
LanguageWire Guidelines - Translation

These guidelines must be followed by everyone who acts as a supplier to LanguageWire.

Translation

Below are the LanguageWire guidelines for translation. These guidelines must be followed. If they are not, LanguageWire reserves the right to reduce payment.

This also applies to matters that are not covered by the LanguageWire Guidelines - Translation, but are considered common practice within the industry and common practice in the professional performance of work.

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Guidelines

Both the LanguageWire guidelines 'General Terms' and the guidelines for 'Translation' below must be followed by everyone who acts as a translator for LanguageWire. Please also refer to the translation job type briefing that you will find on every translation job in AGITO. For some companies, you will also find company-specific job type briefings with special requirements.

1. **LanguageWire Direct or Full Service:** For some translation jobs, we have a proofreader on ("Full Service"), for other jobs, it is a "Direct" assignment and the customer receives the translation as soon as you finish the job on our platform. For both types careful proofreading before delivery by the translator is essential. Make sure to write succinct delivery comments as both the customer and the proofreader read them unedited.
2. **Poor source text and its consequences:** You may receive source texts in poor condition: perhaps the text is illegible as a result of the files having been scanned or perhaps the language is inadequate. If this will have consequences for your translation, i.e. if you are prevented from delivering the best quality, you are obliged to mention this as soon as possible after starting the translation and submit examples illustrating that the source text is in such poor condition that it hinders your work. If you do not comment on the poor condition of the source text and your translation is subsequently unfavourably received, it is difficult for you to use the poor condition of the source text as an excuse, as you should have already pointed this out. You can write an e-mail to the project manager about this or send a Dialogue. If you send a Dialogue, please only send it to the project manager and not to the customer, as this can be a delicate subject, especially if the author of the source text is the customer himself.
3. **Errors in the source text:** If a source text contains obvious errors, you must bring this to the attention of LanguageWire, even in circumstances where this has no impact on your translation. We are keen on making sure that our clients do not make use of poor source texts. You need only mention one or two places where there are errors.
4. **Errors in proper names:** Never take proper names in the source text for granted. Always double check all company names and brand names in the

- source text for correct spelling. Correct the errors in your translation and remember to report such errors in the source text to LanguageWire.
5. **Target group:** Make sure that you know the target group the text is intended for and that your translation matches this group. Ask the client when in doubt. Use the Dialogue module.
 6. **Creativity:** Make sure you know the degree of creativity the translation requires: are you required to translate the words and the sentence structures as literally as possible, or does the client just require you to stick to the actual meaning while allowing you the freedom to construe the words and sentences in the way you think best? This should be clear from the client's briefing. However, if it is not, you should use the Dialogue system to enquire about this.
 7. **Localisation:** We do not expect you to localise the translation unless stated otherwise in the job briefing. What we mean by localisation is: establish whether the text is to be adapted to the country and culture to which it is addressed. This applies to telephone numbers, addresses, units of measurement, etc., but also to the content of the text. Does the content suit the country and the culture? If the source text does not match the country and the culture of the target language, this should be corrected. Always make a note of such matters in the delivery note which you submit along with your translation
 8. **Formatting/layout:** It is important that you deliver a translation in the same layout as you have received it. Again, a translation from you must be ready for use by the client. LanguageWire provides you with free support in these matters. Please do not hesitate to contact us if you need help with formatting/layout issues in Word, PowerPoint, etc. If you have used a CAT tool such as SDL Trados, the files have to be "cleaned" from any coding. You should always check the layout of the cleaned file in the target language and correct any bad formatting that may have been inserted by the CAT tool.
 9. **Proofreading before delivery:** As a translator of a text, you always need to perform a final proofreading before you deliver the translation to LanguageWire. The use of the spellcheck and other verification tools in your CAT tool is mandatory (read more on this in our CAT tool guidelines). We always recommend that you let the translated text "rest" for some hours or preferably overnight before you perform the final proofreading of your own text. This final read-through normally catches a lot of mistakes, and it gives you the opportunity to check the style and the flow of the translation. A well translated text should sound as though it was written in the original target language. It is your responsibility to offer a quote with a longer deadline on an assignment if you judge that you need more time. If the lack of a final proofreading results in a complaint from the customer, you can't excuse these

errors with a plea of “too little time” - unless the project manager has agreed that a short deadline can amount to an increased possibility for error and has so notified the client.

10. **Is anyone proofreading my translation?** Never take it for granted that there will be an additional proofreading after your translation assignment is finished, as we offer a variety of products to our customers. It is your responsibility to make sure that the translation delivered is perfect and ready to be sent to the customer.
11. **Quality:** We always expect the very best quality from you. Not following the briefings, omission of text, grammar and spelling errors, as well as not respecting deadlines will, in most cases, result in financial consequences for you. When working for LanguageWire, you represent our company, and we expect you to assume this responsibility with regard to quality and professionalism.
12. **Freelancer:** When you accept a job from us, we expect that you are executing the job yourself.
13. **Agency:** When you accept a job from us, we require that an in-house translator or a translator from your agency’s own, closed network is executing the job. If you have been selected as the preferred supplier for one of LanguageWire’s clients in a given language combination after a test translation, we require that the same translator who delivered the test translation is always carrying out the translation jobs for this client, and that you inform the project manager if this translator is not available within the required deadline. As you know, it is strictly forbidden to place assignments or texts from LanguageWire on ProZ or other translators’ website communities, as stated in the “Supplier and Invoicing Agreement” that all of you have accepted when registering with us. Violation of these guidelines shall lead to immediate exclusion from LanguageWire assignments and possibly result in legal proceedings as well.

What is a backtranslation?

The purpose of backtranslation is to reproduce a translation made to another language. A typical situation might be one where an English-speaking person who does not know the target language, such as one of the Nordic languages, for example, needs to know how an English text has been translated into a Nordic language. There are, of course, differences in the manner in which one chooses to adapt the translation to the country in question. A backtranslation helps to obtain a grasp of the way a text appears in another language.

A backtranslation is a literal translation of the target text - word for word. It is not intended for use or to be grammatically correct. The idea is for the reader to understand the words and expressions that have been used.

Example:

English translated to Danish and back (backtranslation) to English.

Source text: "Her hair has great body"

Target text: "Hendes hår har en god fylde"

Backtranslation: "Her hair has a great volume"

In this case, an English person who does not understand Danish will discover that the word "body" has not been translated directly into Danish, but rather, the word "fylde" has been used which, when translated, literally means "**volume**".

For more information on communication, dialogs, "jumpstart rate" and quoting on jobs and so forth, we refer to the LanguageWire Guidelines - General Terms.