

Translation

National Occupational Standards
2007

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Introduction

These standards were developed with employers, language service providers, stakeholders and standard setting organisations to build a greater national capability in languages and intercultural skills.

The *National Occupational Standards in Translation* set out what individuals need to do, and the knowledge and skills they need, to be competent professional translators. The Standards have been designed by and for the translation industry. They describe translation skills and performance at two levels, professional and advanced, and in a range of contexts. They were approved by the UK Coordinating Group in September 2007.

To find out more about UK National Occupational Standards, and to download the translation standards, go to www.skillsca.org/standards-qualifications/language-intercultural

National Occupational Standards

National Occupational Standards (NOS) describe what an individual needs to do, know and understand in order to carry out a particular job role or function.

The NOS in Translation are made up of eleven units, which describe core aspects of translation performance as well as relevant support activities.

The Standards can be used to:

- describe good practice in particular areas of professional activity
- inform job descriptions and person specifications
- design training courses and continuous professional development
- assess the skills of those who are undertaking vocational and HE training programmes
- assess or review the skills of those who are qualified, e.g. for recruitment or appraisal purposes
- provide a framework for quality assurance.

NOS can also be used by awarding bodies as the basis for National Vocational Qualifications (NVQs), Scottish Vocational Qualifications (SVQs) and a range of other vocationally related qualifications.

Unit structure

Each unit has a **reference** letter and a **title**, referring to a particular area of activity. The numbers '1' and '2' are used where units describe differing levels of expertise/performance in a particular area.

In some cases, units are divided into **elements**, to capture distinct aspects of that activity.

The **Unit overview** at the beginning of each unit is a brief summary of the content of the unit. It sets out the level of expertise and or type of translator for whom the unit might be relevant, describes links to other units and signposts further useful information.

The **Performance Criteria** describe what a translator has to do to demonstrate competence in this activity. The **Knowledge and Skills** section sets out the detailed technical and professional knowledge, understanding and abilities required to meet these outcomes.

2007 edition: what's new?

The Standards in Translation were last revised in 2001. In this review, we have taken into account views of a wide range of professionals working in the field of translation, including those unfamiliar with the 2001 edition. We have aimed to create Standards that are robust, clear, concise and flexible enough to be used in a range of contexts. Developments in the translation industry, such as the use of translation software packages and localisation requirements, have been incorporated into this new version

Key changes made in this review include:

- **New, simplified format**
This simplified format means that the standards can be used for a range of purposes, including curriculum and qualification development, benchmarking performance, creation of job descriptions and continuous professional development
- **Addition of support function units**
New units have been included to describe the following support functions: manage translation projects and teams of translators, designers etc; evaluate and improve translation services; and act as a mentor to trainee and colleague translators. These units reflect the wider range of responsibilities of professionals working in the field of translation.
- **Development of two levels of translation**
The new edition of the standards sets out two levels of translation: professional and advanced professional level. In addition to the core skills and competences that are common to both levels, the standards for advanced professional level outline the specific requirements for those working with texts which demand the ability to handle complex subject matter in both source and target language, as well as working as a mentor to trainee or colleague translators.
- **Removal of Performance Evidence**
National Occupational Standards are designed to be useful in a range of situations and not just in the creation of N/SVQs. It has therefore been decided that Standards should be free of detailed guidance on assessment and evidence; it is the responsibility of awarding bodies to produce this when they develop qualifications based on the Standards.

With this in mind, we have also removed the references to the N/SVQ level in the unit titles.

- **Additional information**
The NOS are the 'technical specification' for translation, but many of those whom we consulted felt it would be useful for the Standards to include a clear definition of translation and the role of the translator. This is included in the Introduction.

The Principles of Professional Practice were developed to reflect key aspects of professional conduct.

The Glossary has also been expanded to give more guidance on technical terms found within the Standards.

- **Treatment of domains**

The research conducted showed that the type of domain was an unreliable guide to the complexity of translation tasks. We have therefore omitted them from the revised Standards. Any awarding body wishing to offer a qualification with a focus on specific domains would be required to build relevant guidance into the specification.

How units apply to job roles

The examples below use the model of a job description to show how units might apply to some typical translation roles. These are based on research conducted during the Standards review project.

I Professional translator

Essential skills are those described in:

- Unit PTra1 Maintain skills and systems for managing translation tasks
- Unit PTra2 Manage new translation assignments
- Unit PTra3 Translate written texts from one language to another
- Unit PTra4 Develop your performance as a professional translator

Desirable skills are those described in:

- Unit SFTra2 Evaluate and improve translation services to meet client needs

II Senior translator

Essential skills are the same as those above, with the addition of:

- Unit APTra5 Act as a mentor to trainee and colleague translators

III Translator operating at an advanced level

Essential skills are those covered by:

- Unit APTra1 Maintain skills and systems for managing translation tasks
- Unit APTra2 Manage new translation assignments
- Unit APTra3 Translate written texts from one language to another
- Unit APTra4 Develop your performance as an advanced professional translator

Desirable skills:

- Unit SFTra1 Manage translation projects
- Unit APTra5 Act as a mentor to trainee and colleague translators

IV Translator operating as senior project manager of a translation team

Essential skills:

- Unit APTra1 Maintain skills and systems for managing translation tasks
- Unit APTra2 Manage new translation assignments

Unit APTra3 Translate written texts from one language to another
Unit APTra4 Develop your performance as an advanced professional translator

Desirable skills:

Unit SFTra1 Manage translation projects
Unit SFTra2 Evaluate and improve translation services to meet client needs

Entry to the profession

Those considering a career as a professional translator should consult the Languages Work website, at www.languageswork.org.uk. This gives information and advice about translation, as well as case studies of those who are working in the profession.

The Languages Work website also contains links to the professional bodies' websites, where you can find further information and guidance.

Definition of translation and the role of the translator

Translation is the process whereby written text is transferred from one language into the written form of another.

The professional translator reflects the meaning of the source text accurately in the translated text. This means that information, ideas, opinions and cultural aspects are reflected in the translated text.

Many translators translate between two languages but some handle more than two. Many translate only into their strongest language, which is usually the language that they grew up speaking. However, speaking two or more languages well is not the only requirement for the professional translator.

Specialist knowledge and skills are also necessary to translate text to a professional standard. The ability to use technology is also increasingly required. Translators are likely to have undertaken professional training in translation and engage regularly in continuous professional development.

The professional translator treats information received through his or her work as confidential. S/he has good knowledge of the subject areas in which s/he translates, e.g. health, business, law or literature. S/he declines to take on work that is outside his/her professional expertise. S/he adheres to the common code of conduct, as stipulated by the organisation with which s/he is registered as a professional translator.

For further detail on the technical specification of the role of the translator, please see the national occupational standards for translation.

Principles of professional practice

The text below distils the common essentials of the principles of professional practice. These are based on the code of ethics from registration bodies which operate in the UK, in particular the Institute of Translation and Interpreting.

You, the professional translator, must show that you adhere to the following principles of professional practice. This means that you:

- meet the standard of performance as described in the national occupational standards in translation
- treat all information you receive in the course of your duties as confidential, unless required to disclose by law
- are impartial and maintain integrity and professionalism
- do not accept an assignment which is beyond your competence
- explain the principles of professional practice if unethical demands are made on you
- disclose any information, including conflicts of interest, which may make you unsuitable for an assignment
- demonstrate a commitment to continuing professional development
- support colleague translators sensitively in the course of their duties
- respect the ethics and the working practices of other professions
- do not discriminate against parties on any grounds
- do not bring the profession into disrepute
- adhere to the code of conduct as expressed by your registration body.

National Occupational Standards in Translation

Unit PTra1 Professional translator

- Maintain skills and systems for managing translation tasks

Unit PTra2 Professional translator

- Manage new translation assignments

Unit PTra3 Professional translator

- Translate written texts from one language to another

Unit PTra4 Professional translator

- Develop your performance as a professional translator

Unit APTra1 Advanced professional translator

- Maintain skills and systems for managing translation tasks

Unit APTra2 Advanced professional translator

- Manage new translation assignments

Unit APTra3 Advanced professional translator

- Translate written texts from one language to another

Unit APTra4 Advanced professional translator

- Develop your performance as an advanced professional translator

Unit APTra5 Advanced professional translator

- Act as a mentor to trainee and colleague translators

Unit SFTra1 Support function

- Manage translation projects

Unit SFTra2 Support function

- Evaluate and improve translation services to meet client needs

Unit PTra1 Maintain skills and systems for managing translation tasks

Unit overview

This unit is about the general maintenance and development of translation and other skills which underpin the work of the professional translator. This means that you keep your language skills and cultural knowledge up-to-date. You carry out research in translation and draw on a range of information sources to compile glossaries of terms. You maintain electronic equipment and software and ensure their security and confidentiality as well as that of client documents. You have communication skills which enable you to maintain good relationships with clients and translation companies. You are fully aware of the role of the professional translator and the principles of professional practice.

Who this unit is for

The unit is recommended for people who have excellent language and good translation skills in two or more languages and who would like to develop and benchmark their skills as a professional translator.

Links to other units

This unit complements:

Unit PTra2

Unit PTra3

Further information

For an overview of the National Occupational Standards in Translation, principles of professional practice and a glossary of specialist terms, please go to www.skillsca.org/standards-qualifications/language-intercultural

Unit PTra1 Maintain skills and systems for managing translation tasks

Performance Criteria

- 1** you maintain up-to-date knowledge of the languages into and out of which you translate
- 2** you carry out regular research to maintain and develop your ability to translate to a professional standard
- 3** you acquire knowledge of domain-specific language
- 4** you compile and update glossaries of terms
- 5** you make effective use of general word-processing and translation packages
- 6** you present translated text in commonly requested formats
- 7** you ensure the security and confidentiality of electronic equipment, client documents and translated texts
- 8** you have quality assurance systems in place to monitor the effectiveness of your work
- 9** you seek advice from other translators and subject specialists to clarify terminological and other queries
- 10** you communicate well with clients, translation companies and colleagues
- 11** if you work in a freelance capacity, you maintain skills and administrative systems to handle business aspects such as invoicing, payment, and indemnity insurance

Knowledge and Skills

- K1** the languages in which you translate, with the ability to function at level 6-7 Writing for the language(s) into which you translate and level 4-5 Reading for the language(s) out of which you translate (see the Reading and Writing units of the UK Occupational Language Standards for performance and knowledge requirements)
- K2** suitable means to keep up-to-date with the languages into and out of which you translate, and with the cultures of the countries where these languages are spoken
- K3** sources of information and research relevant to the field of translation
- K4** techniques to research and verify general and domain-specific terminology
- K5** commonly requested formats of text presentation
- K** how to select, maintain and evaluate suitable translation software
- K7** health and safety requirements when using equipment and how to troubleshoot technical problems
- K8** methods and software to compile, store and access information
- K9** standard quality assurance processes and procedures, such as checking, revising and reviewing translations
- K10** interpersonal skills and how to build and maintain good communication skills with clients, translation companies and colleague translators
- K11** sources of general and specialist information to assist with assignments, e.g. dictionaries, technical journals, publicly available glossaries and the internet
- K12** contract negotiation and agreement, including timescales, payment, professional indemnity and third party insurance
- K13** marketing skills to win new business, if you work in a freelance capacity

Unit PTra2 Manage new translation assignments

Unit overview

This unit is about the management of new translation assignments. This involves dealing with requests for translations by clients and translation companies. You establish the nature and purpose of the text which is to be translated and the context and setting in which it will be used. You consider whether you have the right skills to perform the task and decline the assignment if you do not. You plan how you will meet the client brief and produce the text to the agreed deadline. You use a range of information sources to prepare for the assignment and use suitable general and translation software to produce the translation.

Who this unit is for

The unit is recommended for people who have excellent language and good translation skills in two or more languages and who would like to develop and/or benchmark their skills as a professional translator.

Links to other units

This unit complements:

Unit PTra1

Unit PTra3

Further information

For an overview of the National Occupational Standards in Translation, principles of professional practice and a glossary of specialist terms, please go to www.skillsca.org/standards-qualifications/language-intercultural

Unit PTra2 Manage new translation assignments

Performance Criteria

1 you establish:

- the language and, if relevant, the language variants of the source and target texts
- the subject matter and purpose of the assignment
- the context in which the translated text will be used
- the projected deadline for completion
- the format in which the text is to be delivered to the client

2 you establish the skills and resources which will be needed to translate the text

3 you do not accept assignments which:

- are beyond your competence
- you cannot complete to a professional standard within the proposed timescale

4 you explain the principles of professional practice to the client, if unethical demands are made on you

5 if you work in a freelance capacity, you agree contract details and payment

6 you familiarise yourself thoroughly with the client's brief

7 you schedule the work to meet the deadline agreed with the client

8 you plan so that you will be able to manage the task effectively and to deadline by anticipating:

- the type and complexity of the assignment
- domain-specific requirements
- the impact of localisation requirements including cultural differences, language and stylistic features
- any special requirements, including the need to use specific software
- the format and presentation of the translated text

9 you clarify any queries with the client

Knowledge and Skills

K1 the languages in which you translate, with the ability to function at level

6-7 Writing for the language(s) into which you translate and level 4-5 Reading for the language(s) out of which you translate (see the Reading and Writing units of the National Language Standards for performance and knowledge requirements)

K2 the process of translation from one language into another and how to manage differences between languages

K3 the cultures of the languages in which you translate, their conventions for communication, and the implications for localising translated texts

K4 techniques to anticipate the degree of difficulty of the translation and how to meet the client's and readers' needs

K5 techniques to research and verify general and domain-specific terminology

K6 techniques to compile and maintain glossaries of terms

K7 sources of general and specialist information to assist with assignments, e.g. dictionaries, glossaries, technical journals, leaflets and the internet

K8 the role of the translator and the principles of professional conduct, specifically the need to:

- disclose any information, including conflict of interest which may make you unsuitable for an assignment
- be impartial, maintain integrity and professionalism
- treat all information you receive in the course of your duties as confidential, unless required to disclose by law

K9 the ethics and working practices of other professions and respect for these

Unit PTra3 Translate written texts from one language into another

Unit overview

This unit is about producing translations to a professional standard. This involves translating text presented in the source language accurately and fluently in the target language. You reflect the type and purpose of the text and its register and tone. You meet the client's specification and manage the task effectively and within the timescales agreed. Any omissions, additions, grammatical errors etc are minor and do not significantly affect the meaning of the translated text. You ask colleague translators to proofread and review your work on a regular basis. You check and revise the translation before it is sent to the client. Your conduct is consistent with the principles of professional practice and your professional or registration body's code of conduct.

Who this unit is for

The unit is recommended for people who have excellent language and good translation skills in two or more languages and who would like to develop and/or benchmark their skills as a professional translator.

Links to other units

This unit complements:

Unit PTra 1

Unit PTra 2

Further information

For an overview of the National Occupational Standards in Translation, principles of professional practice and a glossary of specialist terms, please go to www.skillsca.org/standards-qualifications/language-intercultural

Unit PTra3 Translate written texts from one language into another

Performance Criteria

- 1** you produce a translation that accurately reflects the overall meaning and function of the source text in the target language
- 2** your translation reflects the source text in terms of:
 - the type and purpose of the text
 - register, attitude and tone
 - concepts, factual information and opinion
 - cultural conventions and style
 - the role and relationship of the writer with the intended readership
- 3** your translation meets the client’s specification, such as domain and localisation requirements, and the required closeness of the translation to the original text
- 4** you manage the translation task effectively and within the timescales agreed
- 5** you manage the expectations and priorities of the client by communicating regularly, especially in case of queries and difficulties
- 6** you make adjustments to the task if the brief changes
- 7** any omissions, additions, grammatical errors, inappropriately literal translations and inaccuracies are minor and do not significantly affect the meaning of the translated text
- 8** because you are aware that the text may not be perfect, you ask colleague translators to proofread and review your work on a regular basis
- 9** you check and revise the translation before it is sent to the client
- 10** if for any reason the text has not been revised, you inform the client
- 11** you alert the client to any outstanding queries on the text, producing translators’ notes where appropriate
- 12** your conduct is consistent with the principles of professional practice and your professional or registration body’s code of conduct

Knowledge and Skills

- K1** the process of translating written text from one language into another
- K2** the languages in which you translate, with the ability to function at level 6-7 Writing for the language(s) into which you translate and level 4-5 Reading for the language(s) out of which you translate (see the Reading and Writing units of the National Language Standards for performance and knowledge requirements)
- K3** techniques to localise translated text to the culture of the intended readership, including conventions for communication
- K4** register (frozen, formal, colloquial, informal, intimate) and the transfer of register from one language to the other
- K5** techniques to check on the meaning of vocabulary, set phrases and expressions
- K6** the domain(s) in which you translate
- K7** task management skills and how to work to deadlines
- K8** interpersonal skills and client handling techniques
- K9** techniques to assure the quality of the translation, such as proofreading, review, revision and back-translation, and when these techniques are best used
- K10** techniques to produce translators’ notes and when to apply these
- K11** the role of the translator and the principles of professional practice

Unit PTra4 Develop your performance as a professional translator

Unit overview

This unit is about developing your performance as a professional translator. This is expressed in two elements:

PTra4.1 Evaluate your performance as a professional translator

PTra4.2 Plan and implement your continuing professional development

This involves reviewing your ability to produce translations to a professional standard. You analyse a sample of translated texts to monitor the effectiveness of your work. You actively seek feedback from colleagues. You take their comments into account and use these together with your own observations to create a personal development plan. You use this plan to develop your knowledge and skills and performance as a professional translator.

Who this unit is for

The unit is recommended for people who have good language and translation skills in two or more languages and who would like to develop and/or benchmark their skills as a professional translator.

Links to other units

This unit complements:

Unit PTra1

Unit PTra2

Unit PTra3

Further information

For an overview of the National Occupational Standards in Translation, principles of professional practice and a glossary of specialist terms, please go to www.skillsca.org/standards-qualifications/language-intercultural

To evaluate your performance effectively, you also need to make use of the knowledge components of Units PTra1, 2 and 3.

Unit PTra4 Develop your performance as a professional translator

PTra4.1 Evaluate your performance as a professional translator

Performance Criteria

- 1** you select a sample of texts which is representative of your work over time and in terms of work across domain(s), difficulty and type of task
- 2** you use commonly used criteria to review:
 - your ability to maintain and enhance the skills and systems needed to produce professional translations
 - your management of new assignments
 - your ability to translate text from one language into another
 - quality assurance of the translation process
 - your client-handling skills
- 3** you evaluate your selected translations in terms of:
 - the effectiveness of the translation
 - the appropriateness of the language used, grammar, style etc.
 - how you can improve on the accuracy of the text, grammatical errors, omissions and additions
 - how well you met the needs of the client and the intended readers of the text
- 4** you seek feedback from others on the quality of the translated text, such as from colleague translators, your manager and clients
- 5** you use the results of your own reflections together with feedback from others to produce an accurate and justifiable analysis of the strengths and weaknesses of your performance as a translator
- 6** you identify ways in which your performance as a translator can be improved

Knowledge and Skills

- K1** concepts and methods to analyse translated texts in terms of quality, accuracy and fitness for purpose
- K2** methods to review your handling of new assignments, including your initial assessment of the difficulty of the task and of the skills and resource requirements needed to produce the translated text
- K3** methods to review your management of the translation task in terms of:
 - time management skills
 - ability to meet the needs of the client
 - client handling skills
 - ability to resolve textual and formatting difficulties
- K4** methods to check that your analysis of strengths and weaknesses is accurate and justifiable
- K5** how to engage with other language professionals, such as colleague translators and managers, for advice on your development needs, and the accuracy of your self-assessment and development plan

Unit PTra4 Develop your performance as a professional translator

PTra4.2 Plan and implement your continuing professional development

Performance Criteria

- 1** you use the evaluation of your performance to plan how you can improve your translation skills
- 2** you identify relevant opportunities to develop your skills and knowledge
- 3** you check with other professionals, for example your manager, mentor or a colleague translator, that your development plan is sound and that it is consistent with the evaluation of your performance
- 4** you set relevant criteria to evaluate the development activities which you plan to undertake
- 5** you undertake and record professional development you regularly monitor and evaluate your professional development against the criteria which you have set
- 7** you update and revise your plan in the light of the progress you make
- 8** you seek appropriate advice, if your progress and development do not meet your expectations

Knowledge and Skills

- K1** strategies to improve your knowledge and performance
- K2** opportunities for continuing professional development, e.g. professional qualifications, training courses, use of published materials and self-study
- K3** criteria and techniques to evaluate your development programme
- K4** sources of information on continuing professional development available, e.g. from professional bodies
- K5** sources of advice on your professional development, such as your manager, a mentor, colleague translators and peers

Unit APTr1 Maintain skills and systems for managing translation tasks

Unit overview

This unit is about translation and other skills which underpin the work of the advanced professional translator. This involves maintaining both your general language skills and your knowledge of language variants, specialist terminology and jargon. You use specialist software applications, translation packages and language corpora. You have up-to-date knowledge of the conventions and formats used for the publication of specialist and technical documents. You carry out quality assurance regularly and monitor its effectiveness. You update your skills in the light of your experience in handling challenging specialist assignments.

Who this unit is for

The unit is recommended for people who have advanced translation skills and who would like to develop and/or benchmark their skills.

Links to other units

This unit complements:

Unit APTr2

Unit APTr3

Further information

For an overview of the National Occupational Standards in Translation, principles of professional practice and a glossary of specialist terms, please go to www.skillsca.org/standards-qualifications/language-intercultural

Please note that the performance, knowledge and skills requirements for this level include and build on the requirements set for professional level.

Unit APTra1 Maintain skills and systems for managing translation tasks

Performance Criteria

- 1** you maintain up-to-date knowledge of the languages into and out of which you translate, as well as any language variants which form part of your skills offer
- 2** you make effective use of specialist word-processing software, translation packages and language corpora
- 3** you keep abreast of technical and specialist terminology and jargon which are used in domain-specific contexts
- 4** you maintain up-to-date knowledge of the conventions and formats used for the publication of specialist and technical documents
- 5** you monitor the effectiveness of your quality assurance systems

Knowledge and Skills

- K1** the languages in which you translate, with the ability to function at level 6-7 Writing for the language(s) into which you translate and level 5-6 Reading for the language(s) out of which you translate (see the Reading and Writing units of the National Language Standards for performance and knowledge requirements)
- K2** techniques to research and verify specialist technical terminology and jargon
- K3** the use of corpora and concordances to compare source and target language
- K4** the conventions and formats used for the publication of specialist and technical documents
- K5** file types and tagged formats, if you work on complex electronic files texts
- K6** systems to monitor the effectiveness of your quality assurance process

Unit APTra2 Manage new translation assignments

Unit overview

This unit is about the management of new translation assignments. This involves establishing the nature, complexity and sensitivity of the assignment. You carry out a risk assessment of the task and plan how you will manage aspects such as highly complex content and tight deadlines. You consider if you need to extend your knowledge and skills to meet the demands of the assignment. If needed, you advise the client on the design of the translation brief and act as a language and translation consultant.

Who this unit is for

The unit is recommended for people who have advanced translation skills and who would like to develop and/or benchmark their skills.

Links to other units

This unit complements:

Unit APTra1

Unit APTra3

Unit APTra4

Further information

For an overview of the National Occupational Standards in Translation, principles of professional practice and a glossary of specialist terms, please go to www.skillsca.org/standards-qualifications/language-intercultural

Please note that the performance, knowledge and skills requirements for this level include and build on the requirements set for professional level.

Unit APTra2 Manage new translation assignments

Performance Criteria

- 1** you identify the degree of complexity and sensitivity of the assignment
- 2** you anticipate unusual scenarios and difficulties and carry out a risk assessment of the task
- 3** you plan how you will create the best conditions for effective translation, anticipating:
 - any research, extension of skills and knowledge to be carried out prior to or during the translation
 - complex language and translation demands
 - complex content
 - special requirements made by the client
 - the need for localisation, both textual and electronic
 - delivery to potentially tight deadlines
 - the appropriate degree of quality assurance to meet the required standard of work
- 4** if needed, you advise the client on the design of the translation brief and act as a language and translation consultant

Knowledge and Skills

- K1** the languages in which you translate, with the ability to function at level 5-6 Writing for the language(s) into which you translate into and level 5-6 Reading for the language(s) out of which you translate (see the Reading and Writing units of the National Language Standards for performance and knowledge requirements)
- K2** techniques to anticipate the type, the degree of difficulty of the translation and the client's and reader's needs
- K3** techniques to extend specialist, technical and domain-specific knowledge

Unit APTra3 Translate written texts from one language into another

Unit overview

This unit is about producing translations to an advanced professional standard. This involves translating complex and specialist texts with a high degree of accuracy in the target language. You are able to handle the full range of complex language, including technical, specialist language and jargon. You have in-depth domain knowledge of the specialist areas in which you translate. The breadth and depth of your expertise enables you to think critically, ask the client for clarification and justify the approach and choices for which you opted. You are able to extend your knowledge and skills to meet the requirements of demanding specialist assignments.

Translators working at this level are likely to have the skill to handle a wide range of texts and domains, e.g. related to business matters and subjects such as law, health, education, marketing or engineering. They may also have developed a high degree of expertise and specialist skills in specific areas.

Who this unit is for

The unit is recommended for people who have advanced translation skills and who would like to develop and/or benchmark their skills.

Links to other units

This unit complements:

Unit APTra1

Unit APTra2

Unit APTra4

Further information

For an overview of the National Occupational Standards in Translation, principles of professional practice and a glossary of specialist terms, please go to www.skillscfa.org/standards-qualifications/language-intercultural

Please note that the performance, knowledge and skills requirements for this level include and build on the requirements set for professional level.

Unit APTra3 Translate written texts from one language into another

Performance Criteria

- 1** you translate the meaning of the text consistently accurately in the target language
- 2** your translations are free from distortions, inappropriately literal translations, unwarranted omissions and additions
- 3** the text is coherently expressed in the target language, both in its detail and in its overall structure
- 4** in addition to factual information, concepts and opinion, you translate complex language, specialist terminology and jargon accurately
- 5** you manage difficulties created by ambiguity in the source text, requesting clarification from the client if necessary
- 6** you inform the client of factual errors and poorly expressed or spelled language in the source text, especially if these can be remedied because the text is available in electronic format
- 7** you meet the client's specification completely, including complex textual, localisation and formatting requirements
- 8** you monitor the progress of the translation task and are proactive in alerting the client to any problems and solutions
- 9** you work as a full member of a team of subject specialists, designers and web specialists, if the assignment requires it

Knowledge and Skills

- K1** the languages in which you translate, with the ability to function at level 5-6 Writing for the language(s) into which you translate and level 5-6 Reading for the language(s) out of which you translate (see the Reading and Writing units of the National Language Standards for performance and knowledge requirements)
- K2** specialist domain-specific terminology and jargon
- K3** variation in language and discourse brought about by gender, age, class, background and profession
- K4** textual conventions for specialist fields, e.g. for patents or academic papers
- K5** techniques to repair errors in the source text, such as caused by ambiguity, spelling and grammatical mistakes

Unit APTra4 Develop your performance as an advanced professional translator

Unit overview

This unit is about evaluating your performance and engaging in continuing professional development at an advanced level. This is expressed in two elements:

APTra 4.1 Evaluate your performance as an advanced professional translator

APTra4.2 Plan and implement your continuing professional development

This involves selecting your own criteria and using these to evaluate your performance as a translator. You reflect on your management of translation tasks, including unusual aspects, such as technical difficulty, and the quality of the advice that you gave to clients. You analyse your work independently and seek feedback from others, e.g. colleague translators, as well as professionals in health, law, software etc. You are conscious of your professional and personal strengths and weaknesses. You use this awareness and the outcome of your evaluation of your performance to identify areas for improvement. You undertake professional development and set criteria to evaluate its effectiveness.

Who this unit is for

The unit is recommended for people who have advanced translation skills and who would like to develop and/or benchmark their skills.

Links to other units

This unit complements:

Unit APTra1

Unit APTra2

Unit APTra3

Further information

For an overview of the National Occupational Standards in Translation, principles of professional practice and a glossary of specialist terms, please go to www.skillscfa.org/standards-qualifications/language-intercultural

Please note that the performance, knowledge and skills requirements for this level include and build on the requirements set for professional level.

Unit APTra4 Develop your performance as an advanced professional translator

Element APTra4.1 Evaluate your performance as an advanced professional translator

Performance Criteria

- 1** you create your own criteria to evaluate your work and justify why you chose them
- 2** you use these criteria to evaluate aspects of your work, such as:
 - how well you met the client brief
 - to what extent the translation was fit for purpose and fitted the context in which it was to be used
 - any unusual aspects, such as technical difficulty or challenging technological, localisation or formatting requirements
 - domain-specific requirements
 - the effectiveness of any advice which you gave to the client on language or translation aspects
- 3** you make use of feedback from others, for example, clients, colleagues, your manager, external reviewers and professionals who have expertise in the domain area
- 4** you produce an accurate and justifiable analysis of your strengths and weaknesses as a translator
- 5** you demonstrate self-awareness of your professional and personal skills
- 6** you take a holistic as well as a detailed approach to evaluation
- 7** you identify areas for improvement

Knowledge and Skills

- K1** a wide range of concepts and strategies used to analyse translated texts
- K2** methods to review and assess your preparation for assignments
- K3** methods to review your management of translation assignments
- K4** methods to check that your analysis of strengths and weaknesses is realistic and justifiable

Unit APTra4 Develop your performance as an advanced professional translator

Element APTra 4.2 Plan and implement your continuing professional development

Performance Criteria

- 1 you use the evaluation of your performance to identify areas for development
- 2 you develop goals and priorities which are consistent with the evaluation of your performance
- 3 you identify relevant opportunities to develop your translation skills and knowledge
- 4 you set relevant criteria to evaluate your development programme and achievement against targets
- 5 you regularly monitor and evaluate your professional development
- 6 you update and revise your plan in the light of the progress you make
- 7 you seek appropriate advice, if your progress and achievements do not meet your expectations

Knowledge and Skills

- K1** strategies to improve your performance and knowledge
- K2** opportunities for development, e.g. professional qualifications, training courses, use of published materials and self-study
- K3** criteria and techniques to evaluate your development programme
- K4** the advice on continuing professional development available from professional bodies
- K5** sources of information, such as peers, clients and reviewers who can offer you advice on your development

Unit APTra5 Act as a mentor to trainee and colleague translators

Unit overview

This unit is about acting as a mentor to trainee and/or colleague translators. This involves supporting them in the development of their translation and other work skills. You encourage individuals to evaluate their skills and performance. You make use of feedback received from clients and colleague translators. You give the mentee constructive feedback and agree on action to be taken to further develop his or her skills.

Who this unit is for

The unit is recommended for people who work as translators at advanced professional level and whose job requires them to act as a mentor to trainee or colleague translators.

Links to other units

This unit complements all other units at advanced professional level within the suite of National Occupational Standards in Translation.

Further information

For an overview of the National Occupational Standards in Translation, principles of professional practice and a glossary of specialist terms, please go to www.skillsca.org/standards-qualifications/language-intercultural

Unit APTra5 Act as a mentor to trainee and colleague translators

Performance Criteria

- 1 you plan how you will gather evidence of the translator's performance
- 2 you review the translator's work in terms of its quality and fitness for purpose
- 3 you use information available from quality assurance procedures and feedback from clients and other translators
- 4 if you make use of source and translated texts, you observe confidentiality requirements, asking the author and/or client for permission to use, if necessary
- 5 you make an initial assessment of how you can best support the translator
- 6 you make a judgement on feedback to be given and on priorities for action before your meeting with the translator
- 7 you give feedback at an appropriate time and place
- 8 you encourage the translator to take an active part in the evaluation of their skills and performance
- 9 you give feedback that is constructive and is based on reliable data about the individual's performance and achievements
- 10 you are sensitive to the needs and skills of the individual while providing feedback and advice
- 11 you agree action to be taken with the translator and the timescale in which this is to be achieved
- 12 you produce a written summary of conclusions and action plan, if this is appropriate
- 13 you follow up on action taken

Knowledge and Skills

- K1 performance measures and success criteria
- K2 how to plan for the gathering of evidence from which objective judgments can be derived
- K3 how to gather evidence on performance in a manner which is sensitive to the needs of translators and clients
- K4 methods to ensure that confidentiality requirements are met
- K5 techniques to evaluate evidence and make objective judgements
- K6 how to encourage translators to assess their own performance
- K7 how to give constructive feedback
- K8 suitable types of action to develop the skills of the translator and how to select and agree these
- K9 the level and type of direction and supervision which individuals may need

Unit SFTra1 Manage translation projects

Unit overview

This unit is about the management of translation projects. This involves managing not just your own work but also that of other people involved with the project, such as translator(s), designers and programmers. You take projects from the moment of first contact with a prospective client to its implementation and evaluation. You establish the 'big picture' of the project, i.e. what the purpose of the translation is and in what context and setting it will be used. You create realistic and cost-effective work schedules and review progress against milestones. You communicate effectively with clients, translators and other partners involved with the project, such as the client's production team. You evaluate the project and use your findings to further improve the delivery of translation services.

Who this unit is for

The unit is recommended for people who work at a professional or advanced professional translator level and whose job requires them to manage translation projects and services.

Links to other units

This unit complements all other units within the suite of National Occupational Standards in Translation. This unit is about managing translation projects which involve teams of people. For managing tasks carried out by the individual translator, please see units PTr 1-4.

Further information

For an overview of the National Occupational Standards in Translation, principles of professional practice and a glossary of specialist terms, please go to www.skillsca.org/standards-qualifications/language-intercultural

Unit SFTra1 Manage translation projects

Performance Criteria

- 1** you establish the nature of the project, the context in which the translation will be used, its target readership and the expected timescale for completion
- 2** you negotiate a realistic price and timescale for completion of the project
- 3** you allocate resources for implementation which are realistic and cost-effective, including the right combination of professional and advanced professional translators
- 4** you produce a plan to manage the work-flow, covering the production of the translated text, any checking and revision to be done in-house and by the client, layout, formatting and final sign-off
- 5** you set clear targets for delivery and identify who will do what against specific deadlines
- 6** you carry out a risk assessment to identify any weaknesses in the project plan and put measures in place to overcome these
- 7** once the project has started, you review progress against milestones on a regular basis and take action if problems arise
- 8** you make sure that the client's requirements, including localisation and formatting requirements, are met
- 9** you keep the client informed of progress on a regular basis
- 10** you make sure that the client has sufficient information to control the production process of which the translation forms a part
- 11** if more than one translator is involved with the project, you make sure that conventions, vocabulary and style are consistently applied both within and across languages
- 12** you make sure that the translated text is reviewed and revised internally before it goes to the client
- 13** you build in the opportunity for clients to carry out their own review
- 14** you evaluate the project on completion and feed back any comments on the quality of the translation and teamwork to translators
- 15** you use the outcomes of the evaluation to further improve the delivery of translation services, e.g. by amending procedures and updating glossaries

Knowledge and Skills

- K1** methods to plan for, cost and set milestones for projects
- K2** methods to monitor delivery and take effective action if slippage or problems arise
- K3** processes to make sure that the project is completed to a consistent standard
- K4** strategies for monitoring resource utilisation and costs
- K5** methods to evaluate the success of the project in terms of efficiency against set targets
- K6** strategies to use the outcomes of evaluations to improve quality assurance processes and documentation

Unit SFTra2 Evaluate and improve translation services to meet client needs

Unit overview

This unit is about your evaluation and improvement of translation services. These functions are described in three elements:

SFTra2.1 Implement and maintain quality assurance systems

SFTra2.2 Identify improvements to meet client requirements

SFTra2.3 Implement improvements to language services

The functions involve making use of performance indicators and identifying opportunities to develop the service. You select suitable criteria to evaluate quality assurance systems and carry out risk assessments of new projects. You monitor the effectiveness of translation provision over time and evaluate how well you meet the needs of the client. You orientate yourself on new developments in translation, e.g. the introduction of new technology, and identify suitable applications for your service. You create realistic and cost-effective implementation plans and monitor improvements, involving staff and colleagues as appropriate.

Who this unit is for

The unit is recommended for people who work as a translator or project manager and whose job requires them to develop and/or benchmark their skills in managing translation projects and services.

Links to other units

This unit complements all other units within the suite of National Occupational Standards in Translation.

Further information

For an overview of the National Occupational Standards in Translation, principles of professional practice and a glossary of specialist terms, please go to www.skillsca.org/standards-qualifications/language-intercultural

Unit SFTra2 Evaluate and improve translation services to meet client needs

Element SFTra2.1 Implement and maintain quality assurance systems

Performance Criteria

- 1** you regularly monitor and evaluate the effectiveness of the language service
- 2** you set up and/or review quality assurance systems to manage staff in terms of:
 - allocating the right translator(s) to each job
 - the vetting of new translators
 - dealing with work for which it is difficult to attract suitably experienced translators
 - supporting and monitoring newly-recruited translators
 - conducting performance reviews with existing staff
- 3** you carry out a risk assessment of new projects, identifying potential weaknesses in their delivery and plan how to overcome these
- 4** you monitor the progress of translation projects over time and the steps taken to assure quality, including any reviews carried out by the client and/or external reviewers
- 5** you reflect how well your organisation meets clients' requirements
- 6** you clearly explain the quality assurance system to those involved and make use of their feedback on effectiveness
- 7** you review your organisation's quality assurance systems on a regular basis
- 8** you update, on a regular basis, procedures and documentation used to maintain quality
- 9** you make sure that your organisation's quality assurance systems:
 - make good use of resources
 - offer the greatest potential for adding value and quality to the translation service

Knowledge and Skills

- K1** quality assurance and control systems which are relevant to the recruitment and performance review of translators
- K2** various processes which may need to be undertaken to guide a translation task from concept to reality
- checking of the accuracy and appropriateness of the text at multiple stages, by humans and electronically
 - the review process, including the effective engagement of external reviewers
 - if the text is to be handled electronically, the format in which it should be presented at various stages of development and review
- K3** how to gather data effectively
- K4** how to estimate the value for money offered by different systems
- K5** methods of establishing, defining and reviewing objectives and performance measures
- K** techniques to analyse how well the client's needs are met
- K7** relevant guidelines and standards relating to quality

Unit SFTra2 Evaluate and improve translation services to meet client needs

Element SFTra2.2 Identify improvements to meet client requirements

Performance Criteria

- 1** you collect relevant and reliable information on customers' requirements for language services
- 2** you make use of the outcomes of quality assurance reviews
- 3** you analyse translation activity and client relations which were problematic and the extent to which interventions were successful
- 4** you analyse new approaches which were developed for a specific project and identify whether these can be applied elsewhere
- 5** you orientate yourself on new developments in translation, technology and data processing and identify suitable applications for your service
- 6** you identify improvements which offer the greatest potential for meeting client requirements
- 7** you decide if your organisation has sufficient resources, e.g. in terms of budgets, staff and equipment, to implement identified improvements
- 8** you produce an implementation plan which is achievable and which has realistic timescales

Knowledge and Skills

- K1** methods of collecting and analysing relevant information on the delivery of translation services, technology and resources
- K2** techniques to analyse customer requirements
- K3** techniques to analyse the outcomes of quality assurance reviews
- K4** processes and outputs of services and systems identified for improvement
- K5** methods to monitor resource utilisation and costs and analysing efficiency and effectiveness

Unit SFTra2 Evaluate and improve translation services to meet client needs

Element SFTra2.3 Implement improvements to language services

Performance Criteria

- 1 you allocate resources for implementation which are realistic and cost effective
- 2 your plans clearly identify who will do what, and what outcomes and benefits are to be achieved
- 3 you evaluate the impact of the planned improvements against targets and expectations
- 4 you modify the implementation plan if any problems arise during its implementation
- 5 you consolidate the implementation plan, when there is enough evidence that it is working effectively

Knowledge and Skills

- K1** the current processes, targets and outputs of the service you manage
- K2** how to plan for the implementation of improvements
- K3** change management and how to anticipate the effects of change on people, processes and outputs
- K4** methods of establishing, defining and reviewing objectives and performance measures
- K5** strategies for monitoring resource utilisation and costs
- K6** how to analyse efficiency and effectiveness against targets
- K7** how to evaluate short and long term achievements against improvement plans

Glossary to the National Occupational Standards in Translation

Back translation	The process of translating a translated text back into the original language. The two versions in the source language can then be compared for accuracy. While this process can give an indication of the quality of the foreign language translation, it is often problematic because variations between the original and back-translated texts may occur without the translated text necessarily being wrong
Client	A person or organisation which commissions a translator to translate a written text from one language into another.
Code of conduct	The standards contain references to codes of conduct for translators. For a copy of current codes, please contact organisations which hold registers for translators: – the Institute of Translation and Interpreting – the Chartered Institute of Linguists
Corpus (plural corpora)	A collection of text(s) which is used for language analysis. A corpus can consist of monolingual material, e.g. in English only. It may also be multilingual, where material from more than one language is represented. The latter may also include original texts and their translations side-by-side. Translators often use corpora to search for the equivalent in the target language of source text terminology and phrases.
Domain	The field or area of work in which you translate, e.g. law, health, local government or business.
Format	The presentation of a text in a specific format. This often refers to a particular type of electronic format requested by the client, e.g. Word, Excel or Powerpoint.
Glossary of terms	A list of words and their meanings. Translators may develop different glossaries for different subject areas or even clients.
Indemnity insurance	Insurance to protect translators against damages sought by clients, e.g. if they have made a mistake or are found to have been negligent while working as a translator. Professional indemnity insurance normally also covers legal costs.
Localisation	In the generic sense, the adjustment of the content and presentation of a translated text to the culture of the intended readership. More recently, this term has taken on a more specific meaning in the context of website and multi-media development. In the standards the term 'localisation' is used in the former sense of the word.
Language competence	The degree of language proficiency required to produce translations

to a professional standard. For full information, see the language levels as described in the UK Occupational Language Standards.

Language variant	Some languages have more than one national variant, which can vary significantly e.g. Castilian and Latin American Spanish; Metropolitan and African French; British and American English.
Principles of professional practice	The principles of professional practice summarise the common essentials of good practice in translation. They are distilled from the codes of good practice from registration bodies such as the Institute of Translation and Interpreting and the Chartered Institute of Linguists.
Register	<p>The term ‘register’ is used to describe the degree of formality in language use. Register is divided into five categories:</p> <ul style="list-style-type: none"> – frozen: e.g. the Lord’s prayer, the wedding ceremony or the police caution – formal: e.g. official letters, court documents or instruction manuals – informal: e.g. letters or e-mails between colleagues who know each other well – colloquial: e.g. friends chatting on-line or dashing off a quick email message to each other – intimate: this applies normally to spoken language e.g. a husband and wife, or parents and children talking to each other. <p>Register is of particular relevance to translators when the register used in the text and/or culture of the target language does not match that of the source language.</p>
Review	A review is often carried out at the end of the translation process. Once the text has been translated and revised, it is examined for accuracy and client requirements, e.g. how well the text meets the client’s house style and domain conventions. Reviews are often carried out by a person who has not been involved with the translation process. This may be an experienced translator who is familiar with the subject matter and/or the client’s business; or a person nominated by the organisation that commissioned the translation. The reviewer makes suggestions for improvement, e.g. on aspects such as inconsistencies, grammatical errors or inappropriate style. The translator uses these to revise the text.
Revise	The process of checking a draft translation for accuracy, appropriateness and coherence against the source text; and of making corrections to the translation.
Source language	The language in which the original text is written.
Target language	The language in which the translated text is produced.
Translator’s notes	These are notes made by the translator to record aspects which are

to be brought to the attention of or clarified with the client. This may be because the source text contains an ambiguity or error or to provide necessary information which cannot be produced in the translated text itself.

Variant

See language variant.

Written translation

The production of a draft written translation of a written document.

You

In the standards 'you' refers to the translator