
Prevajalske storitve – Zahteve za storitve

Translation services - Service requirements

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Translation services - Service requirements

Übersetzungs-Dienstleistungen -
Dienstleistungsanforderungen

This draft European Standard is submitted to CEN members for enquiry. It has been drawn up by the Technical Committee CEN/SS A07.

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EUROPÄISCHES KOMITEE FÜR NORMUNG

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Foreword

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

This document is currently submitted to the CEN Enquiry.

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Introduction

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

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

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

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1 Scope

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

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

This standard does not apply to interpreting.

2 Terms and Definitions

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

2.1 added value services

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

2.2 competence

demonstrated ability to apply knowledge and skills

[ISO 9000:2000, definition 3.9.12]

2.3 controlled language

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

2.4 document

information and its supporting medium

[ISO 9000:2000, definition 3.7.2]

2.5 edit

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

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

2.6 interpreting

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

2.7 locale

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

2.8 localisation

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

2.9 post-editing

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

2.10 pre-editing

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

2.11 proof-reading

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

2.12 service product

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

2.13 source language

language in which the source text is written.

2.14 source document

document to be translated.

2.15 target document

result of the translation process in the target language

2.16 target language

language into which the source document is rendered.

2.17 translation service provider (TSP)

person or organisation supplying the client with the agreed translation services

2.18 translator

person meeting the qualification requirements in accordance with subclause 3.1.2

3 Basic requirements

3.1 Human resources

3.1.1 Human resources management

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

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

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

3.1.2 Professional competencies of translators

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

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

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

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

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

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

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

3.1.3 Professional competences of revisers

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

3.1.4 Professional competences of reviewers

Reviewers shall be domain specialists in the target language.

3.1.5 Continuing professional development

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

For translators and revisers this continuing professional development shall comprise:

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

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

3.2 Technical resources

TSPs shall ensure the availability of:

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

3.3 Quality management

3.3.1 General

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

3.3.2 Quality control

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

3.3.3 Quality management review

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

3.4 Project management

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

4 Client-TSP (Translation Service Provider) relationship

4.1 General

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

4.2 Enquiry and feasibility

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

4.3 Quotation

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