the organisation has already determined the standard text.

Machine translation software

7.18 Another type of software that can support translators' work is automatic translation or machine translation software. Machine translation software will offer the translator translations that are based on an analysis of a language corpus and/or based on its grammar. Great leaps forward have been made in this area over the last few years. Several companies now provide machine translation from English to Welsh and vice versa, and the standard of the output is improving all the time as the technology develops. We hope to see further significant developments in this area over the next few years as some of the latest revolutionary technologies are applied to Welsh.[12]

However, the standard and factual accuracy of translation rendered by automatic translation software is varied, and translation generated through machine translation should not be regarded as accurate or generated to an acceptable standard. A machine cannot understand background information or context like a human translator. Translations completed by machines must be edited before they can be published in order to avoid the risk to an organisation's reputation and to ensure that Welsh is treated no less favourably than English.

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[12] See for example: https://www.microsoft.com/en-us/research/project/neural-machine-translation/ (Accessed 12 February 2019).

7.19 The current quality of machine translation from English to Welsh is generally weaker than the quality of machine translation from Welsh to English, as a result of the richness and complexity of the Welsh language. But in general, the translations provided by machine translation software have improved to such a degree that it is now *useful* for human translators:

- Machine translation can help translators by providing rough translations for further editing. It is used to this effect by the translation service of the European Commission and by the Translation and Reporting Service of the National Assembly for Wales, for example.[13]
- It can therefore support the translator in the same way as translation memory software, since it provides a source of text for the translator to edit.
- Some types of machine translation can be used within translation memory software in order to make the most of the translation memory and the results of machine translation at the same time.

7.20 Using a combination of translation memory software and machine translation software like this means that the translator will hardly ever need to create a translation completely from scratch. The result of moving to this approach is that the translator's role becomes more of an editor's role.

7.21 By using a combination of translation memory software and machine translation software, it can be useful to feed any terms or names that are likely to arise often into the translation memory to ensure that the machine translation software does not translate those elements incorrectly. Machine translation software can sometimes attempt to translate personal names, they can translate idioms literally or translate words with more than one meaning incorrectly (e.g. a chair at the table and the chair of a meeting are two different words in Welsh).

7.22 The type of editing that the translator will be required to undertake – the term used in the translation industry is post-editing – is different to general editing work, and it is important that translators receive appropriate training to further develop this skill. It can include:

- tidying up or re-arranging syntax
- correcting minor errors
- correcting more substantial errors
- ignoring the proposed translation and re-writing whole components.

7.23 The level of changes made to a document will also depend on the document's intention and intended audience. For example, perhaps tidying the translation and ensuring its accuracy will be enough for a document not intended for publication by the organisation, and attempting to create a perfect translation will not be necessary.

7.24 As with any new method, this is a skill that will need to be developed. With time, translators will become more confident in the process of post-editing and more familiar with the type of problems that commonly arise when using the software, which will further speed up the process.

7.25 As in the case of translation memory software, it is important to ensure that those responsible for using machine translation software or for commissioning translation are aware of the terms and conditions and the security risks of using the software. It is therefore wise to create appropriate guidelines to ensure compliance with relevant legislation. This software should not be used to translate confidential or sensitive information, since the text can be stored on servers beyond the user's control.

Translation project management software

7.26 Translation project management software is also available. Depending on the software, it can facilitate:

- requests for translation
- sharing work between translators
- setting work schedules
- managing translation workflow from one central location
- dealing with billing matters.

7.27 It may be useful to invest in this type of software if an organisation undertakes and/or commissions a great deal of translation. Several translation memory software providers now include these features as part of their software packages, so it may be that your organisation would not need to invest in a separate system.

[13] It is interesting to note that these organisations have developed specific machine translation systems to serve their own needs, i.e. systems that are trained with relevant corpus materials that are relevant to their areas of work and the type of language registers or writing styles that they use most. This is a general trend among organisations that produce a large amount of translated materials, and software such as Microsoft Translator Hub enables organisations to build machine translation systems for their own purposes: https://hub.microsofttranslator.com (Accessed 12 February 2019).

8 Text translation workflow: practical advice

8.1 This section offers practical guidance on matters that are useful to consider in every stage of the process of arranging a translation.

Planning and scheduling
8.2 Make every officer in the organisation aware of which documents should be bilingual (including materials that must be produced in Welsh in line with the Welsh language standards or a Welsh language scheme) and the procedures you have in place to enable this.
8.3 Identify the nature of the document before beginning the drafting process and consider whether there are standard templates that could be followed to avoid duplication of effort.
8.4 Ensure that the organisation's standard bilingual templates are freely available to officers from a central place, such as the intranet. Consideration should also be given to sharing these with external translators in order to ensure that the translators stick to them instead of translating them from scratch every time.
8.5 It would also be useful to draw up a list of terminology that an organisation will use or ask a translation provider to collate them on behalf of the organisation. The terminology could then be shared with translation providers with a request to use them in their work.
8.6 Plan the translation very carefully ensuring that enough time is allocated, as part of the publication timetable for the translation and proofreading of the document in both languages – especially if a document needs to be designed. It is important to ensure that officers are aware how much time needs to be allowed to translate a document.

Preparing text for translation
8.7 Ensure that clear directions are available to those drafting documents for translation, providing clear guidance on matters such as: ○ house style ○ language register and audience ○ terminology ○ drawing up clear, appropriate and brief texts. These directions could also be shared with the translators.
8.8 Ensure that officers – especially new officers – are formally trained to draft documents that adhere to the guidance above in order to improve the quality of the original documents.
8.9 Review the text thoroughly, always considering whether you could convey the same message more succinctly or whether the same message could be conveyed more effectively by using images or graphics. Using short sentences and a direct style can make the text easier to translate and improve the outcomes of using translation software.
8.10 Proofread the original text in detail, checking the spelling and grammar of those documents. It is important to ensure that there are no errors in the original and that it will not require amendment after the translation has been returned. This will help ensure that the translation memory is not impaired by poor quality texts.

Sending text to a translator for translation
8.11 Provide the translator with a final version of a document rather than a series of drafts that could complicate the translation process and increase costs. Perhaps you will wish to encrypt the documents and translation memories sent to the translators if the content is confidential or sensitive.
8.12 Provide clear directions to the translator, including details about: ○ the document's objective and target audience ○ links to documents quoted in the text ○ specific terminology that should be used.

Receiving the work back from a translator
8.13 Check the translation carefully, trying to ensure that: ○ it does not include spelling or grammatical errors ○ the translator has understood the objective and meaning of the original text ○ the texts in both languages match each other and there is no missing text.
8.14 Ask the translator if you are uncertain about any of the above elements, and ask the translator to look again at any of these elements to ensure that you are happy with the final translation.
8.15 If you are not happy with the quality of a translation, you should discuss this with the translator immediately and draw their attention explicitly to errors in the text, providing specific examples of stylistic features with which you are unhappy. However, please remember: everyone has a different writing style, and there are several correct and acceptable ways of expressing the same thing. Provide constructive feedback so that the translator can fully understand your needs and try to ensure that you are satisfied with the translation the next time.

	Preparing text for publication
8.16	Proofread the translated text as well as the original text carefully, comparing the two versions. You should ensure that you are completely happy with the text in both languages before moving on to design the document – changing text after design can be laborious and costly.
8.17	It is a matter for organisations to decide who will be responsible for proofreading: ○ Some translators will offer a proofreading service and will take responsibility for the accuracy of the work in its final format. ○ However, it can be helpful to use someone else instead of the original translator – a different translator or proofreader – in order to have an independent opinion and another pair of eyes on the work.
8.18	It can be a good idea to print the final text in both languages since it is easy to miss errors when reading on screen.
8.19	Ensure that the form and format of both languages are consistent and of the same quality. More guidance is available on best practice in bilingual design in the Commissioner's Bilingual Design Guide.
8.20	Correcting proofs is an important part of the translation process. It is good practice to ensure plenty of time to do so thoroughly. Minor errors can often be costly, especially on signage.
8.21	Pay special attention to ensure that the diacritic marks (accents) required in Welsh are transferred correctly during the design of documents, posters, signage etc.
8.22	Ensure that clear procedures are in place to authorise the production of a final version of any signage or printed document. It is vital that officers are aware who has the final responsibility for the accuracy of proofs and signage plans.