

Translation Services Procedures

Purpose

As one of its lines of business, the Office of French Services (OFS), Digital Government and Service NL, provides a professional *translation* service to assist provincial government departments in offering programs, services and information in French for the benefit of the province's Francophone and Acadian community.

These Translation Services Procedures support the French Language Services Policy and provide a framework for a consistent and reliable translation service to provincial government departments.

Requests for translation of documents into either of Canada's official languages (French and English) must be referred to OFS.

Although OFS provides informal interpretation service to assist departments as they serve their Francophone clientele (e.g., phone calls in French from the public on specific issues), OFS does not provide formal *simultaneous interpretation* services (e.g., for conferences, symposiums, speeches, announcements, or committee hearings). For more information on obtaining these services, departments are asked to contact OFS.

OFS must consider the following factors when managing translation requests:

1. priority criteria (listed in the table below),
2. average time required to complete a translation, and
3. workload level at the time the request is submitted.

Lengthy or complex translations may require additional discussion with OFS to determine a timeline for completion. If OFS is unable to accept a translation request, alternative external translation services may be suggested.

The timelines in the following table are estimates only and are based on a document's word count. Other factors, including complexity of the text, format of documents, current resources, and workload, may impact delivery times. OFS analyzes all requests and contacts the client if a delivery date cannot be met.

Urgent requests are those that need to be completed the same business day or require the translation of more than 1,500 words in a single business day. OFS will make every effort to meet the urgent deadline but cannot guarantee that it will be met.

Estimated Translation Timelines		Criteria used to prioritize translation requests
Word Count	Estimated Time	<p>First Priority This category includes requests that:</p> <ul style="list-style-type: none"> are intended for the general public and contribute directly to the offer of government services in French for the benefit of the Francophone community of Newfoundland and Labrador (e.g., forms, guides, information on government services and programs, web content, social media content, news releases, public advisories and media advisories). mention or affect the Francophone community, including schools and other community organizations. relate to a specific request for services or information in French from the public (e.g., correspondence or funding requests). include the signature of an elected official or are addressed to an elected official (e.g., correspondence or agreements). relate to general health and public safety. <p>Second Priority Requests intended for the general public that do not directly target services in French (e.g., web content on programs and services, guides, social media content, news releases and media advisories).</p> <p>Third Priority Internal, intergovernmental or other requests that do not target the general public.</p>
Up to 1,500	2 - 3 working days	
1,500 to 4,000	4 – 5 working days	
4,000 to 8,000	6 -10 working days	
8,000 to 10,000	11 - 25 working days	
10,000 to 30,000	1 - 2 months	
30,000 or more	Discuss with OFS	
For urgent requests, contact the Translation Service Coordinator at translation@gov.nl.ca.		

Application

These Procedures are to be followed by government departments wishing to access OFS translation services.

Definitions

Simultaneous Interpretation – interpreters equipped with headphones and microphones simultaneously translate proceedings into another language for audience members who have been provided with receivers and headphones.

Quality Control – proofreading and formatting process to ensure linguistic quality and content accuracy.

Target Language/Dialect – the language/dialect into which a document will be translated.

Translation - the process of accurately rendering the meaning of a text from one language into another with no change in content, tone or style of the message.

Roles/Responsibilities

Departments:

In requesting translation service, it is the responsibility of Departments to:

- submit requests for translation to OFS in a timely manner via the online Translation Request Form available on the intranet: [Office of French Services – Translation Request Form – Public Service Network \(gov.nl.ca\)](#)
- provide OFS with reference materials, where applicable. This can include glossaries, previous translations, specific industry-related guides, lists of abbreviations, etc.;
- provide written permission to OFS for translation of any document under copyright;
- notify OFS if changes have been made to a document after it has been submitted for translation or if, after receiving a completed translation from OFS, further changes are required;
- provide OFS with a final proof of documents destined for publication either in print or digitally (e.g., posters, signs, brochures, advertisements, social media, websites) as errors can occur during the formatting and pre-publishing phases;
- keep the translated document and original on file for future reference.

Office of French Services (OFS):

It is the responsibility of OFS to:

- deliver and coordinate in a timely manner a translation service for government departments;
- provide advice and assistance to clients in determining their translation needs;
- offer a *quality control* process as part of its service;
- protect the privacy and confidentiality of translated documents and their corresponding originals in accordance with the *Access to Information and Protection of Privacy Act* (ATIPPA), the *Management of Information Act* and the Office of the Chief Information Officer's Information Protection/Management policies. This includes ensuring transitory records

related to the translation process (copies of the original document and the translation) are disposed of in accordance with the *Management of Information Act*,

- maintain a database documenting requests for translation service;
- evaluate these procedures on an on-going basis; and
- oversee the Master Agreement on Language Services with the Translation Bureau, an agency of Public Services and Procurement Canada, including related invoice processing and payment. (Typically, the department requesting translation service is not responsible for the associated cost of the translation.)

Contact Information:

For further information:

[Office of French Services – Translation Request Form – Public Service Network \(gov.nl.ca\)](#)

Tel: (709) 729-5060

Email: translation@gov.nl.ca

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