

TRANSLATION SERVICES

POLICY

Intergovernmental Affairs
Acadian and Francophone Affairs Division
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I. Object

To provide a framework for access to and delivery of quality translation services to government institutions.

II. Considerations

1. Services Provided

To ensure consistency and for quality control purposes, Translation Services (TS) will be government's sole translation service provider, which includes legal translation.

Services provided are: translation (to and from English and French), proofreading of French documents, proofreading of bilingual documents and linguistic advice.

For translation to and from languages other than English or French, TS can provide references for clients to access translation providers in those languages. The client will be required to pay for the translation.

There will also be costs associated with the following services:

- Translation of texts exceeding the amount of \$2,000; the Province pays the first \$2,000 and the client pays the balance;
- Translation of legal documents of over 1,000 words.

2. Planning and Turn-Around Time

When developing publications and communications, allow adequate time for translation to ensure that both versions are released simultaneously. A reasonable benchmark is one working day per page of text (approximately 300 words per page). However, you are encouraged to discuss translation time lines with TS for larger documents as well as high priority and urgent publications or communications.

3. Eligible Documents

All documents required by government institutions to conduct their business are eligible, with the exception of internal administrative documents (ex.: travel claim forms, leave forms, interoffice memos, Treasury Board Manual updates, Community News articles). Only send final version of texts. Clients making changes to their "final versions" must highlight these changes and expect that their deadline will be extended. **Please ensure that the translation you are requesting is not text that another client could also be sending for translation. Summary translations can be provided for documents that do not require complete translation (i.e. invitations, announcements, etc.)**

4. Copyright

Copyright and other intellectual property rights are the client's responsibility. When there is a copyright on a publication to be translated, the client must provide TS with written permission to proceed with the translation.

5. Confidentiality

Translators treat all information acquired in the practice of their profession with confidentiality, respecting the rights and interests of their clients, as per the Code of Ethics for Translators and Interpreters. Translated material will only be released to the requesting client.

6. Translation Limitations

Not all material can be simply translated from one language to another. This is particularly true of promotional and educational material where adaptation is often required. Government institutions should therefore have such material developed and written in the language in which it will be used.

7. Text Quality

Clients are entitled to translation that is accurate in meaning as well as grammatically and idiomatically correct. Translators will therefore communicate with clients whenever a doubt or uncertainty about meaning or content arises. Allowing sufficient time is crucial to receiving quality translation.

II. How to Obtain Services

To submit your translation requests, please go to the following website: www.trans-action.ca and follow the instructions.

To expedite translation, please provide any reference material or information on related translated texts, a copy of the correspondence being replied to, French/English terminology if available, etc. Source of quotations should be indicated and uncommon abbreviations and acronyms written in full. Short requests, such as titles and signs, must be accompanied by context or short explanation of expression to be translated. If the work consists of updating a document, please redline/highlight updated text.

Material for translation must be submitted in WordPerfect or Word, prior to layout (no logos, images, etc.) to allow TS to save the English and French versions into its translation management system.

III. Hard Copy

Clients who only have a paper copy of their material for translation (i.e. correspondence) may send it by fax to 854-7255 (centrex) or interoffice mail to:

Translation Services
Access PEI - Wellington

IV. Additional Information

For information regarding these guidelines, please contact Translation Services at 854-3603.

APPENDIX

For the purpose of this policy, the following definitions apply:

Foreign Language Translation: refers to translation to and from languages other than French and English.

Government Institutions: refers to departments, crown corporations, agencies and reporting entities of the Government of Prince Edward Island.

Internal Documents: includes documents such as travel claim forms, interoffice memos, Treasury Board Manual updates and Community News articles which are generated by government for use by government employees.

Legal Documents: refers to laws, case books and reports, judicial precedents and case-law as well as any document with legal content.

Translation: means rendering into one language texts written in another, with no change in content, tone or style of the message. For the purposes of these guidelines, languages include French and English.

AT A GLANCE

Translation Services (TS)

- TS is the sole translation service provider for the Government of PEI.
- Services can be obtained by accessing the following website: www.trans-action.ca
- Copyright and other intellectual property rights are the client's responsibility.
- TS is responsible for establishing translation priorities.
- Certain texts must be adapted.
- Clients are entitled to translation that is accurate.
- To expedite translation, please provide any reference material available.
- Source of quotations must be indicated and uncommon abbreviations and acronyms written in full.
- Material to be translated must be submitted in WordPerfect or Word, prior to layout (no logos, images, etc).
- Please allow one working day per page of text (approximately 300 words per page) for turn-around time.