

VOICE TRANSLATION GUIDELINES

Introduction

For all its global communication channels Voice uses two languages; English and French. It means that most of all the information channelled on the website and sometimes social media must be shared in both languages. The aim is to translate as much information as possible, so that the French audience can access it especially because French translations have been less available. This document serves as a step by step guide for the translation process in Voice. Information to be translated at all times includes grantees profiles, Calls for proposals, reports, stories, blogs, website text, VoiceMail, annual reports, publications amongst others. Apart from annual reports and the VoiceMails, translation will take no more than 7 working days once shared with the VA to be completed.

Step 1

- Voice Amplifier (VA) receives the work to be translated in a word document in either English or French from any of the Coordination or Country team members.
- The text should be in a word document
- A good translator works with 250 words per hour thus 2000 words per working day. An average page should have around 500 words. The following timelines should be considered depending on the text vis a vis illustrations or images on a page.
 - 5 pages or less – 7 days
 - 15 pages or less – 10 days (Includes the Voicemail)
 - 20 pages or less - 14 days
 - 30 pages or less – A month (Includes the Annual report)
- VA also checks on a regular basis the availability and depletion of translation budget line with the Finance Coordinator. In case of a big translation job (over 1500 Euro) VA checks before agreeing.

Step 2

- VA writes to the translator asking for a quote of the work indicating the number of hours and words and agrees on a deadline.
- The Voice Support Officer (SO) is copied in this communication to receive the quote in order to generate a Purchase order which the SO will send to the translator directly copying in the VA.

Step 3

- Translation: for technical terms we encourage a check-in moment. We will develop a glossary of terminology used within Voice.



Step 4

- Translator sends the finished texts back to VA who proofreads the document translated to English. VA sends the text to be verified by French speakers in the CT or another source within 2 days
- VA gets back to the translator in case of any (major) issue and translator rectifies
- Once approved the VA contacts the translator to request final invoice to SO (who is copied in)

Step 5

- Translator submits invoice to SO.
- The SO confirms the billing in terms of hours, PO- number, satisfactory note from VA
- SO processes payment for Translator with the invoice.
- Payment is done within two weeks after receipt of invoice submitted to finance at Oxfam Novib
- SO submits invoices per quarter to the Finance Coordinator as part of reporting

Step 6

- The final text is shared back to the original source or uploaded to the website

