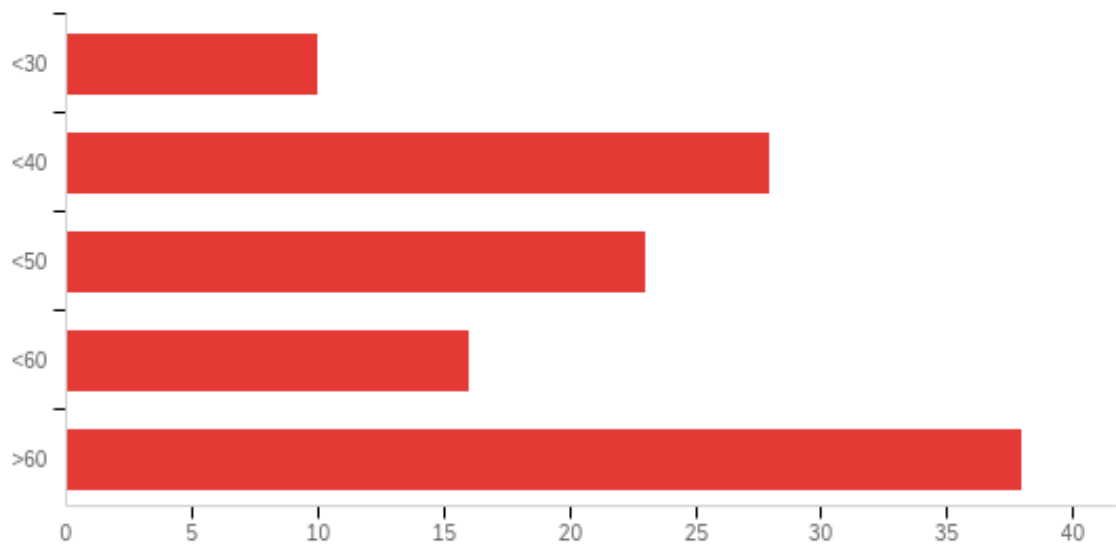


# Default Report

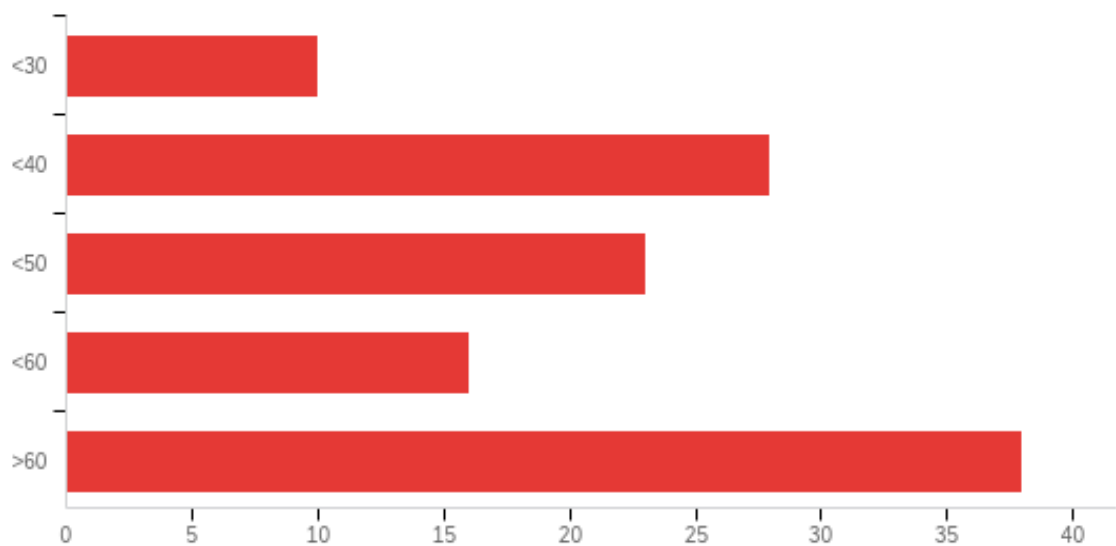
*Translation of Official Documents: Ensuring Quality and Enhancing Security*

June 1st 2020, 5:05 pm MDT

## New Custom Page



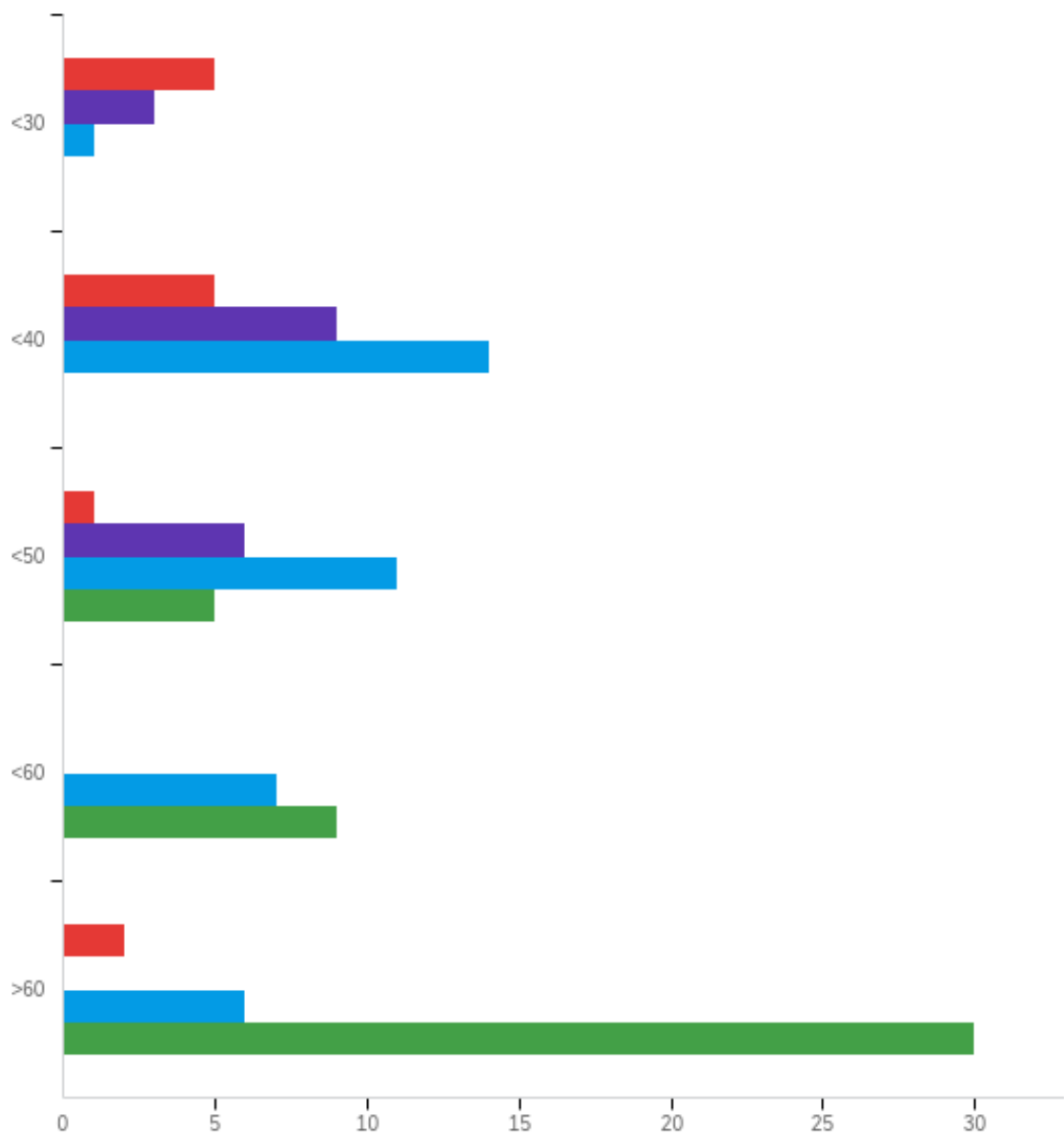
Q1 - Your age:



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	&lt;30	1.00	1.00	1.00	0.00	0.00	10
2	&lt;40	2.00	2.00	2.00	0.00	0.00	28
3	&lt;50	3.00	3.00	3.00	0.00	0.00	23
4	&lt;60	4.00	4.00	4.00	0.00	0.00	16
5	&gt;60	5.00	5.00	5.00	0.00	0.00	38

#	Answer	%	Count
1	<30	8.70%	10
2	<40	24.35%	28
3	<50	20.00%	23
4	<60	13.91%	16
5	>60	33.04%	38
	Total	100%	115

Q2 - Number of years experience in translation



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	&lt;30	1.00	3.00	1.56	0.68	0.47	9
2	&lt;40	1.00	3.00	2.32	0.76	0.58	28
3	&lt;50	1.00	4.00	2.87	0.80	0.64	23
4	&lt;60	3.00	4.00	3.56	0.50	0.25	16
5	&gt;60	1.00	4.00	3.68	0.73	0.53	38

#	Question	<30		<40		<50		<60		>60		Total
1	0-5	38.46%	5	38.46%	5	7.69%	1	0.00%	0	15.38%	2	13
2	5-10	16.67%	3	50.00%	9	33.33%	6	0.00%	0	0.00%	0	18
3	10-20	2.56%	1	35.90%	14	28.21%	11	17.95%	7	15.38%	6	39
4	20+	0.00%	0	0.00%	0	11.36%	5	20.45%	9	68.18%	30	44

**Q3 - Please fill in the table below with the languages you translate personal documents from/into**

Q5\_1\_1 - LOTE to English - Language for translation of personal documents - &lt;30

LOTE to English - Language for translation of personal documents	
Chinese	
Chinese	
Japanese	
Khmer	
Chinese	
Spanish	
Chinese	
Chinese	
Spanish	

Q5\_1\_1 - LOTE to English - Language for translation of personal documents - &lt;40

LOTE to English - Language for translation of personal documents	
Chinese	
chinese	
Spanish	
Portuguese	
Chinese	
Chinese	
Chinese	
1	
Malaysian	
German	
Chinese	
Spanish	

German

French

Simplified Chinese

Indonesian

German

Bangla

ARABIC

ITALIAN

Chinese

Spanish

Chinese

Arabic

## Q5\_1\_1 - LOTE to English - Language for translation of personal documents - &lt;50

LOTE to English - Language for translation of personal documents

nepali

Persian

Persian

Chinese

Urdu

Arabic

Arabic

Spanish

Croatian

Khmer

Bangla

Punjabi

Serbian

chinese

Hungarian

Macedonian

Arabic

Czech

Chinese

Indonesian

## Q5\_1\_1 - LOTE to English - Language for translation of personal documents - &lt;60

LOTE to English - Language for translation of personal documents

ARABIC

Punjabi

Persian

Swahili

Thai

Russian

Dutch

Italian

Chinese

PORTUGUESE

SPANISH

Vietnamese

Spanish

## Q5\_1\_1 - LOTE to English - Language for translation of personal documents - &gt;60

LOTE to English - Language for translation of personal documents

German

Spanish

Polish

Thai to English

VIETNAMESE

Malay

Greek

French

Chinese

Arabic

HINDI

French

Punjabi

Finnish

Spanish

German

Chinese

Thai

Arabic

Hungarian

Persian

German

Serbian

Indonesian

Bangla

CROATIAN

Italian

Italian

Persian

Persian

maltese

Spanish

ROMANIAN



SPANISH

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Chinese

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Latvian

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## Q5\_1\_2 - LOTE to English - Level of Certification /Accreditation - &lt;30

LOTE to English - Level of Certification /Accreditation

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level 3

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certified

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Recognised Practising Translator

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Level 3

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Level 3

---

Certified translator

---

Certified

---

CT

---

3

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## Q5\_1\_2 - LOTE to English - Level of Certification /Accreditation - &lt;40

LOTE to English - Level of Certification /Accreditation

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level 3

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certified NAATI Translator

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Professional (Former Level 3)

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NAATI Certified Translator

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Certified translator

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Certified Translator

---

Certified Translator

---

Certified Translator

---

Certified Translator

---

Certified Translator

---

Certified Translator

Certified Professional

Certified

Certified

Certified

Certified

Advanced

3 (Certified)

3

3

3

3

3

3

## Q5\_1\_2 - LOTE to English - Level of Certification /Accreditation - &lt;50

LOTE to English - Level of Certification /Accreditation

prof

level 3

level 3

NAATI Practising Recognised Translator

NAATI Certified Translator

Certified translator

Certified Translator

Certified Translator

Certified Translator

Certified Translator

Certified Translator

Certified Provisional Translator

Certified (formerly level 3)

Certified

Certified

Certificied

3

3

3

3

## Q5\_1\_2 - LOTE to English - Level of Certification /Accreditation - &lt;60

LOTE to English - Level of Certification /Accreditation

Recognised Practising

Recognised Practising

Naati Accreditation 2002; Certification 2020

Level 3

Certified Translator

Certified Translator

Certified Translator

Certified Translator

Certified

CERTIFIED

3

3

2

## Q5\_1\_2 - LOTE to English - Level of Certification /Accreditation - &gt;60

LOTE to English - Level of Certification /Accreditation

naati level 3 accredited translator

Recognition

Professional/Lvl III

Professional Lev 3

Professional

Professional

NAATI Certified and Accredited Translator

NAATI Certified

NAATI Certified

Level 3

HONS. DEGREE, NAATI PROFESSIONAL TRANSLATOR

Certified translator/NAATI Level 3

Certified Translator, NAATI Level 3

Certified Translator

Certified Translator

Certified Translator

Certified

Certified

Certified

Certified

Certified

Certified

Certified

Certified

Certified

Certified

CERTIFIED PROVISIONAL TRANSLATOR

CERTIFIED

Advanced Translator

Accreditation

Accreditataion

3

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3

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3

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3

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3

Q5\_2\_1 - LOTE to English - Language for translation of personal documents - &lt;30

LOTE to English - Language for translation of personal documents

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Khmer

Q5\_2\_1 - LOTE to English - Language for translation of personal documents - &lt;40

LOTE to English - Language for translation of personal documents

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0

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Traditional Chinese

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SPANISH

---

Arabic

Q5\_2\_1 - LOTE to English - Language for translation of personal documents - &lt;50

LOTE to English - Language for translation of personal documents

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Croatian

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Tetum

Q5\_2\_1 - LOTE to English - Language for translation of personal documents - &lt;60

LOTE to English - Language for translation of personal documents

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Thai

Q5\_2\_1 - LOTE to English - Language for translation of personal documents - &gt;60

LOTE to English - Language for translation of personal documents

Russian

Thai to English

Mandarin

German

German

Indonesian

Malay

Q5\_2\_2 - LOTE to English - Level of Certification /Accreditation - &lt;30

LOTE to English - Level of Certification /Accreditation

Recognised Practising Translator

Q5\_2\_2 - LOTE to English - Level of Certification /Accreditation - &lt;40

LOTE to English - Level of Certification /Accreditation

0

Certified Translator

Professional (Former Level 3)

3

Q5\_2\_2 - LOTE to English - Level of Certification /Accreditation - &lt;50

LOTE to English - Level of Certification /Accreditation

Certified translator

Recognised

## Q5\_2\_2 - LOTE to English - Level of Certification /Accreditation - &lt;60

LOTE to English - Level of Certification /Accreditation

Level 3

## Q5\_2\_2 - LOTE to English - Level of Certification /Accreditation - &gt;60

LOTE to English - Level of Certification /Accreditation

Certified Translator

Level 3

Professional Lec 3

Certified Translator, NAATI Level 3

Certified

Professional

NAATI Certified

## Q5\_3\_1 - English to LOTE - Language for translation of personal documents - &lt;30

English to LOTE - Language for translation of personal documents

Chinese

Chinese

Khmer

Chinese

Chinese

Spanish

## Q5\_3\_1 - English to LOTE - Language for translation of personal documents - &lt;40

English to LOTE - Language for translation of personal documents

Chinese

Chinese

Italian

Italian

Portuguese

Chinese

Chinese

Chinese

0

Italian

Chinese

German

French

Simplified Chinese

ITALIAN

Chinese

Chinese

Arabic

Q5\_3\_1 - English to LOTE - Language for translation of personal documents - &lt;50

English to LOTE - Language for translation of personal documents

Persian

Persian

Chinese

Urdu

Arabic

Arabic

Japanese



Spanish

Croatian

Khmer

Japanese

persian

Serbian

chinese

Macedonian

Arabic

Czech

Chinese

Tetum

## Q5\_3\_1 - English to LOTE - Language for translation of personal documents - &lt;60

English to LOTE - Language for translation of personal documents

ARABIC

Persian

Swahili

Thai

Russian

Dutch

Chinese

Chinese

PORTUGUESE

Chinese

SPANISH

Vietnamese

Spanish

Japanese

Q5\_3\_1 - English to LOTE - Language for translation of personal documents - &gt;60

English to LOTE - Language for translation of personal documents

German

Spanish

Polish

English to Thai

VIETNAMESE

Chinese

Arabic

HINDI

Punjabi

Finnish

Chinese

Thai

Arabic

Hungarian

Persian

French

German

Serbian

Bangla

CROATIAN

Italian

Persian

Spanish

Chinese

Q5\_3\_2 - English to LOTE - Level of Certification /Accreditation - &lt;30

English to LOTE - Level of Certification /Accreditation

level 3
3
Recognised Practising Translator
certified
CT
Level 4

Q5\_3\_2 - English to LOTE - Level of Certification /Accreditation - &lt;40

English to LOTE - Level of Certification /Accreditation

level 3
Certified Translator
Certified Translator
3 (Certified)
3
Certified Translator
Certified translator
Certified Translator
Certified
Certified Translator
Professional
Certified Translator
Professional (Former Level 3)
NAATI Certified Translator
Certified
3

Q5\_3\_2 - English to LOTE - Level of Certification /Accreditation - &lt;50

English to LOTE - Level of Certification /Accreditation
level 3
3
Certified
3
Certified Translator
Certified Translator
Professional
Certified Translator
3
NAATI Certified Translator
Certified Translator
certified
Certified translator
prof
Certified
Certified Translator
NAATI Certified Translator
Certified Translator
Recognised

Q5\_3\_2 - English to LOTE - Level of Certification /Accreditation - &lt;60

English to LOTE - Level of Certification /Accreditation
CERTIFIED
2
Recognised Practising
Level 3

Certified Translator

Certified Translator

3

3

3

3

Certified Translator

Certified

Certified Translator

Certified Translator

## Q5\_3\_2 - English to LOTE - Level of Certification /Accreditation - &gt;60

English to LOTE - Level of Certification /Accreditation

Certified Translator

Certified

3

Level 3

3

Certified Translator

Certified

3

Accreditation

Certified

Professional/Lvl III

Certified translator/NAATI Level 3

Professional

3

Certified

NAATI

Certified Translator

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Certified

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NAATI Certified

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CERTIFIED PROVISIONAL TRANSLATOR

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Advanced Translator

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Certified

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Certified

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3

Q5\_4\_1 - English to LOTE - Language for translation of personal documents - &lt;30

English to LOTE - Language for translation of personal documents

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Khmer

Q5\_4\_1 - English to LOTE - Language for translation of personal documents - &lt;40

English to LOTE - Language for translation of personal documents

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0

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Traditional Chinese

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Indonesian

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SPANISH

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Arabic

Q5\_4\_1 - English to LOTE - Language for translation of personal documents - &lt;50

English to LOTE - Language for translation of personal documents

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Croatian

Q5\_4\_1 - English to LOTE - Language for translation of personal documents - &lt;60

English to LOTE - Language for translation of personal documents

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Thai

Q5\_4\_1 - English to LOTE - Language for translation of personal documents - &gt;60

English to LOTE - Language for translation of personal documents

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English to Thai

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Greek

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Spanish

Q5\_4\_2 - English to LOTE - Level of Certification /Accreditation - &lt;30

English to LOTE - Level of Certification /Accreditation

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Recognised Practising Translator

Q5\_4\_2 - English to LOTE - Level of Certification /Accreditation - &lt;40

English to LOTE - Level of Certification /Accreditation

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Certified Translator

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Certified Translator

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Professional (Former Level 3)

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3

Q5\_4\_2 - English to LOTE - Level of Certification /Accreditation - &lt;50

English to LOTE - Level of Certification /Accreditation

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Certified translator

Q5\_4\_2 - English to LOTE - Level of Certification /Accreditation - &lt;60

English to LOTE - Level of Certification /Accreditation

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Level 3

Q5\_4\_2 - English to LOTE - Level of Certification /Accreditation - &gt;60

English to LOTE - Level of Certification /Accreditation

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Level 3

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Accreditation

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Certified

Q5\_5\_1 - Additional Language, please indicate direction and Certification level - Language for translation of personal documents - &lt;30

Additional Language, please indicate direction and Certification level - Language for translation of personal documents

Q5\_5\_1 - Additional Language, please indicate direction and Certification level - Language for translation of personal documents - &lt;40

Additional Language, please indicate direction and Certification level - Language for translation of personal documents

Q5\_5\_1 - Additional Language, please indicate direction and Certification level - Language for translation of personal documents - &lt;50

Additional Language, please indicate direction and Certification level - Language for translation of personal documents

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English-Hungarian

Q5\_5\_1 - Additional Language, please indicate direction and Certification level - Language for translation of personal documents - &lt;60



Additional Language, please indicate direction and Certification level - Language for translation of personal documents

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N/A

Q5\_5\_1 - Additional Language, please indicate direction and Certification level - Language for translation of personal documents - &gt;60

Additional Language, please indicate direction and Certification level - Language for translation of personal documents

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Serbian

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N/A

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French

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Dutch

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CATALAN TO ENGLISH

Q5\_5\_2 - Additional Language, please indicate direction and Certification level - Level of Certification /Accreditation - &lt;30

Additional Language, please indicate direction and Certification level - Level of Certification /Accreditation

Q5\_5\_2 - Additional Language, please indicate direction and Certification level - Level of Certification /Accreditation - &lt;40

Additional Language, please indicate direction and Certification level - Level of Certification /Accreditation

Q5\_5\_2 - Additional Language, please indicate direction and Certification level - Level of Certification /Accreditation - &lt;50

Additional Language, please indicate direction and Certification level - Level of Certification /Accreditation

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Certified translator

Q5\_5\_2 - Additional Language, please indicate direction and Certification level - Level of Certification /Accreditation - &lt;60

Additional Language, please indicate direction and Certification level - Level of Certification /Accreditation

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N/A

Q5\_5\_2 - Additional Language, please indicate direction and Certification level - Level of Certification /Accreditation - >60

Additional Language, please indicate direction and Certification level - Level of Certification /Accreditation

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Certified Translator

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N/A

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N/A

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Certified

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HONS. DEGREE

Q5\_6\_1 - Additional language, please indicate direction and Certification level - Language for translation of personal documents - <30

Additional language, please indicate direction and Certification level - Language for translation of personal documents

Q5\_6\_1 - Additional language, please indicate direction and Certification level - Language for translation of personal documents - <40

Additional language, please indicate direction and Certification level - Language for translation of personal documents

Q5\_6\_1 - Additional language, please indicate direction and Certification level - Language for translation of personal documents - <50

Additional language, please indicate direction and Certification level - Language for translation of personal documents

Q5\_6\_1 - Additional language, please indicate direction and Certification level - Language for translation of personal documents - <60

Additional language, please indicate direction and Certification level - Language for translation of personal documents

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N/A

Q5\_6\_1 - Additional language, please indicate direction and Certification level - Language for translation of personal documents - >60

Additional language, please indicate direction and Certification level - Language for translation of personal documents

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N/A

Q5\_6\_2 - Additional language, please indicate direction and Certification level - Level of Certification /Accreditation - <30  
Additional language, please indicate direction and Certification level - Level of Certification /Accreditation

Q5\_6\_2 - Additional language, please indicate direction and Certification level - Level of Certification /Accreditation - <40  
Additional language, please indicate direction and Certification level - Level of Certification /Accreditation

Q5\_6\_2 - Additional language, please indicate direction and Certification level - Level of Certification /Accreditation - <50  
Additional language, please indicate direction and Certification level - Level of Certification /Accreditation

Q5\_6\_2 - Additional language, please indicate direction and Certification level - Level of Certification /Accreditation - <60

Additional language, please indicate direction and Certification level - Level of Certification /Accreditation

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N/A

Q5\_6\_2 - Additional language, please indicate direction and Certification level - Level of Certification /Accreditation - >60

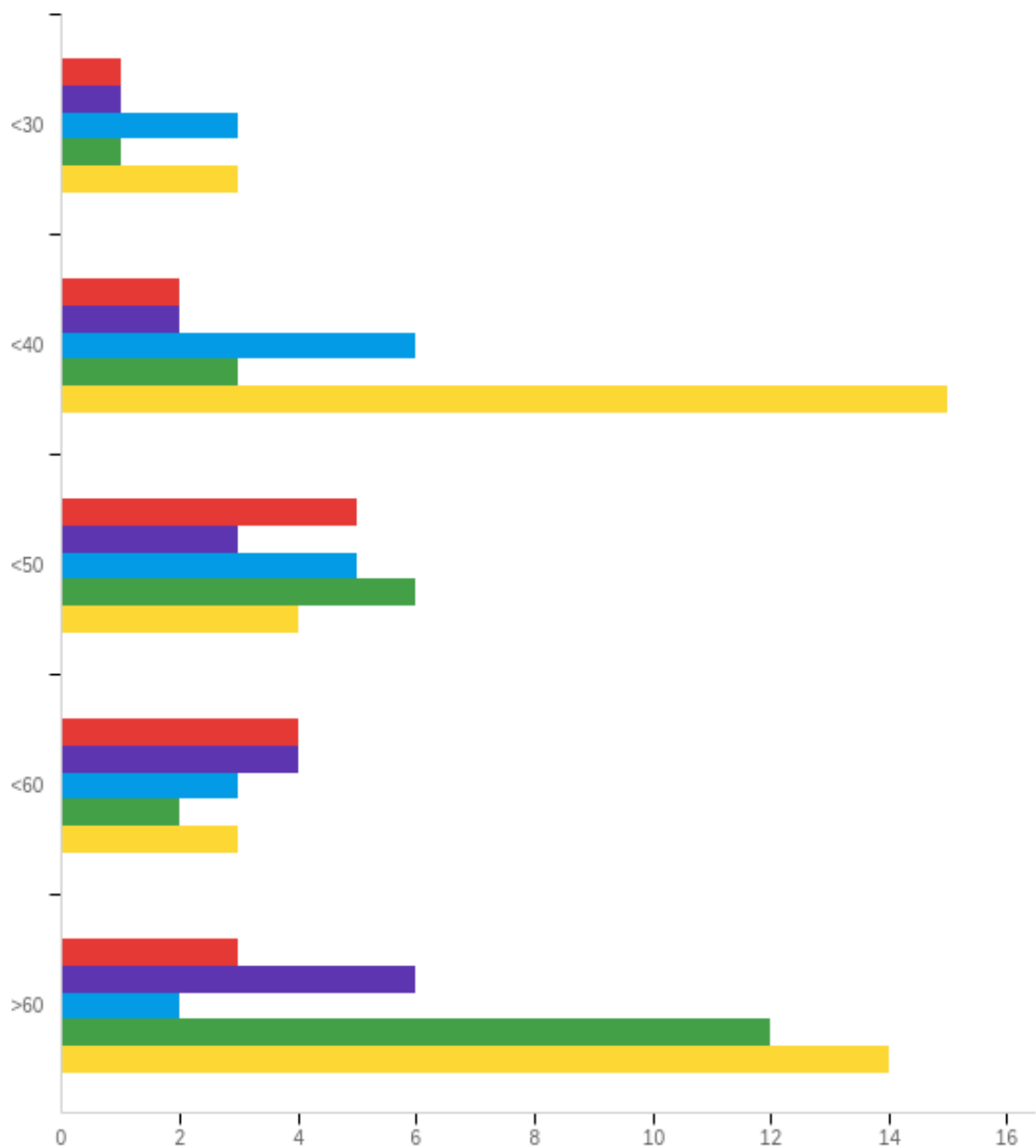
Additional language, please indicate direction and Certification level - Level of Certification /Accreditation

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N/A



Q4 - What percentage of your overall translation work would be personal documents (in terms of income or time spent, not number of documents)?:

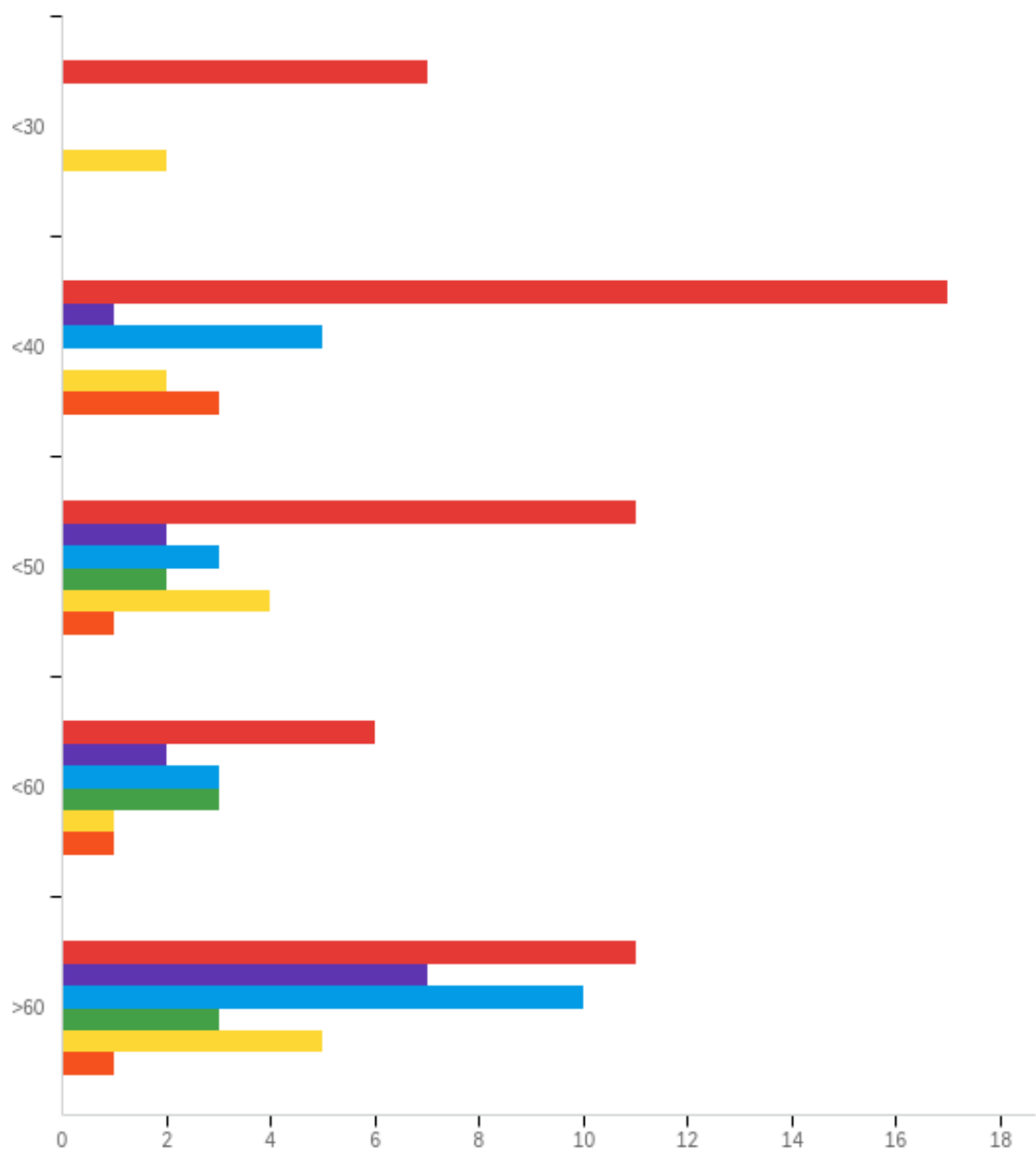


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	&lt;30	1.00	5.00	3.44	1.34	1.80	9
2	&lt;40	1.00	5.00	3.96	1.30	1.68	28
3	&lt;50	1.00	5.00	3.04	1.40	1.95	23
4	&lt;60	1.00	5.00	2.75	1.44	2.06	16

5	&gt;60	1.00	5.00	3.76	1.32	1.75	37
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#	Question	<30		<40		<50		<60		>60		Total
1	<5%	6.67%	1	13.33%	2	33.33%	5	26.67%	4	20.00%	3	15
2	5-10%	6.25%	1	12.50%	2	18.75%	3	25.00%	4	37.50%	6	16
3	10-25%	15.79%	3	31.58%	6	26.32%	5	15.79%	3	10.53%	2	19
4	25-50%	4.17%	1	12.50%	3	25.00%	6	8.33%	2	50.00%	12	24
5	>50%	7.69%	3	38.46%	15	10.26%	4	7.69%	3	35.90%	14	39

Q5 - What percentage of your work on personal documents is sourced through agencies?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	&lt;30	1.00	5.00	1.89	1.66	2.77	9
2	&lt;40	1.00	6.00	2.21	1.76	3.10	28
3	&lt;50	1.00	6.00	2.52	1.72	2.95	23
4	&lt;60	1.00	6.00	2.63	1.58	2.48	16
5	&gt;60	1.00	6.00	2.65	1.46	2.12	37

#	Question	<30		<40		<50		<60		>60		Total
1	<10%	13.46%	7	32.69%	17	21.15%	11	11.54%	6	21.15%	11	52
2	10-25%	0.00%	0	8.33%	1	16.67%	2	16.67%	2	58.33%	7	12
3	25-50%	0.00%	0	23.81%	5	14.29%	3	14.29%	3	47.62%	10	21
4	50-75%	0.00%	0	0.00%	0	25.00%	2	37.50%	3	37.50%	3	8
5	75-99%	14.29%	2	14.29%	2	28.57%	4	7.14%	1	35.71%	5	14
6	100%	0.00%	0	50.00%	3	16.67%	1	16.67%	1	16.67%	1	6



**Q6 - If less than 100% of your personal documentation work is sourced through agencies, how do clients needing translations find you?**

<30

If less than 100% of your personal documentation work is sourced through agencies, how do clients needing translations find you?

They either find my details from NAATI website and contact me directly, or are recommended to me by their friends who used my translation service before.

I work with a friend who frequently advertises in chat groups

I have my own interpreting/translation website, which is linked to my translation company's Facebook page and blog, etc. I also occasionally get enquires from the NAATI database.

Word of mouth, created a personal website and put an ad on Google, Facebook ad to promote my services

NAATI website, social media, friends referral

Through NAATI website, word of mouth recommendations or social media job postings.

Through NAATI website, word of mouth and returning clients.

I do interpreting and some other works, and I get to know clients in these ways.

Facebook groups, word of mouth and NAATI directory

<40

If less than 100% of your personal documentation work is sourced through agencies, how do clients needing translations find you?

Majority of document translation work comes from clients who got my details for NAATI directory.

through naati website and words of mouth

NAATI directory, Facebook

Through Naati directory, word of mouth, advertising on Italian newspaper, Italian welfare agencies in Melbourne, Italian consulate list of NAATI translators

Mainly through the NAATI directory. Also through personal advertising on ethnic media and through word of mouth.

Via NAATI, panel

word of mouth

Referral from various sources.

Clients generally find me on NAATI website, some are through word of mouth

NAATI Online Translators Register

most clients who need personal documents translated from German find my details on the NAATI register.

NAATI Directory, word of mouth, returning clients

NAATI directory and word-of-mouth

NAATI directory, social media, online advertising

Primarily through the NAATI directory

Through NAATI website, listing on French Embassy website, my own website, AUSIT directory, word of mouth, referrals from colleagues

There are a few channels: NAATI online directory, referral from existing clients, both corporate and individual and occasionally, via the AUSIT online directory.

Usually through the NAATI website or from a recommendation

via the NAATI website

I HAVE MY PERSONAL WEBSITE, FACE BOOK PAGE, BUSINESS CARDS ETC

NAATI website, word of mouth

Client/friends/business partner referral

They approach me directly, often having found my details on the NAATI directory.

They found me through recommendation of my previous clients.

&lt;50

If less than 100% of your personal documentation work is sourced through agencies, how do clients needing translations find you?

NAATI directory, word of mouth, previous clients

Either through previous client or another community member, NAATI Directory

word of mouth

NAATI directory, Online messenger Client's referral

NAATI Directory

1- NAATI translators register a 2- Word of mouth and social networking

1- The NAATI website 2- word of mouth

Through friends & community connection.

Facebook groups NAATI directory Google search Recommendations from previous clients, colleagues or professional networks.

They look me up on NAATI website or word of mouth

There are some clients approached me to personal document translation such as birth certificate, driving license... but I didn't accept given the nature of email scams.

I am on NAATI website with my contact details , ie phone number and email . People contact me by searching the NAATI website.

NAATI WEBSITE

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NAATI directory

---

NAATI Directory, recommendation by previous clients, friends

---

NAATI website, word of mouth

---

Through the NAATI database, Hungarian embassies and my website

---

NAATI website or word of mouth. Many returning customers.

---

NAATI Directory

---

Czech Consulate Website, NAATI website

---

Clients normally find me both by word of mouth and through internet resources, e.g. website, NAATI's Directory, etc.

---

NAATI Registry

---

&lt;60

If less than 100% of your personal documentation work is sourced through agencies, how do clients needing translations find you?

---

Through community relations, word of mouth, NAATI Directory and placing business cards at Arabic businesses

---

Through NAATI and AUSIT websites. Social and religious network. Word of mouth from previous cutomers

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Networking

---

They have found my contact details on the NAATI website, or have been assisted by settlement or immigration workers to find my contact details.

---

From NAATI directory and friends who recommended me.

---

Through NAATI website and by word of mouth/ personal recommendation.

---

NAATI and AUSIT website, though the Belgian and Dutch embassy, Facebook groups, word of mouth

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NAATI listing; word of mouth; community organisations.

---

I also get works from words of mouth and NAATI website.

---

Through friends, past or existing clients

---

NAATI online directory, word of mouth

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Friends, previous customers

---

NAATI directory

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NAATI website

>60

If less than 100% of your personal documentation work is sourced through agencies, how do clients needing translations find you?

Through the NAATI directory and through personal recommendations

NAATI website, word of mouth

I operate a registered translation service with own ABN and website. Also, through the NAATI website and other internet links, and word of mouth

Clients find me from NAATI registration. Also from their friends who are previous clients.

Through NAATI website

On NAATI website or through previous clients

Friends, acquaintances, recommendation, advertisement.

Through the NAATI data base, online profiles, and word of mouth.

ex-customers

from NAATI directory, or word of mouth

NAATI DIRECTORY

NAATI website Personal recommendation

Mostly through NAATI web or mouth of words.

NAATI Directory

NAATI website, word of mouth

NAATI listing

through NAATI's directory and words of mouth

Words of mouth and reputation.

NAATI Website listing, Word of mouth

Though NAATI listing, personal recommendation, Hungarian Consulate

If not ex-client, either through their friends or NAATI

On the Internet, by searching. Personal website and referenced on the French embassy in Australia.

NAATI website I'm on Multicultural NSW Translator Panel Personal recommendation

NAATI website, Recommendations of previous clients

Advertisements in community language publications and AUSIT and NAATI websites

NAATI directory, community words of mouth

NAATI DIRECTORY

Personal Website, NAATI, AUSIT and WAITI Websites, Italian Consulate, Word of Mouth and Returning Clients

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1) Clients find my listing on the NAATI register; 2) I am also one of the approved translators listed on the Sydney Italian Consulate website; 3) Past clients have passed on my details; 4) A number are return clients who over the years have needed to regularly obtain translations of updated and new personal documents

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1- NAATI 2- Word of mouth (other clients)

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recommendations within community (word of mouth)

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NAATI DIRECTORY AND FORMER CLIENTS WEBSITE

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1) Via the NAATI website, 2) Recommendation of previous client, 3) repeat client

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I don't advertise or seek work deliberately. People come to me either because they know me, or by word of mouth. A few have looked up my contact from the NAATI website. In fact when they ring and if I don't know them I often just refer them to Multicultural New South Wales.

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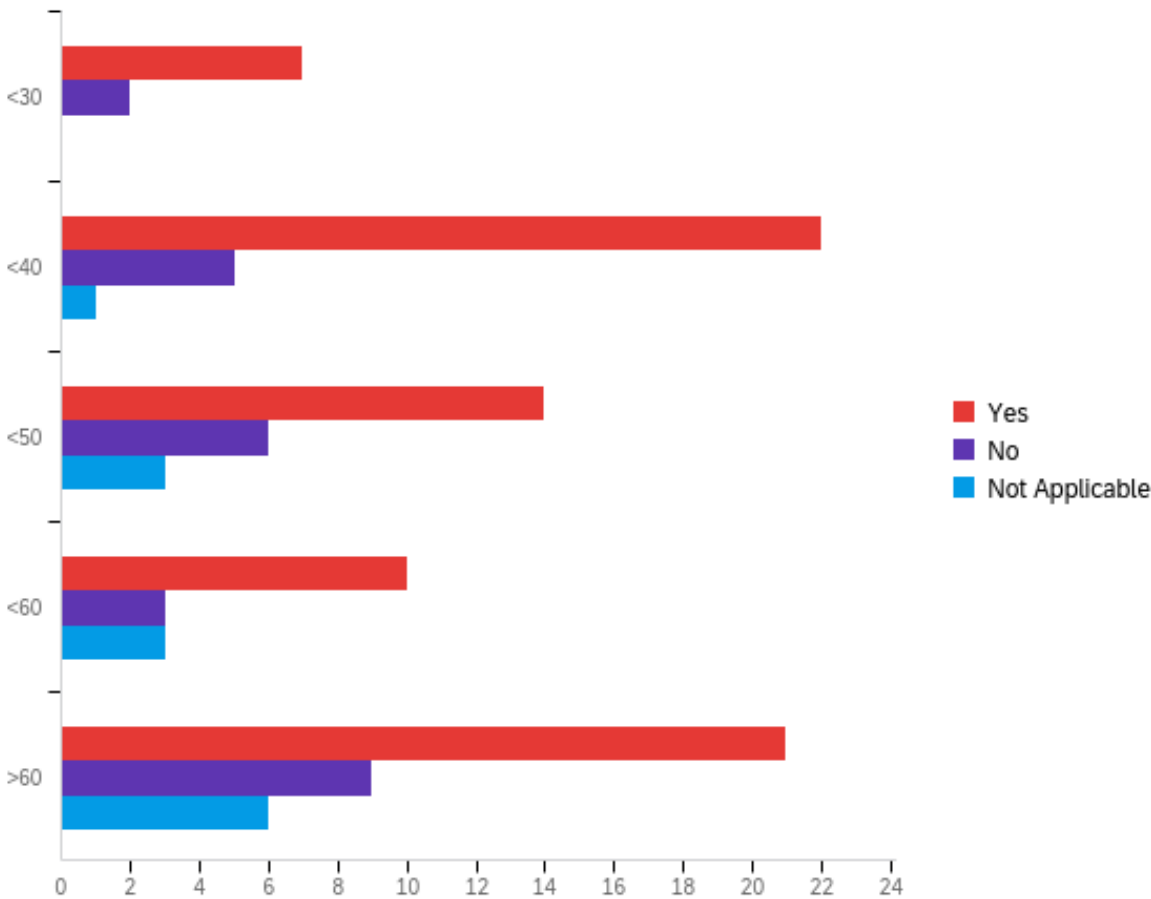
Through NAATI website or recommendations from institutions requesting these translations

Q7 - Types of personal documents

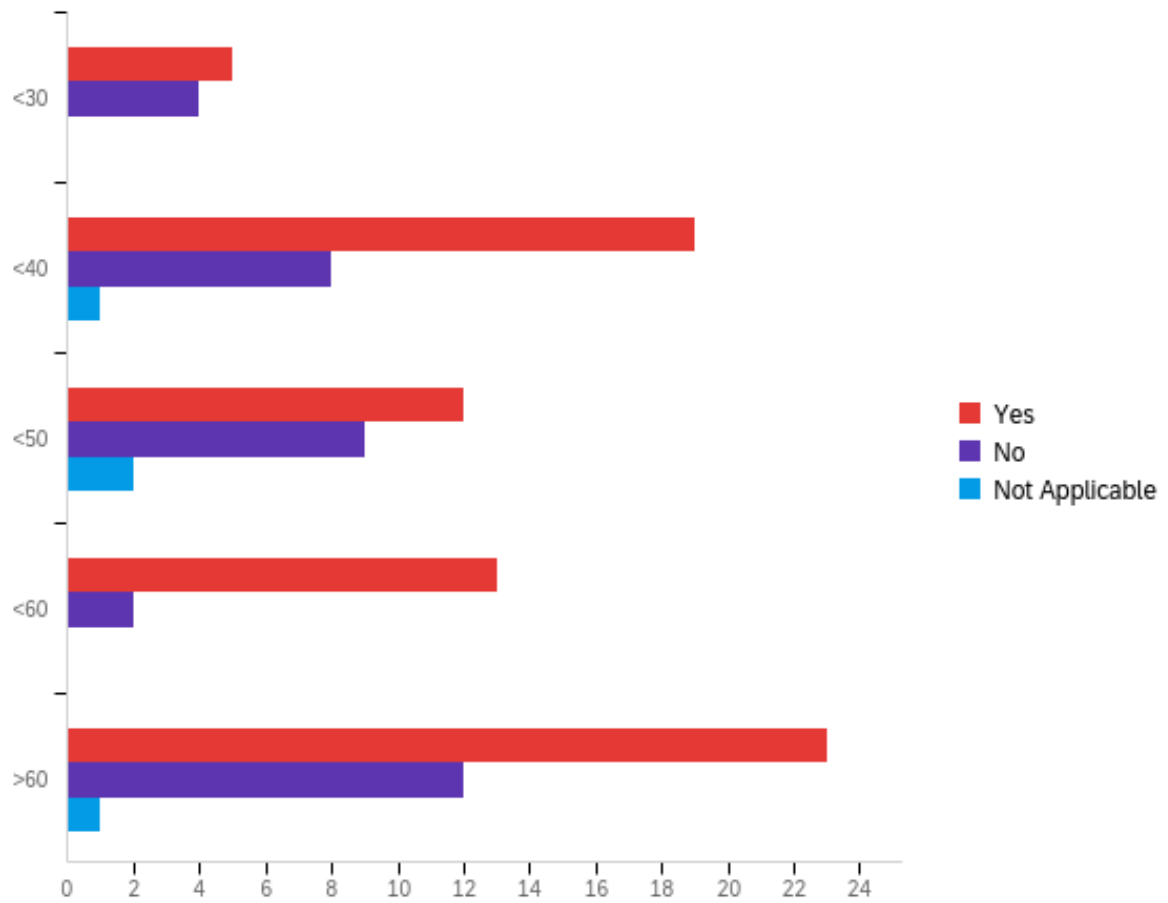
i) Birth records

What issues have you encountered in translating birth record documents?

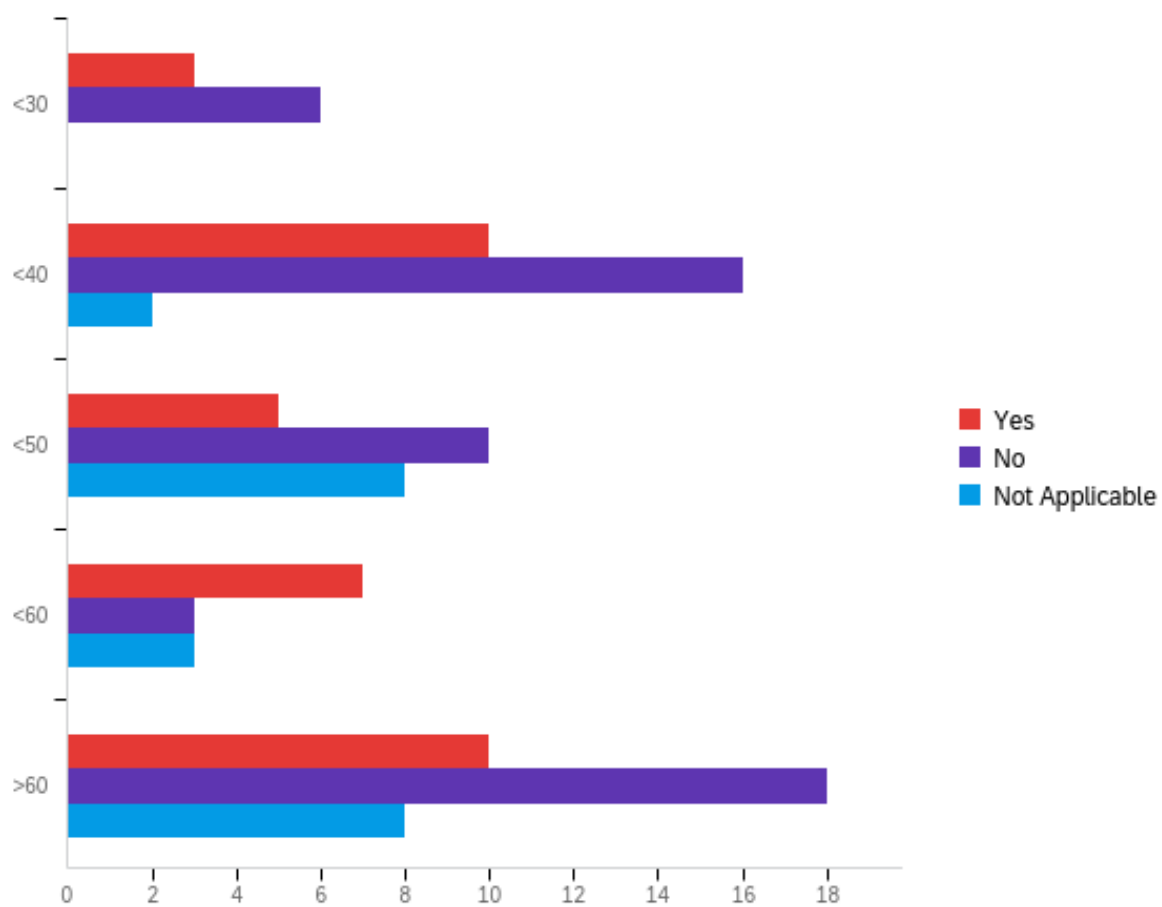
Diversity in documents from different countries/regions



## Variation in amount of information provided in the document

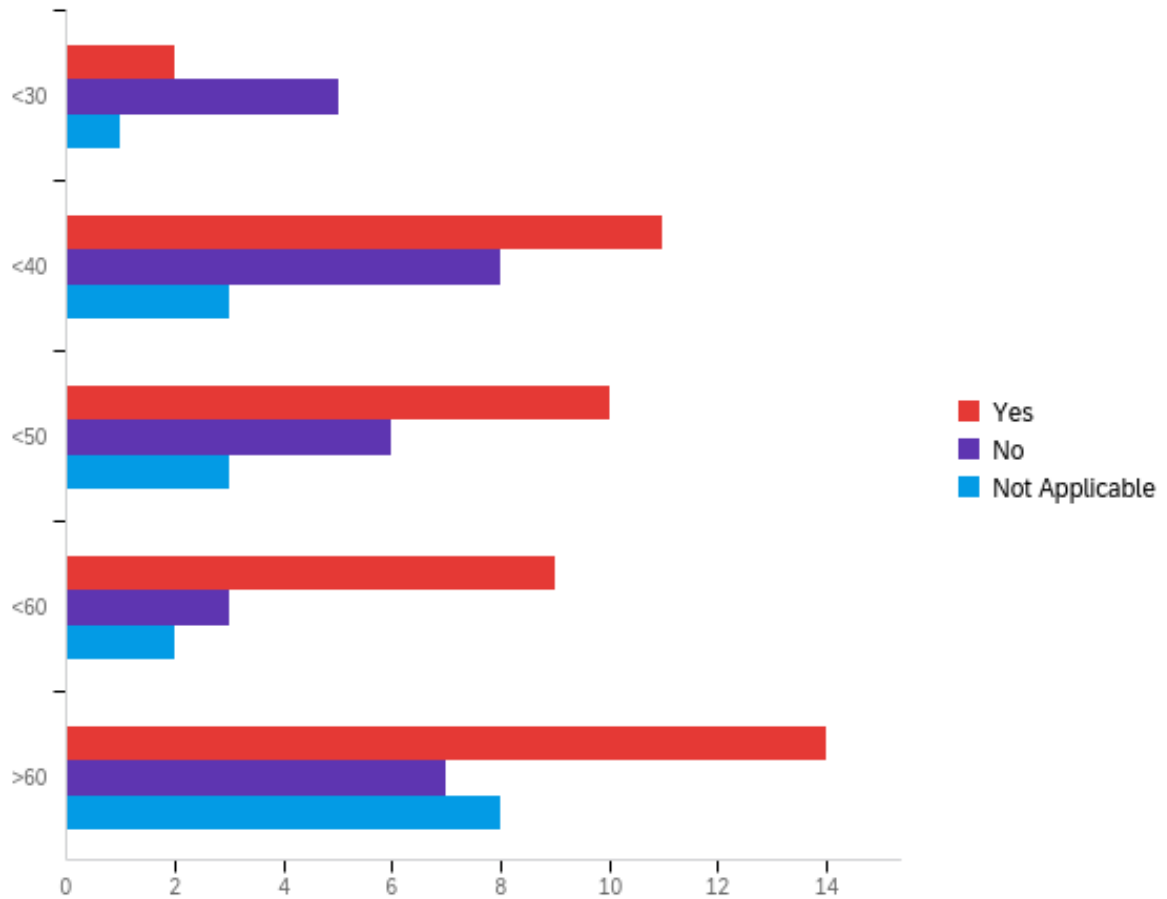


## Proxy documents for birth records





Other (If yes, please elaborate in the following Question)



<30

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Diversity in documents from different countries/regions	1.00	3.00	1.44	0.83	0.69	9
2	Variation in amount of information provided in the document	1.00	3.00	1.89	0.99	0.99	9
3	Proxy documents for birth records	1.00	3.00	2.33	0.94	0.89	9
4	Other (If yes, please elaborate in the following Question)	1.00	4.00	2.63	0.99	0.98	8

<40

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Diversity in documents from different countries/regions	1.00	4.00	1.46	0.91	0.82	28

2	Variation in amount of information provided in the document	1.00	4.00	1.68	1.00	1.00	28
3	Proxy documents for birth records	1.00	4.00	2.36	1.04	1.09	28
4	Other (If yes, please elaborate in the following Question)	1.00	4.00	2.14	1.18	1.39	22

<50

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Diversity in documents from different countries/regions	1.00	4.00	1.91	1.18	1.38	23
2	Variation in amount of information provided in the document	1.00	4.00	2.04	1.12	1.26	23
3	Proxy documents for birth records	1.00	4.00	2.91	1.10	1.21	23
4	Other (If yes, please elaborate in the following Question)	1.00	4.00	2.11	1.21	1.46	19

<60

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Diversity in documents from different countries/regions	1.00	4.00	1.94	1.25	1.56	16
2	Variation in amount of information provided in the document	1.00	3.00	1.27	0.68	0.46	15
3	Proxy documents for birth records	1.00	4.00	2.15	1.29	1.67	13
4	Other (If yes, please elaborate in the following Question)	1.00	4.00	1.86	1.19	1.41	14

>60

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Diversity in documents from different countries/regions	1.00	4.00	2.00	1.22	1.50	36
2	Variation in amount of information provided in the document	1.00	4.00	1.75	1.01	1.02	36
3	Proxy documents for birth records	1.00	4.00	2.67	1.11	1.22	36
4	Other (If yes, please elaborate in the following Question)	1.00	4.00	2.31	1.32	1.73	29

### Diversity in documents from different countries/regions

#	Question	<30		<40		<50		<60		>60		Total
1	Yes	9.46%	7	29.73%	22	18.92%	14	13.51%	10	28.38%	21	74
2	No	8.00%	2	20.00%	5	24.00%	6	12.00%	3	36.00%	9	25
3	Not Applicable	0.00%	0	7.69%	1	23.08%	3	23.08%	3	46.15%	6	13

### Variation in amount of information provided in the document

#	Question	<30		<40		<50		<60		>60		Total
1	Yes	6.94%	5	26.39%	19	16.67%	12	18.06%	13	31.94%	23	72
2	No	11.43%	4	22.86%	8	25.71%	9	5.71%	2	34.29%	12	35
3	Not Applicable	0.00%	0	25.00%	1	50.00%	2	0.00%	0	25.00%	1	4

### Proxy documents for birth records

#	Question	<30		<40		<50		<60		>60		Total
1	Yes	8.57%	3	28.57%	10	14.29%	5	20.00%	7	28.57%	10	35
2	No	11.32%	6	30.19%	16	18.87%	10	5.66%	3	33.96%	18	53
3	Not Applicable	0.00%	0	9.52%	2	38.10%	8	14.29%	3	38.10%	8	21

### Other (If yes, please elaborate in the following Question)

#	Question	<30		<40		<50		<60		>60		Total
1	Yes	4.35%	2	23.91%	11	21.74%	10	19.57%	9	30.43%	14	46
2	No	17.24%	5	27.59%	8	20.69%	6	10.34%	3	24.14%	7	29
3	Not Applicable	5.88%	1	17.65%	3	17.65%	3	11.76%	2	47.06%	8	17

**Q8 - If you answered 'other' in the question above, please specify and provide further information:**

Unable to export widget. Please contact Qualtrics Support.

**Q9 - ii) Education and qualifications documents** What issues have you encountered in translating educational qualifications documents? Education systems differ significantly in terms of institutional structure, levels, curriculum and qualifications. How do you cope with non-alignment of educational processes and qualifications between Australia and countries from which documents come? Can you give examples?

&lt;30

ii) Education and qualifications documents What issues have you encountered in translating educational qualifications documents? Education systems differ significantly in terms of institutional structure, levels, curriculum and qualifications. How do you cope with non-alignment of educational processes and qualifications between Australia and countries from which documents come? Can you give examples?

I'll provide footnotes to better explain the non-alignments. For example, an associate degree from China is similar to a three-year college diploma or two-year college diploma.

Usually, I will research and try to find an equivalent expression in the target language. If no such expression exists, I will translate literally.

I've never had to translate educational qualification documents before.

Pronunciation and slang words within a region. E.g. The word 'I' in English, in Khmer this could be 'Khoum' or 'Choum'. The conversion from Khmer name to English There is no set rule of how to spell the name. I was trying to look for the English name for all suburbs in Cambodia from the official transition in Cambodia but still, I could not find any. Eg. Cham Ampv, Cham Ampov, Chab Ampov etc.

levels of education include qualifications relatively aligned between China and Australia.

I attempt to limit my localisation as much as possible as academic institutions are quite familiar with foreign universities and the difference in structure. For example I Will leave titles such as Dean/ Vice Dean as is instead of changing it to Chancellor/ vice chancellor. I view these changes an unnecessary intrusions. For degree titles I first attempt to confirm if a literal translation in actually a source language degree. More often than not this is the case so I do not need to change anything. I make sure to read the degree description of both to make sure that they are the same or similar degree's.

I will go to the official website of the institution/authority that issued that document and see if they have English translation template of the same document, or English version of their web pages and search for key words. Then I use Wiki or Google to see if those English translation make sense for English language users to come out my translation. I will also leave translator's notes according to my experience and understanding. For example, when I translate a Huikao test report, the subject "外语" means foreign language, I will translate that as "foreign language" and leave a note saying in this document "foreign language" refers to the mandatory subject of English in high schools in China.

When encountering differences, I usually refer to China's official translations from official department websites. At other times, I will research the differences between the Chinese and Western curriculum systems. For example, when research what 'Advanced mathematics' teaches in China, I found the western equivalent is actually 'Calculus'. So instead of translating into 'Advanced mathematics', I translated the course name into 'Calculus'.

I try to translate the language accurately and consciously try to avoid using the same expression used in the target country for a similar or equivalent degree/course. Then, if the client insists in providing an equivalent, I would mention in square brackets the years of study and the level of education. This provides enough information for organisations to work out the legal equivalent of a degree or course.

&lt;40

ii) Education and qualifications documents What issues have you encountered in translating educational qualifications documents? Education systems differ significantly in terms of institutional structure, levels, curriculum and qualifications. How do you cope with non-alignment of educational processes and qualifications between Australia and countries from which documents come? Can you give examples?

I find formatting/organising layout to make the source document and translation visually align with each other the most challenging part of the educational qualification translation. In my language pair, the length of Chinese source and English translation differ substantially.

Some qualifications in Australia do not exist in China such as certificate 1, 2 or 3. So I need to provide some supplementary points.

Search online forums for frequently used equivalencies (Wordreference, Proz) In some cases I return to the client to present options

In Italian there is not corrispettivo of Honours at university level. If the documents don't include an Australian Qualification Framework where each level of tertiary education is explained, I do a translator's note and leave "Honours" in English.

The education system varies significantly between Italy and Australia. I often add translator's notes to explain the differences if a legend of the Australian Qualification Framework is not present. E.g. I explain to what level a Certificate III might correspond to within the Italian education system.

I usually research the equivalent qualification to double check if they're aligned. If there's no direct equivalent I might include a supplementary footnote.

Each level of the education system in China could be aligned with its counterpart in Australian system. I haven't experienced any problems.

Use of footnotes where necessary to explain the meaning so that it makes sense to the reader.

Examination transcripts.

One difficulty I have encountered in translating educational qualifications from German into English is the lack of exact equivalences or correspondences between certain types of German secondary schools. I sometimes have to describe the different aspects of German secondary schools and find approximate equivalents that will be readily understood.

I only translated this type of documents a handful of times and if there was no alignment between the two education system I added a note

I do not see many problems with translating educational documents such as degree certificate or letter of confirmation. The only challenge in translating education documents from China is the transcript, where some subjects such as Mao zedong's Thoughts or Socialist value, do not exist in the Australian university context. Otherwise, anything from the degree, subjects and levels of studies are quite similar to the Australian context.

foreignisation or literal translation

As a translator, I am not allowed to make assumptions about equivalence of education levels. It is better to leave ambiguous degree levels untranslated and add an asterisk with an explanatory footnote. Example: The German Diplom is a four-year degree. Translating it to "Diploma" would make it susceptible to getting confused with the Australian Diploma, a VET qualification. It's also neither a Bachelor, nor a Master, a translation that clients often request, but I have to reject such requests.

The first course of action is to identify whether both Source and Target systems share any similarities. If they don't or if a specific qualification does not exist, I leave a description/explanation in a footnote.

The term "diplome" in French can mean diploma or degree or just certificate. There are different in vocational qualifications in France that are hard to directly equate to Australian qualifications Also "licence" is usually a bachelor degree however there are instances when it is different - for example the "Licence Professionnelle" is a degree obtained after a one-year course. To be admitted onto such courses, students must previously have successfully completed a two-year higher education course. While a more academic, less career-oriented Bachelor's degree will usually be followed by a Master's, "licence pro" students in most cases do not continue

their higher education studies after completing the course but instead enter the labour market straight after graduating.

This is generally not an issue as Australia and China (including HK, Macao and Taiwan where the Chinese language is used) have very similar educational systems. In case there are non-alignment such as TAFE qualifications from Australia, or Higher Vocational Education qualifications from China, I usually insert a translator's note where I list the term in the source language in full, so that readers are able to refer to the term in the source language context if need be.

For education there isn't that much difference between Indonesian and English terms.

Luckily, in Germany a lot of the university standards have been "internationalised" and there are conversions available online for scores/marks, degrees and the like.

Yes absolutely. Name of the institution, type of the institution etc varies from country to country.... 'School' in Australia means sometime 'High School', some time 'College' in India/ Bangladesh.

knowledge is key. it is important to have some sort of understanding of both the education system that has issued the document and the Australian education system. without this knowledge it won't be possible to produce a document that has some sort of equivalence in the target language. When translating subjects I try to get a very close equivalent in the Australian curriculum if there is none then it is translated as is with an explanation.

I translate the qualification using a broader term or I add the untranslated qualification in brackets. For example if I can infer it is a bachelor degree but the source text doesn't say "Bachelor degree" I will simply use "degree"

The difference in institutional structure and conversion of levels of degrees can be tricky. For instance, a Chinese junior college (大专) may make little sense to an Australian, while an Australian college may be understood as a school under a university to a Chinese reader. As to levels of degrees, an associate degree sounds quite perfect for a graduate from a junior college in China. However, the latter will be granted with only a diploma without any degrees. In addition, the associate degree is rendered as '副学士学位' (associate bachelor's degree), while there is no such thing or anything alike in China. This word-by-word translation approach has caused misunderstanding and confusion.

Sometimes by erring on the side of a more literal translation, and sometimes by using translator's notes.

I try to find equivalent terms in the context of the country that the document will be used. If I cannot find one, I will put a translator's note to facilitate understanding. For example, "大专 junior college" is something similar to "diploma" or "associate degree" in Australia, but not exactly the same. So I might put a note to explain.

Use equivalent terms if not search other English Speaking countries for relevant contextual information.

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ii) Education and qualifications documents What issues have you encountered in translating educational qualifications documents? Education systems differ significantly in terms of institutional structure, levels, curriculum and qualifications. How do you cope with non-alignment of educational processes and qualifications between Australia and countries from which documents come? Can you give examples?

Difficult to find equivalent terms rendering accurate translation, levels or grades different and so cannot translate accurately, subjects taught, curriculum and system of edu significantly different and cannot reproduce close translation difficult to find standard, reliable and diverse field dictionaries in my language, online dictionaries or google translate is unreliable, errors, mistakes in spellings, grammar etc expensive to buy new edition dictionaries due to import, courier fees

Sometimes difficult to find the right equivalent in terms of qualifications, also with units offered for the same course can vary greatly to the Australian one.

The educational system in my country is very similar to that of Australia and I seldom encounter any problems. When facing differences in terms of courses and subjects taught at universities, I search their names in universities in Australia, UK, and US to find the best and closest match for that particular subject.

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It's hard for qualifications. In China, there are TAFE for year 9 and year 12 students. There are colleges, as part of tertiary education, which they issue qualification where no equivalence can be found in Australia. I can only make a note that there is no equivalent here.

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AQF levels are used to denote equivalence.

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1- When it comes to translating the phrase "Completing of the General Secondary Phase", it has to be equivalent to the Australian standards to mean the completion of "Year 12", otherwise, the translation may look awkward. 2- The "School" of medicine has to be translated into Arabic as the "Faculty of Medicine" as the word "School" in Arabic refers to any academic year up to the secondary school.

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I always search available government or their agents website to find reliable information about equivalent term which I can use.

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This is definitely a big issue. For Spanish translations, in particular, every Spanish-speaking country has their own education system, progression levels and difference in terminology used. I always conduct as much research as possible to identify equivalencies. If this can be established I would add translator's notes and links to sources.

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Not applicable for me

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To cope with the differences between Cambodian education system and Australian education system, I need to do more research and in some cases, I contact friends in Cambodia who work in the related education sector. For example, academic transcripts from some Cambodian universities just stated the grading (A, B,...) but it didn't specify the marks (e.g., 50, 80,...) while academic transcripts from Australian universities have specified both the grading and marks.

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I had translated educational document on a couple of occasions only. There was not much difficulty. Translators cannot replicate the seals and emblems of educational institutions, that was the only difficulty.

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The difference of names of degrees, institutional structures and appraisal systems can be challenging as you sometimes cannot find anything equivalent. For example, a lot of Japanese universities nowadays are using US grading system (GPA), when I translate an Australian academic records from English into Japanese, I have to do some research online to make sure that the wording for each grade and evaluation in Japanese can convey all the information of the original document as accurate as possible.

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Education systems differ significantly in terms of institutional structure, levels, curriculum and qualifications. By making footnotes, I try to solve the non-alignment of educational processes and qualifications.

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Ours is a British based system, so no issues there.

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I often need to include the equivalent of qualifications/names of subjects etc. in brackets to bring them closer to those in the English speaking countries, but as far as I know, officers who assess qualifications for recognition are familiar with the education system in the country/ies whose documents they assess. Clients sometimes request that the name of the school/university, qualification/title, course or their personal name be changed. When they request a different name or different spelling of their name, it is the same as with birth certificates and other similar documents. However, sometimes they give useful and more accurate alternatives for names of subjects and the name of the university/faculty/school.

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search up the official English names from the website of the institutions

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I follow the the structure and language of the original document including names for subjects and grades.

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Researching/searching the internet - the websites of the institutions. Consultation with the clients.

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Some of the issues include names of subjects and courses, and positions of signatories. I usually visit the website of the relevant educational institution, or I would search for name or the position. Sometimes I look for similar courses offered by other institutions. I don't try to align the qualification as I believe there are specialised bodies for this purpose.



I usually keep the original name of the institution and in the translator's note add a possible translation and explanation, such as the length and type of the course.

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Issues encountered: There are some handwritten parts on qualification certificates which might be illegible; The education institutions' names or the faculties' names have ever since been changed due to school merges or some other reasons ; Some qualification certificates even have academic transcripts attached. Different education systems between Australia and China do have some impact in translation. Usually I will try to see if there's any similar level in Australian system first. If none, I will put a footnote/supplementary note to explain the difference of educational levels. But I would reckon that the authorities which receive these certificates have got their own record/data for comparison, e.g. for admission into university, most of the education institutions normally released their notes explaining what are the equivalent levels, entry scores or background in some other countries, which provides a good reference for translation. I can provide another example here. Once I need to translate a Certificate of Graduation from a Chinese student who studied a 3-year course in a university which will lead to a Diploma. As Chinese university does have 2-year diploma course, the student asked if it can be translated into Advanced Diploma. While Australia does have Advanced Diploma, this kind of course usually refers to the extra study time to undertake more advanced learning. But the Chinese diploma courses are different. So in this case, I can only indicate clearly this is a 3-year diploma course instead of a 2-year one, but I won't further explain it by footnote.

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Not the same equivalent with Australian subjects, degrees, qualifications

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&lt;60

ii) Education and qualifications documents What issues have you encountered in translating educational qualifications documents? Education systems differ significantly in terms of institutional structure, levels, curriculum and qualifications. How do you cope with non-alignment of educational processes and qualifications between Australia and countries from which documents come? Can you give examples?

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I do lots of research and find the equivalent in the Australian education system whenever possible. I look at the subjects studied in the specified qualification and I am aware of accuracy so I keep my translation as faithful as possible. For example, in the Arabic countries there is Primary School, Middle or Complementary School then High School (years 10, 11 and 12) but in Australia there is Junior and High school levels. The variations are also obvious in Technical and vocational certificates and diplomas, so again I do research, for example through TAFE courses or the trade Associations.

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Most of these are Detail marks transcripts and Qualifications. People wish to translate these to have a evidence of their date of birth when they are unable to produce birth certificates from back home. These are for Year 10, 12 and some times year 5 and 8. For under graduate/graduate.post graduate qualifications, the requests for translations are limited to transcripts only.

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We have "Associate degree" in Iran, this type of degree is not very popular in Australia. Format of University Transcripts is also different.

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I haven't had education documents.

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Education structure at present in Thailand is in line with Western system, so there is no problem for translation, only for vocational education with a long list of different subjects and levels.

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I translate the documents as close to the source as possible. Non-alignment of educational processes is something to be dealt with by government institutions tasked with finding equivalent qualifications to Australian standards.

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This is quite difficult, sometimes a diploma means more than can be read from the text, for example a diploma in Belgium means you are allowed to attend any university, but that is not specifically stated in the document. So as a translator, do you only translate what it says in the document or are you allowed to elaborate? This information could be very important for the client.

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Upon instruction from agencies, abbreviation/extract/summary translation to fit in the system.

In my experience, educational qualifications documents tend to raise more difficult translation issues than any other type of personal documentation. I have used the Country Education Profile for Italy created by Australia's National Office of Overseas Skills Recognition for DEET. I have asked clients which institution they will be presenting with my translation, and then contacted the institution to find out what information they specifically need from the educational qualifications document. This often simply means that a full translation rather than an extract translation is essential. It is impossible to supply information which is not included in the original document, but the end-user institution might be able to assess the qualifications on the basis of how many years, weeks or hours were spent studying each subject, if that information is included in the original document, even if the names of the subjects, for instance, do not directly correspond to subjects offered in Australian institutions. Try to find similar level of the educational process, e.g. graduate diploma in Australia is similar to 研究生学历 in Chinese.

When there is a lack of alignment, I usually include the name of the qualification as it appears in the source document followed by a proposed translation in English in brackets. A tough one is the Spanish qualification of "Técnico en..." which "could" be equivalent to a Diploma in Australia. In Spain, the "Título de Arquitecto" for example is always hard as it is recognised as including both a Bachelor and Master's Degree (sort of 2 in 1) and so it is very hard to accommodate. In this case some clients have requested that I include some sort of proposed equivalent and they back it up by attaching a document to that effect. Please note that I only "propose" translations and may include a note to the effect that the translator does not establish equivalencies between an overseas qualification and an Australian one. - When translating academic transcripts, some source documents include abbreviations that are hard to decipher, and the busy layout makes it hard for me to replicate.

Grade 6 is primary in Australia while it is secondary in Vietnam. ( Additional explanation notes provided )

I would compare them against the AQF in some cases.

The Dept of Education in Australia frequently regards Japanese universities such as the Aichi Institute of Technology as a college which is equivalent to a TAFE, although they recognize the Massachusetts Institute of Technology as a university, and this makes translation difficult.

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ii) Education and qualifications documents What issues have you encountered in translating educational qualifications documents? Education systems differ significantly in terms of institutional structure, levels, curriculum and qualifications. How do you cope with non-alignment of educational processes and qualifications between Australia and countries from which documents come? Can you give examples?

The word 'Diplom' in both Russian and German is used for a university degree. Translating it as 'diploma' is incorrect, as a 'diploma' is not necessarily describe an award for tertiary study in English and can also be used for vocational education and other awards.

I research education systems in both government websites, levels of education, grading systems. For example, a 'bachiller' is not equivalent to a bachelor in Australia

One way of dealing with this issue is to retain in translations certain key names IN ORIGINAL (source language), in italics or quotations marks, such as qualifications or titles awarded, or names of schools or HEIs (Higher Education Institution) completed, followed by an English translation thereof in brackets. The English translation of those key names should be direct, not free interpretation, but at the same time meaningful and not confusing or misleading. No attempt should be made to put what the translator may believe is the equivalent of overseas qualifications in Australia, which is the role of various institutions in Australia that assess qualifications gained overseas. This approach makes the job of those institutions easier and shows the client that it's not the translator that assesses their qualifications, which is what many clients actually expect with some even suggesting what the translator should put as being, in their opinion, the "correct" translation, or simply one that they may believe might help their cause. My translations of educational and qualifications documents are largely based on the approach and

guidelines developed by the Immigration Department's Translating and Interpreting where I used to work as a full-time translator and was part of that team for 16 years. I find this approach very effective in dealing with many challenges that the translation of educational and qualification documents poses.

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The post-1975 Vietnamese tertiary education system differ significantly from the pre-1975 system and that of Australia. The challenges I've encountered through my limited work experience are variance of course names (ie. on Academic Transcript), Titles, Grades... Sometimes I had to discuss with client to ascertain my understanding was correct!

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Different grading systems e.g using letter grades, unit points and word description like Excellent, High credit, Credit, etc Course names which are hard to translate into English Abbreviations not explained

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Some Education qualifications rate higher or lower in classification from one language to another. For example: Diploma in various parts of Greece/Cyprus is rated higher than the TAFE College Diploma in Melbourne.

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I translate as much as possible so that even a course that is unusual in Australia will make sense to the Australian official. With the grade or the title of the qualification, I tend to leave the original in and put a footnote to the effect that : "An indicative translation equivalent of "XYZ" is "ABC"; not to be regarded, without further enquiry, as a statement of academic equivalence." Having said that, to obtain the "ABC", I consult relevant websites relating to academic equivalence, the website of the institution in question, and check on ProZ what others have done before me.

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It is not really an issue with my language

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I don't aim to align educational qualifications. I put between "" the exact transliterated qualification as it appears on the source document then underneath in square brackets [] the direct translation of the qualification. For example: "Darajat el-Bacclorious Fit-Tibb wal-JiraHah" then [Bachelor's Degree in Medicine and Surgery]. It is up to the receiving authority to recognise and align the qualification with the Australian system.

---

I search on internet and most of the time search the website of the issuing institution/authority.

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By faithfully translating the documents in full, following the exact same layout. Diploma titles are shown first in the source document language, followed by a literal English translation. I do not provide extract translations of qualification documents.

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There is certainly difference in the education system with Australia and Indian system. In India we have school leaving certificates, General Metric- mark details cum certificates, Metric Certificate, B.S.c. Part-I , II and III (12+3 System of Education) Examination certificate including mark sheet etc. However, I have never found any issues.

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I rely heavily on online resources such as the Finnish National Agency for Education and the Finlex data bank of legal and judicial information available in many languages. There are many resources which have information in English.

---

For the degree title, give both the LOTE title and a translation into English which closely matches the original rather than trying to find an approximate English equivalent. I used to use the "Country Education Profiles" published by NOOSR, but seldom do now. I don't try to align the qualifications with Australian ones. Some subjects studied are not done in Australia or are described differently. I sometimes need to look at translator forums to deal with these.

---

The best way is to look at the certificate or qualification (in the source language) and compare them with the Australian system to see if it can fit anywhere or in any way into our education process or qualification awarding system. Sometimes we can borrow concepts in the education system elsewhere other than Australia to help with the translation. For example in China, the six-year secondary education can be divided into two phrases. Students will complete the first three years' of secondary education, got tested or assessed before enrolling into the second three years' of secondary education. Australia does not work like this, but there are places in the world which do. The first one is called "Junior High School" and the second one, "Senior High School". In case where concept borrowing is not possible, we can just simply translate the name of the qualification literally. For example, in China, there are special secondary schools whereby students largely receive vocational training instead of normal studies on languages, science and maths etc in normal schools. In this case, we can simply translate these kind of schools as "secondary vocational schools".

---

Not a problem for Thai language.

In Lebanon from year1 to year12 there are three distinguished educational stages (compared to two in Australia). Unlike Australia, In Lebanon it is not uncommon for a student in that period to have to repeat a school year when failing. It can pose a challenge. As to what I do about is a matter of being a bit creative on a case by case solution taking advantage of thorough knowledge of the education systems in both countries.

Equivalence in trade qualifications, equivalence in university In Hungarian a university degree is called a 'diploma' while here a diploma is lower than a degree, so the 'Diploma' which is also an English word, has to be translated it has to be translated 'Degree' In Hungary the qualification of 'kőműves' literally brick layer is actually a 'builder' and has to be translated as such, there are also differences in some subjects.

Not all degrees and courses are consistent with the Australian system. Subjects can be easily translated even though some are specific to the country.

I can explain what the differences are between the two systems, the French and the Australian, explaining for example that Year 12 is equivalent to Baccalauréat.

I am conversant with the German Education system and if in doubt can source reliable information via the Internet.

I haven't encountered any issues with this.

No real problems. Indonesian Secondary: Most commonly I state junior or senior high school although in Australia, that distinction does not exist Indonesian Tertiary: They have a three year academic award which gives the holder the title of "Ahli Madya " I provide a translator's note that states: "Ahli Madya is an Indonesian academic title and means a "Intermediate Professional"

Despite some difference, the document is translated ditto.

Through long time experience I have developed a good knowledge of both education systems, Australian and Croatian. I research the information online or consult my colleagues in the profession. An example would be the word used in Croatia for a BA DEGREE. The word in Croatian is DIPLOMA, which is a lesser qualification in Australia, so it needs to be translated as DEGREE and NOT DIPLOMA.

No particular issues

If I have understood the question correctly this is not really up to the translator. I tend to literally translate what the document states. However where it is possible that this could cause a significant breakdown in message transfer I usually the term in the original format - e.g. the Italian academic title "dottore" which applies to all holders of a first level degree cannot be translated as "doctor" except for medical degrees so in all other cases I leave it in the original form.

1 - Sometimes the client expects "conversion" of his/her Educational document into Australian standard. The client will object to an accurate translation. This normally happens when the agency makes promises to the client. In that case, I will provide evidence and reasons to rule out that expectation. 2 - It also happens now and then that the client wants me to translate the name of a given course differently. I advise the client that is not legally permitted and reject the request.

I would research to find closest equivalent; if non found, translate to the best of my knowledge, attach supporting notes if needed.

I have only had to translate a couple of documents and usually they were persons with tertiary qualifications and there were no issues at all

I LOOK IT UP IN THE INTERNET IF I DID NOT KNOW THE DIFFERENCES AND VOCAB

Translation of diplomas from Romanian into English: a few clients do not understand that studying for 5-6 years (university) does not mean that you have studied for a Master's, and that course is still a bachelor or equivalent..

Example - "grado" and "titulo" in Spanish can both be translated as "degree". As above, I consult with the client if I feel there is a problem. For details in degree transcripts, names of subjects can sometimes be quite abstruse. Again, I consult with the client on this. They can usually help as it is in their interest!

The job of a translator is not to pass judgement or give legitimacy to qualifications. His job is merely to provide a true and accurate translation.

These differences are marked, so a "Diploma" has to be identified as a degree qualification as appropriate, and gradation systems can be tricky, for example a results scale may include "Average" and "Good" but also items which translate literally as "Almost Average" and "Almost Good" which look awkward if translated literally",

## Q10 - How often do you make supplementary points or footnotes to explain aspects of divergence of educational levels and qualifications?

&lt;30

How often do you make supplementary points or footnotes to explain aspects of divergence of educational levels and qualifications?

Only once or twice.

Never.

N/A

Not really, even if I made it - I was not too sure whether the agency will remove it later on their letterhead.

quite rare, as which would have been specified by the educational institutional itself (e.g from their website)

Quite often as it is a simple way to cover all bases.

20%

Very rarely

Very often. I always add information on how the grading system works in the source country.

&lt;40

How often do you make supplementary points or footnotes to explain aspects of divergence of educational levels and qualifications?

NA

once in every 6 documents

Never

I try not to use footnotes but has happened as explained above.

Quite often where there is an explanation of AQF is not provided in the original document. Some qualification, such a Bachelor's Degree or Master's Degree, have direct equivalents in the Italian system, but this is not the case for certificates or diplomas.

Rarely. In my language pair there's usually an equivalent qualification.

Seldom

Not often.

Never

When it is not practical to add detailed explanatory information in the body of a text describing educational qualifications I add supplementary information in the form of footnotes.

Not often

Almost none, academic certificates and transcripts, as well as the issuing bodies from institutions in China are of very similar layout and format to those of Australia

has rarely been necessary

Often, and always for German "Diplomas" or "Magisters".

Very regularly, particularly if the translation is to be used for entry to university or for work purposes.

Quite often

I do not usually put footnotes on translation of personal documents but insert an in-text translator's note in case there are divergences.

Rarely

Quite frequently

Always . I always put 'translator's note' to explain the difference.

this really depends on the document im translating. I dont recall having to make extra notes for the documents i have translated.

Hardly ever.

Not very often. Translators' notes can also be very subjective and misleading. I would not encourage doing so unless I have to. More than often, issues can be settled from the language POV or using appropriate translation approaches, excluding the need for any supplementary points or notes.

As required, but this is rare in my language pair.

Not very often as organisations are more familiar with different contexts of other countries.

Footnotes are quite a common features as there are no unified lexicon across the Arab world and there are also a variation in the English speaking countries.

&lt;50

How often do you make supplementary points or footnotes to explain aspects of divergence of educational levels and qualifications?

sometimes

Most of the time, particularly with marking/scoring system. Also a bachelor course is 4 years minimum which is also different to Australia.

seldom

Only if the qualification cannot be found locally.

Not very frequently.

One or twice in every 10 translation jobs.

I try to make these notes as minimum as possible since it depends on still translator's perspective, when necessary I do it, 10% I think.

I very often do this to ensure the reader has a complete understanding of the educational level or degree title. I ensure I always specify the source and include as much detail as possible. However, when an exact equivalence is identified, I translate accordingly and don't include any notes, even if the translation is more localised than literal.

One or two points or footnotes

Did not Need to. My work is mostly around driver's licence, birth certificates ,hospital release documents (when birth certificates was not procured) and police case documents .

Whenever necessary, but not too many occasions.

most of the time

Don't have to. Either a full translation, you translate as is, or in extract form, do the relevant information.

With tertiary degrees, each time because until recently, tertiary studies (in countries from whose languages I translate from) were completed after at least eight semesters - four years unlike in the English speaking countries where their duration is usually six semesters - three years after which students are awarded a 'bachelor' degree. The term 'bachelor' did not exist in European countries, so for more clarity, it can be and should be included in the translation - as a translator's note/explanation. After the introduction of the so called 'Bologna' system in Europe (to 'equalize' these discrepancies), those who had completed four years of tertiary education automatically acquired a 'master' degree/title in the new system in which undergraduate studies take three years, so the translation must reflect accurately all these issues.

rarely

Never

Not often

Not often

Sometimes, depending on the qualification and type of document. I don't usually do it for Degree Certificates, but for other types of secondary/tertiary qualification I do as I know the name of the school itself wouldn't mean anything without an explanation.I don't make comparisons with the Australian system, though, as it's not my role to assess qualifications.

Only a few times. Not very often.

Very rarely

&lt;60

How often do you make supplementary points or footnotes to explain aspects of divergence of educational levels and qualifications?

Whenever there is a need to make clarifications and avoid confusion. I'd say not often, sometimes, as I am careful in my translation and when subjects don't have equivalence I just translate accurately.

Not that often.

Marks are out of 20 and I have a footnote where this is explained.

Not often, person documents are usually to do with birth, death, marriage.

Not too often.

Hardly ever, only if specifically requested by the client

Sometimes



I would estimate that at least 80% of the educational qualifications translations I have prepared, both as full or extract translations, have required some sort of translator's notes.

I don't. This is something education providers have to assess

Quite often, more than 50% of the documents need footnotes or explanations to be clarified.

I'd say in about 30% of cases (luckily many qualifications are straightforward Bachelor, Master's, etc.

Seldom

Very seldom

Whenever I translate a qualification.

>60

How often do you make supplementary points or footnotes to explain aspects of divergence of educational levels and qualifications?

I always put degree in square brackets after Diplom when translating from German and Russian.

I often need to add information, if not included in the original text grading systems differ, even between Spanish speaking countries

It is sometimes justified to include Translator's Notes in translations, not so much to explain aspects of divergence of educational levels and qualifications, which, as mentioned above, should primarily be the role of qualification assessing authorities, but rather explain the meaning of some not-so-obvious abbreviations or acronyms after first establishing whether those acronyms are Polish, English or have been derived from other languages, or to explain what, for example, single numbers or letters in tables denote. Another example necessitating a Translator's Note is when there is some confusion caused by the change of the name of a higher education institution. As a result, some documents in the same batch submitted by a client for translation bear the institution's new name, while others still the old name. To make matters more confusing, some HEIs on their own websites, give the name of the institution in English that does not correspond to its name in Polish. Presumably, they want to be known abroad under their preferred English name. Again, some kind of explanatory note is needed in such instances as well. The purpose of this is to merely help the English-language reader of the translation readily understand certain aspects of the document or simply avoid confusion.

Not yet so far.

Sometimes

Not very often.

Quite often, usually to clarify translation of a grade or the title of a qualification.

Not often

Please see above.

less than 1%

Extremely rarely, for example to provide a full translation of an acronym (such as a reference to national legislation) that would be too unwieldy to type out in full in the main body of the text but would benefit the reader's understanding of the context.

The foot notes are generally there in most of the certificates. I do not make any further supplementary point or footnote until rarely required.

Not often needed due to above available resources I utilise.

Very rarely.

Seldom. The ultimate aim of the translated texts or terminology should be clear and sufficient enough to reflect or mirror the meaning of the source counterparts.

I have to provide clarification with short notes to explain.

Rarely

Very rarely, as I know and use the correct equivalent in my translations.

Often.

I can insert "Translator's notes". But I know that these documents (from English to French) are used to be sent to French Unis/schools where the Admin is very used to receive Australian students and therefore knows very well the issues with matching diplomas.

Where applicable.

Not often.

Very rarely

Rarely

Rarely.

Always

This occurs in about 50% of educational documents I translate.

Anytime it is necessary.

Not very often.

never

WHEN NECESSARY

only if needed

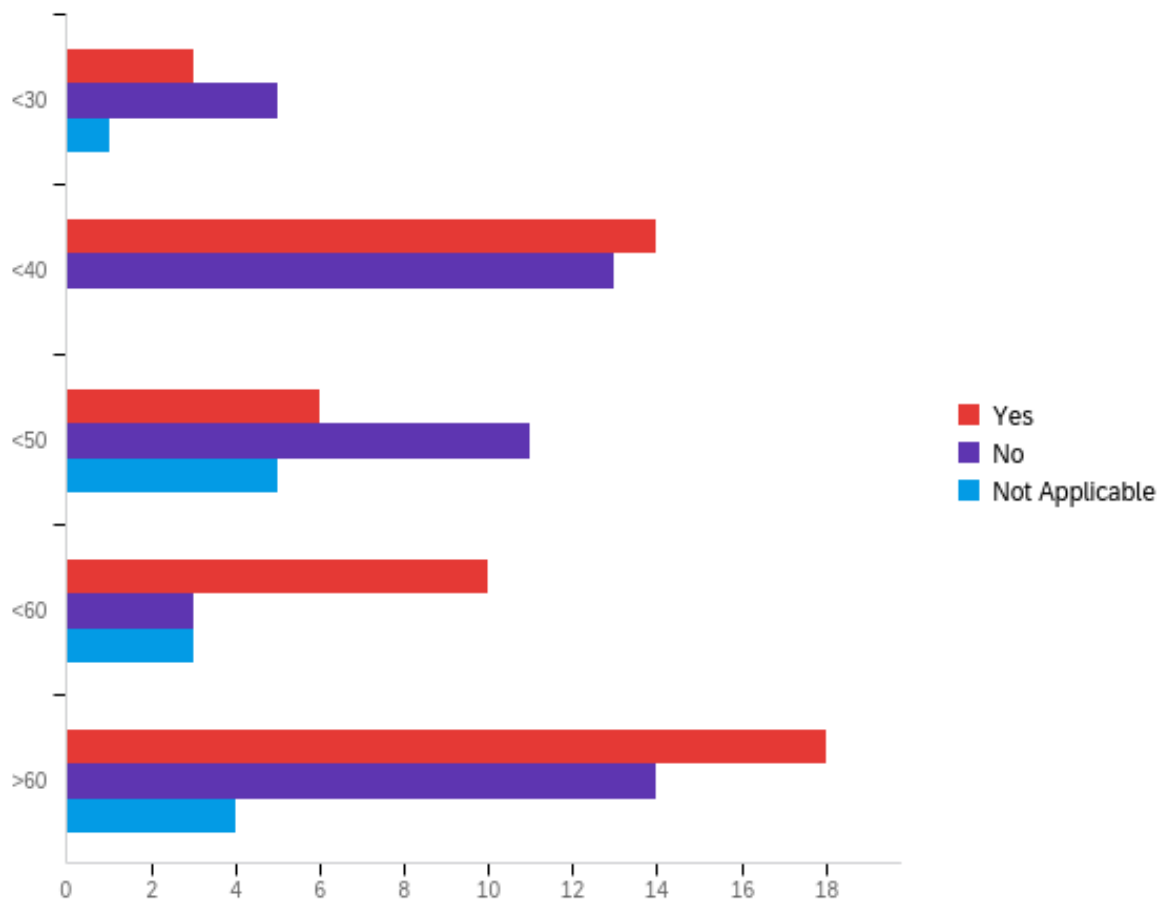
Very rarely

None

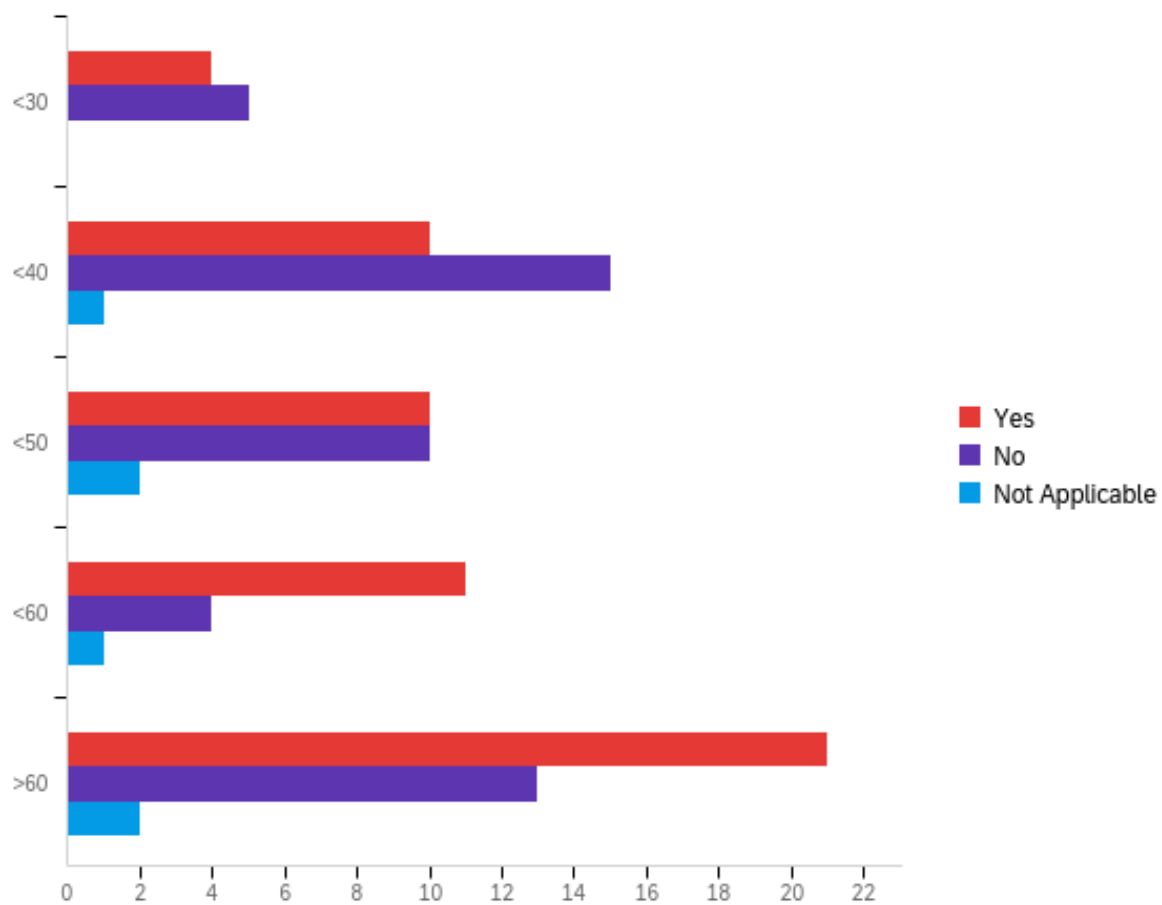
Will on occasions point out level of institution if not clear from document; "professional" institutions in some cases will mean "technical" or "vocational". I avoid commenting on the grading system as this may raise more suspicion than is warranted; every translated document shows the candidate has completed the course of study, so that is what is the most important aspect

Q11 - iii) Driver licence    What issues have you encountered in translating driver licences?

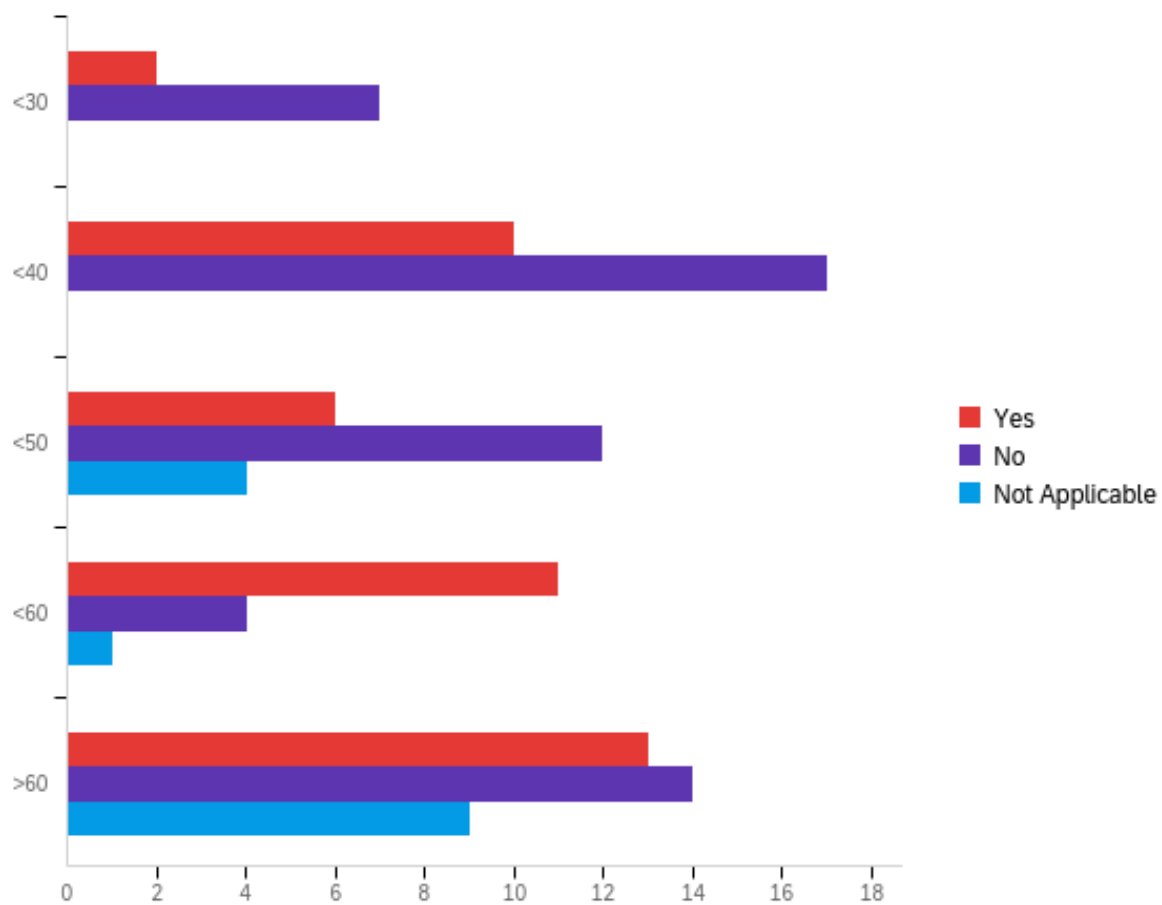
Diversity in documents from different countries/regions



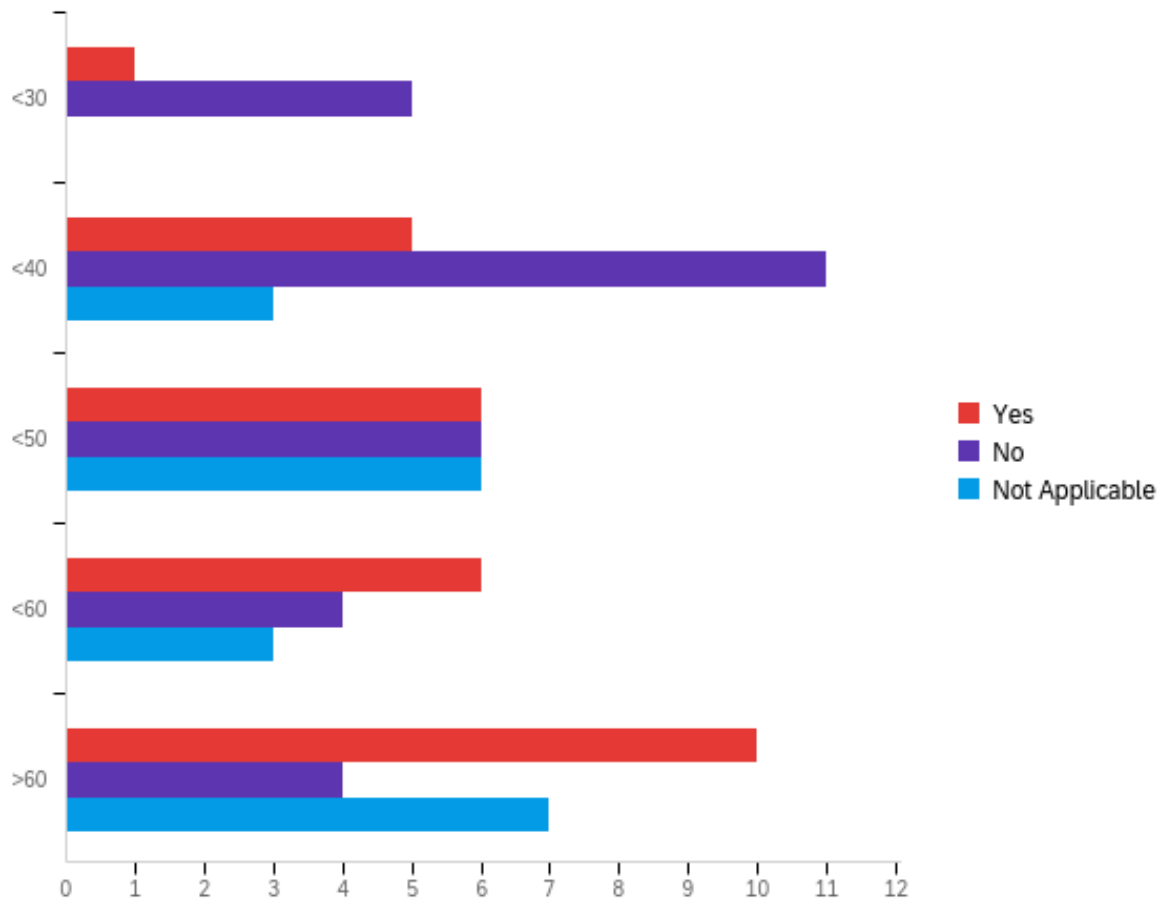
## Variation in amount of information provided in the document



## Alignment with Australian standards



Other (If yes, please elaborate in the following Question)



<30

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Diversity in documents from different countries/regions	1.00	3.00	1.78	0.63	0.40	9
2	Variation in amount of information provided in the document	1.00	2.00	1.56	0.50	0.25	9
3	Alignment with Australian standards	1.00	2.00	1.78	0.42	0.17	9
4	Other (If yes, please elaborate in the following Question)	1.00	2.00	1.83	0.37	0.14	6

<40

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Diversity in documents from different countries/regions	1.00	2.00	1.48	0.50	0.25	27

2	Variation in amount of information provided in the document	1.00	3.00	1.65	0.55	0.30	26
3	Alignment with Australian standards	1.00	2.00	1.63	0.48	0.23	27
4	Other (If yes, please elaborate in the following Question)	1.00	3.00	1.89	0.64	0.41	19

<50

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Diversity in documents from different countries/regions	1.00	3.00	1.95	0.71	0.50	22
2	Variation in amount of information provided in the document	1.00	3.00	1.64	0.64	0.41	22
3	Alignment with Australian standards	1.00	3.00	1.91	0.67	0.45	22
4	Other (If yes, please elaborate in the following Question)	1.00	3.00	2.00	0.82	0.67	18

<60

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Diversity in documents from different countries/regions	1.00	3.00	1.56	0.79	0.62	16
2	Variation in amount of information provided in the document	1.00	3.00	1.38	0.60	0.36	16
3	Alignment with Australian standards	1.00	3.00	1.38	0.60	0.36	16
4	Other (If yes, please elaborate in the following Question)	1.00	3.00	1.77	0.80	0.64	13

>60

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Diversity in documents from different countries/regions	1.00	3.00	1.61	0.68	0.46	36
2	Variation in amount of information provided in the document	1.00	3.00	1.47	0.60	0.36	36
3	Alignment with Australian standards	1.00	3.00	1.89	0.77	0.60	36
4	Other (If yes, please elaborate in the following Question)	1.00	3.00	1.86	0.89	0.79	21

### Diversity in documents from different countries/regions

#	Question	<30		<40		<50		<60		>60		Total
1	Yes	5.88%	3	27.45%	14	11.76%	6	19.61%	10	35.29%	18	51
2	No	10.87%	5	28.26%	13	23.91%	11	6.52%	3	30.43%	14	46
3	Not Applicable	7.69%	1	0.00%	0	38.46%	5	23.08%	3	30.77%	4	13

### Variation in amount of information provided in the document

#	Question	<30		<40		<50		<60		>60		Total
1	Yes	7.14%	4	17.86%	10	17.86%	10	19.64%	11	37.50%	21	56
2	No	10.64%	5	31.91%	15	21.28%	10	8.51%	4	27.66%	13	47
3	Not Applicable	0.00%	0	16.67%	1	33.33%	2	16.67%	1	33.33%	2	6

### Alignment with Australian standards

#	Question	<30		<40		<50		<60		>60		Total
1	Yes	4.76%	2	23.81%	10	14.29%	6	26.19%	11	30.95%	13	42
2	No	12.96%	7	31.48%	17	22.22%	12	7.41%	4	25.93%	14	54
3	Not Applicable	0.00%	0	0.00%	0	28.57%	4	7.14%	1	64.29%	9	14

### Other (If yes, please elaborate in the following Question)

#	Question	<30		<40		<50		<60		>60		Total
1	Yes	3.57%	1	17.86%	5	21.43%	6	21.43%	6	35.71%	10	28
2	No	16.67%	5	36.67%	11	20.00%	6	13.33%	4	13.33%	4	30
3	Not Applicable	0.00%	0	15.79%	3	31.58%	6	15.79%	3	36.84%	7	19



**Q12 - If you answered 'other' in the question above, please specify and provide further information:**

<30

If you answered 'other' in the question above, please specify and provide further information:

---

Occasionally I have had drivers licences that contain spelling/ printing errors in the source document. I know this is the case because I use official source language websites to confirm the correct appearance of the document. Because I am incapable of making any judgement over the reason for these discrepancies I translate the document into English as is, but insert a translation note to clarify that this is not a translation error. For example: Before the clients name the subheading "Blood(s):" was listed. It should have said "Name(s):" according to source examples. I translated it as such [TRANSLATED EXACTLY AS SEEN ON SOURCE TEXT] Blood(s): Jane Doe

<40

If you answered 'other' in the question above, please specify and provide further information:

---

layout

---

generally various people signing and noting on the driver's license. I find there are no special requirements/conditions on the overseas DL no special notes for the driver's condition if any , such as wearing glasses. OS DL are mainly DL irrespective of the driver's age ( this is where the driving test and License requirements are different to Australia's)

---

there are 3 major difficulties in translating driver licences from China: 1. the licences are issued by the police, so we must be familiar with the structure of the police system, which known as the Public Security Bureau, and the specific department that issued the license, which is the Traffic Police Corp, this is very different from Australia, such as Vicroads 2. Driver's license from China includes a list of vehicle classes, translators must familiar themselves with various vehicle classes in China when translating, the vehicle class information is not included in driver's license issued in Australia. 3. the most difficult one of the 3 is address, residential address in China is very specific and detail, some of them can be difficult in finding the English equivalent

---

Type of licence categories are different to Australia and are only represented by a letter. This the translation can't say what type of driving licence it is.

---

It's not a real issue, but German driver licences do not expire.

---

N/A

---

1. Name spelling issues. I've elaborated above. 2. Country of issue problems. This is particular with Taiwan customers, who sometimes insist that the country of the issue should be put as ROC (Republic of China) or Taiwan, neither of which is officially recognised as a country.

<50

If you answered 'other' in the question above, please specify and provide further information:

---

legal terminologies are most difficult to translate because accurate translation cannot be used due to different terms used between LOTE and Australia due to different legal systems

---

Major issue at some stage was that since older versions of driver's licence were handwritten, it was really difficult to differentiate the fake and original document. Plus the additional burden of being illegible.

---

Alignment with AU standards is not an issue, because most licences include details of the type of licence, restrictions, etc. I never try to establish an equivalence with AU licences. For Spanish, in particular, the issue is that in many countries, the licence has a complete different format, amount of information, and licence classes, depending on the state or territory they were issued in. For example, in Mexico, every state has a complete different driver's licence (format, info, restriction types, etc..).

---

I need to translate drivers licences from Bangladesh only .

---

Never did one. Or driver's licences are in English and Punjabi at the same time. Each line has a translation provided in itself. Newer ones are in English

---

Before the EU, licences were different in every European country and listed in detail the type/s of vehicles they were valid for. After the introduction of the 'new' EU driver licences, they are printed on a card with the same information, in the same format, without too many details in every European country. I was asked once to 'align' them with Australian/New Zealand standards, but I was of the opinion that translators should not do that as explanations would be too lengthy and may not be accurate. After all, we are not qualified for much more than the accurate translation of what has been presented to us in the document. And as with education documents, I believe that officers responsible for the assessment of overseas driver licences are familiar by now with the European categories and can easily match them to the Australian ones. And again, we deal with translation agencies staff who are not qualified as linguists and/or translators and are therefore not familiar with the role of the translator and may request too much from us (some of them even do not spell the language names correctly in English).

---

official stamps

---

Spelling of names and places. The alphabet used in Macedonia has changed over the years

---

For some countries, the category of the licence is not listed, but indicated in a diagram on the back of the licence with pictures of cars, motorcycles, trucks, vans etc. I usually put "Please refer to diagram on the original licence"

&lt;60

If you answered 'other' in the question above, please specify and provide further information:

---

In Australia there is Heavy rigid and other categories of vehicle licences but in Arabic countries there is "car", "motorcycle" and "truck" licences. Spelling of names as some Arabic countries use the grandfather's name as the surname on some documents but on other documents they use the main Family name.

---

There are two types of driving licenses - old style in booklet shape and new one which look like a plastic card.

---

Iranian standard is different to Australian standard. There is a variation in amount of information provided in the document. I need to make sure all the information is added in the notes.

---

Driving qualification documents that appear to include detailed test information as lists of skills/competencies demonstrated.

---

Official statement issued by authorized officer of Department of Land Transport, especially for heavy truck driver's licence. Thailand has a system of issuing a lifetime validity.

Italian-language driver licences from East African countries (eg, Somalia) employ a different form of formal Italian language. African names from African-issued licences can be difficult to allocate into proforma templates requiring given names and surnames.

- The variation in the layout and format of licences from the same country (I'm thinking particularly Mexico but others as well) means that for each driver's licence I have to create a new document to replicate the layout and cannot use a standard template. This makes it very time consuming. - A difficulty with many driver's licences is that they may only indicate a letter or number for the vehicle classes they allow the holder to drive and clients find that this information is not enough when presenting the licence and translation to, for example, Uber, to get a job. And so they request the translator to add a note indicating the vehicle class. I usually comply by adding the note and a link to an official website where I got the information from.

>60

If you answered 'other' in the question above, please specify and provide further information:

The numbers for the different points are not always explained in notes in the new common European licence.

Since joining the European Union, the new format of Polish driver's licences has been aligned with the licences issued by all European Union member states (in all 27 countries). The purpose of this was to reduce or virtually eliminate the amount of information included in driver's licences stated in the local language of each country. As a result, unlike in Australian driver's licences, in EU countries, categories applicable are no longer explained or described verbally. Instead, each category is represented by pictorials, which should be noted in a translation as a Translator's Note.

Official letter from Department of Land Transports certified levels of truck driver's licence. Thailand has a system of issuing a lifetime validity of private car.

Some driver licences were from the old times with more information written on them whilst some others were only a small card like an I.D. card to translate.

Again I don't align the levels obtained with the system followed in Australia. I translate directly and it is up to the receiving authority to do their part in this. The other issue is the transliterations of Arabic names and places.

Poor quality of the document and illegible information.

The legend of rubber stamps may be smudged and illegible. Embossed stamps may fade over time. The presence of multiple stamps, particularly on licences from African countries, may make it difficult to identify the issuing authority.

Some abbreviations can be difficult to comprehend.

In NSW these documents usually have to go through the statutory authority (RMS), which holds information on the meaning of foreign licence categories e.g. whether a 'C' licence is for a car or a truck.

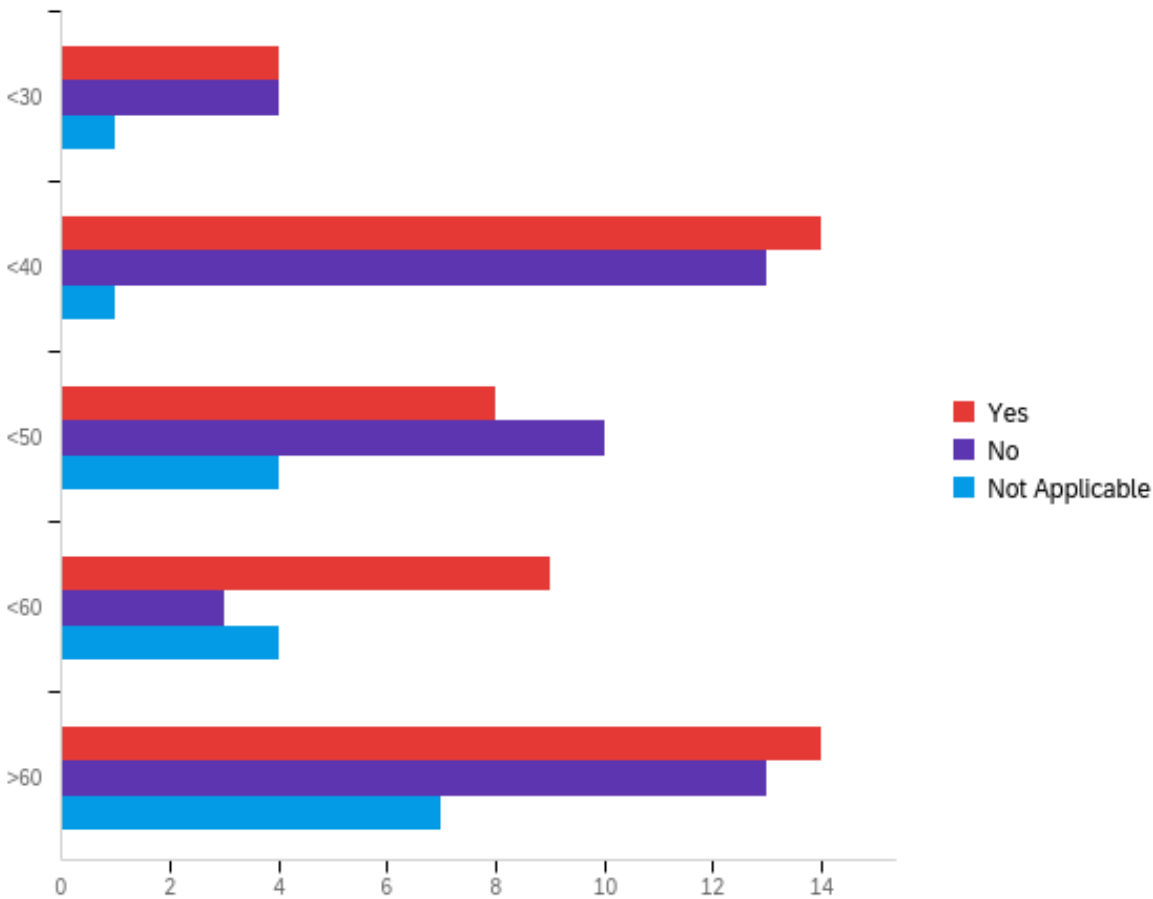
In China, there are vehicles which are uncommon or even not existing in other parts of the world We can only provide literal translation even though we may not be able to make sense out of it. For example, "manual wheel-propelled mechanical vehicles"; we can imagine that this is a manually operated vehicle, but we may have no idea how it looks like.

Design various layouts to fit the translated data (time consuming formatting issue)

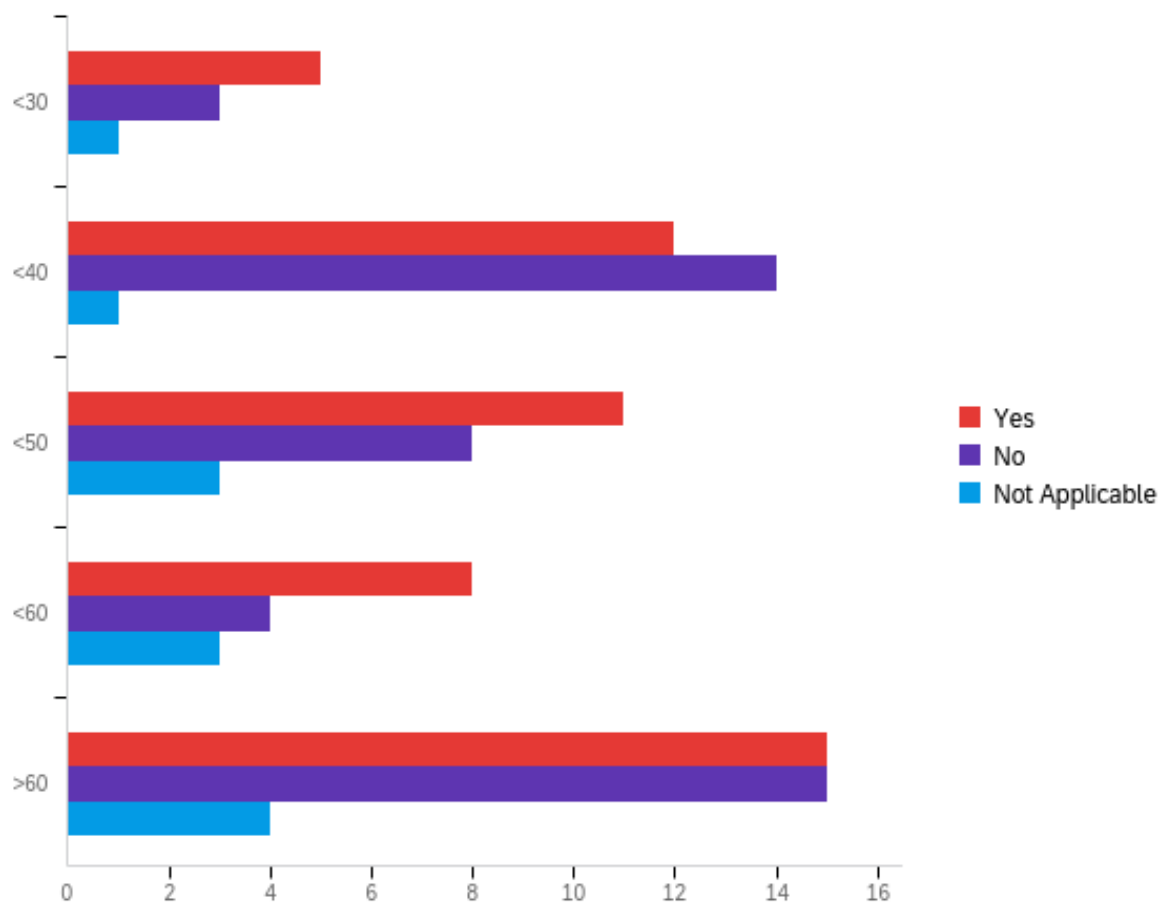
RESEARCH DIFFERENCES IN THE INTERNET

Q13 - Translation of Official Documents: Ensuring Quality and Enhancing Security    iv)  
Police clearance    What issues have you encountered in translating police clearances?

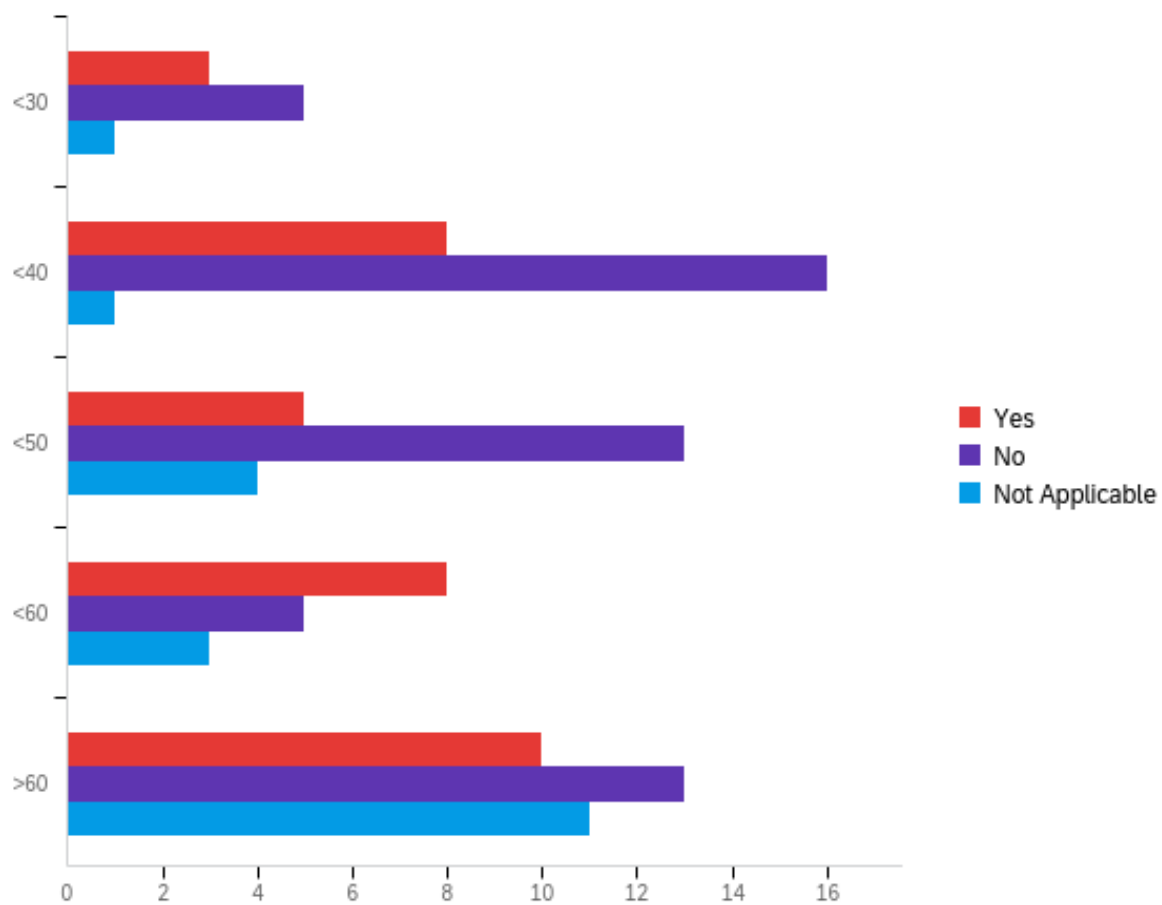
Diversity in documents from different countries/regions



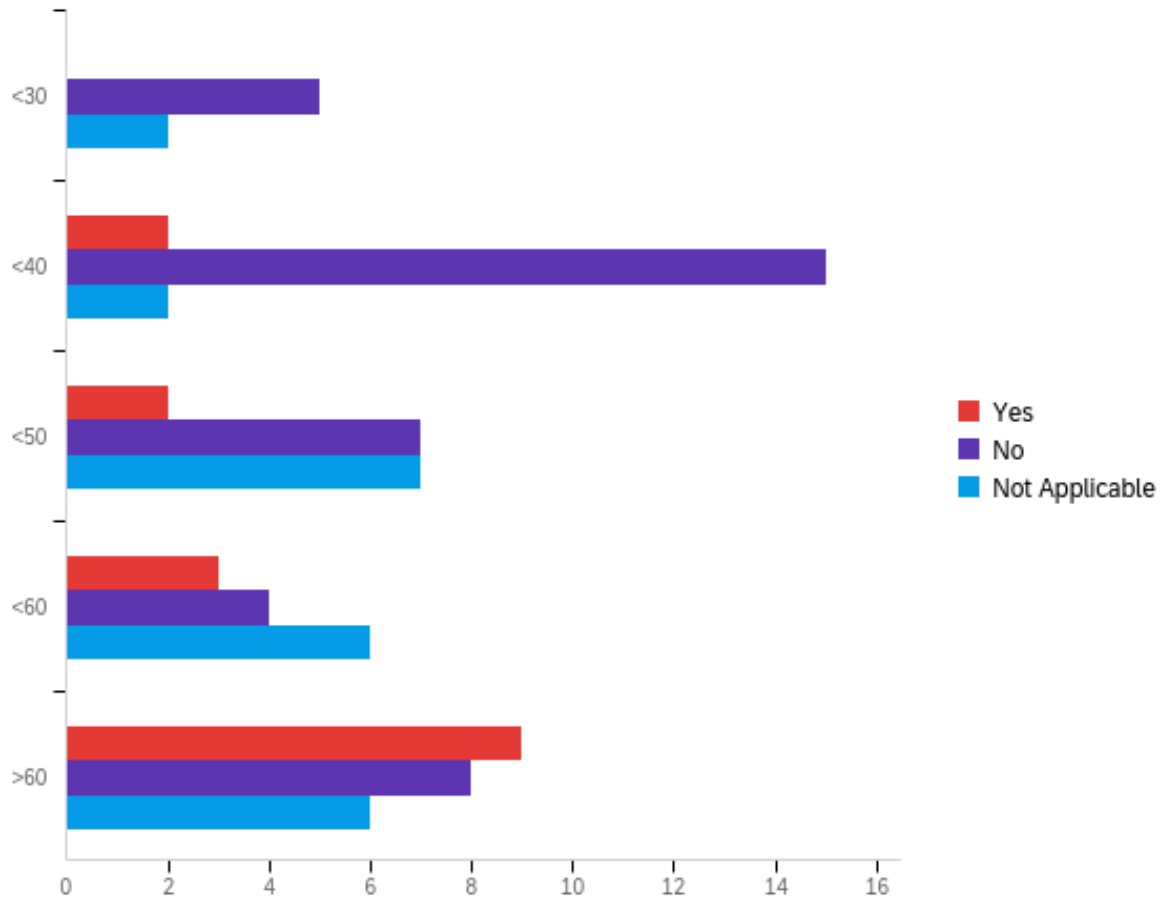
## Variation in amount of information provided in the document



## Alignment with Australian standards



Other (If yes, please elaborate in the following Question)



<30

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Diversity in documents from different countries/regions	1.00	3.00	1.67	0.67	0.44	9
2	Variation in amount of information provided in the document	1.00	3.00	1.56	0.68	0.47	9
3	Alignment with Australian standards	1.00	3.00	1.78	0.63	0.40	9
4	Other (If yes, please elaborate in the following Question)	2.00	3.00	2.29	0.45	0.20	7

<40

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Diversity in documents from different countries/regions	1.00	3.00	1.54	0.57	0.32	28

2	Variation in amount of information provided in the document	1.00	3.00	1.59	0.56	0.32	27
3	Alignment with Australian standards	1.00	3.00	1.72	0.53	0.28	25
4	Other (If yes, please elaborate in the following Question)	1.00	3.00	2.00	0.46	0.21	19

<50

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Diversity in documents from different countries/regions	1.00	3.00	1.82	0.72	0.51	22
2	Variation in amount of information provided in the document	1.00	3.00	1.64	0.71	0.50	22
3	Alignment with Australian standards	1.00	3.00	1.95	0.64	0.41	22
4	Other (If yes, please elaborate in the following Question)	1.00	3.00	2.31	0.68	0.46	16

<60

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Diversity in documents from different countries/regions	1.00	3.00	1.69	0.85	0.71	16
2	Variation in amount of information provided in the document	1.00	3.00	1.67	0.79	0.62	15
3	Alignment with Australian standards	1.00	3.00	1.69	0.77	0.59	16
4	Other (If yes, please elaborate in the following Question)	1.00	3.00	2.23	0.80	0.64	13

>60

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Diversity in documents from different countries/regions	1.00	3.00	1.79	0.76	0.58	34
2	Variation in amount of information provided in the document	1.00	3.00	1.68	0.67	0.45	34
3	Alignment with Australian standards	1.00	3.00	2.03	0.79	0.62	34
4	Other (If yes, please elaborate in the following Question)	1.00	3.00	1.87	0.80	0.64	23



### Diversity in documents from different countries/regions

#	Question	<30		<40		<50		<60		>60		Total
1	Yes	8.16%	4	28.57%	14	16.33%	8	18.37%	9	28.57%	14	49
2	No	9.30%	4	30.23%	13	23.26%	10	6.98%	3	30.23%	13	43
3	Not Applicable	5.88%	1	5.88%	1	23.53%	4	23.53%	4	41.18%	7	17

### Variation in amount of information provided in the document

#	Question	<30		<40		<50		<60		>60		Total
1	Yes	9.80%	5	23.53%	12	21.57%	11	15.69%	8	29.41%	15	51
2	No	6.82%	3	31.82%	14	18.18%	8	9.09%	4	34.09%	15	44
3	Not Applicable	8.33%	1	8.33%	1	25.00%	3	25.00%	3	33.33%	4	12

### Alignment with Australian standards

#	Question	<30		<40		<50		<60		>60		Total
1	Yes	8.82%	3	23.53%	8	14.71%	5	23.53%	8	29.41%	10	34
2	No	9.62%	5	30.77%	16	25.00%	13	9.62%	5	25.00%	13	52
3	Not Applicable	5.00%	1	5.00%	1	20.00%	4	15.00%	3	55.00%	11	20

### Other (If yes, please elaborate in the following Question)

#	Question	<30		<40		<50		<60		>60		Total
1	Yes	0.00%	0	12.50%	2	12.50%	2	18.75%	3	56.25%	9	16
2	No	12.82%	5	38.46%	15	17.95%	7	10.26%	4	20.51%	8	39
3	Not Applicable	8.70%	2	8.70%	2	30.43%	7	26.09%	6	26.09%	6	23

**Q14 - If you answered 'other' in the question above, please specify and provide further information:**

&lt;30

If you answered 'other' in the question above, please specify and provide further information:

&lt;40

If you answered 'other' in the question above, please specify and provide further information:

---

The Australian 'police check' corresponds to two different documents in the Italian legal system, one where the current charges are indicated (carichi pendenti) and one where past convictions are indicated (casellario giudiziale). The translation depends on the outcome of the police clearance.

---

I notice some clients ask to do a police check , i have rejected this type of translation as I tend to recommend getting a Police check done in the requesting state in Australia. I explain that I can translate it but however it stands for that time and issuing state. and may not be in line with the Australian security requirements.

---

N/A

&lt;50

If you answered 'other' in the question above, please specify and provide further information:

---

Normally, Chinese police clearance normally comes with a notary which provided a translation already.

---

With police clearances, there is always the issue of the different authorities issuing the document and the different types of clearances available. This makes it difficult to give them a title that differentiates them. For instance, in Peru, people can apply for 3 different types of police clearances. They can all be translated as 'Police Clearance Certificate', so the challenge is to come up with different headings for each of them, in a way that accurately reflects the meaning and scope of each document.

---

N/A

---

Ours are in English

---

Police clearances have to be translated accurately without adding or aligning them with Australian standards (except for using idiomatic terminology). I feel that often extracts would be sufficient, but translation agencies staff regularly (and some clients occasionally) insist that every word in the source document must be included in the translation, including stamp duty information which is of no relevance to the purpose of the document and which can be longer than other relevant information. Most of these documents are for migration purposes and officers assessing them know what to look for in them and it is their job to match them to or align them with Australian standards. The information in them is very clear. In most cases, the document holder has no convictions and in case they do, the convictions are listed in the document.

---

Some countries include the fingerprints. I just note that in the "Additional Information" field.

&lt;60

If you answered 'other' in the question above, please specify and provide further information:

---

Police clearances are usually in English and Swahili, hence do not require translation.

---

Italy issues two different types of Police Record: a certificate of pending charges, and a certificate of convictions. This needs to be specified in the translation.

---

- Police clearances from some countries include lengthy paragraphs written in legal language that make reference to parts of legislation, etc. When doing a full translation I include this and luckily I have templates but every now and again the countries change this information and I have to re-do the templates.

---

Some countries have more specific terms not just police checks, but judicial checks, criminal checks

&gt;60

If you answered 'other' in the question above, please specify and provide further information:

---

It's hard to talk here about alignment with Australian standards, as each country sets its own format and decides what information should appear in police-check certificates. You simply translate what's in front of you and leave interpretation to Australian users of the info provided. Just one aspect in my practice: some police-check certificates are issued in electronic form with no stamps or signatures. The applicant has to go to the relevant website, find the one he or she applied and paid for online and print it out. As such a certificate may not appear "official enough", it's advisable for the translator to note something to the effect that "the translation has been made from an image of an electronic document generated by the Ministry of Justice and duly signed in reply to request no. \*\*\*\*\* of \*\*\*\*\* ". This info is actually there but stated in very fine print and not in these words. But it should be brought to the fore, or the document's authenticity might be questioned.

---

The format of clearance is in a form of a letter.

---

At the first instance, the long list of decrees pursuant consumed a lengthy period of time, but after a number of translations, I noticed there were only 2 formats, so it took less time than previously.

---

Again, some were more elaborate than others. Most of them were just a few lines of information indicating that the person was clear of any police records and had Zero to report.

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As above

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In India, the police department of Hindi speaking states still uses a lot of words from Arabic and Farsi languages (since Mughal empire) that makes the translation of such documents very challenging. Same is the case with land ownership documents.

---

Design layouts to fit the translated data from source language documents (formatting issue)

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In most cases, clearance is regional.

---

Sometimes, I have sensed that the Source document may not be authentic. I reject translation.

---

The majority of other documents which I had to translate were marriage certificates and there were no problems at all because they were bilingual ie english and maltese.

---

As with birth records, there is diversity and variation but it's part of the job to deal with it.

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Cannot remember translating a Police clearance

## Q15 - Are there other kinds documents that have presented problems in translation (Please specify document types and issues)?

&lt;30

Are there other kinds documents that have presented problems in translation (Please specify document types and issues)?

Property ownership certificate. In Chinese property ownership certificate, information about the owner's right type and right property is included.

1. Tax lodgement documents. Problems: complicated typesetting of source document. 2. Credit card statements. Problem: too much unnecessary information on the document, sometimes it is hard to decide the content of an extract translation.

Aligning types of Japanese documents with the accepted Australian equivalent - eg, birth certificates generally aren't used in Japan, but family registers are the norm. Many times the client will specify they need a birth certificate translated and I quote for that; however, they send me a family register instead.

The original document has the expiry date, the client has requested to 'not translate' it. Unfortunately, this is unethical and I could not do it.

Personal ID with addresses specified but has different spelling system across China

Hukou (household register): occupation and education level are difficult to translate as sometimes I don't know the meaning of the Chinese words. Other documents that contain unfamiliar addresses and institution names. Sometimes it is hard to find a proper English translation and I don't know if it is okay for me to translate in my way.

When translating critical medical certificates, there is a vast difference in the tones, wording, and format between Chinese certificates and Australian ones.

&lt;40

Are there other kinds documents that have presented problems in translation (Please specify document types and issues)?

In the LOTE-ENG direction, certain terms

legal documents: different legal systems between Australia and mainland China so sometimes there are no similar terms

Marriage certificates, death certificates, national IDs - any type of official document will have an immeasurable amount of variation. 9 times out of 10 I have to spend at least 50% of my time formatting the document anew because it looks nothing like any of the previous documents I have translated, even if it is the exact same type of document (eg. birth certificate, police check). Spanish is spoken in 21 countries and each state/province/region has their own way of presenting information, which also changes over time.

I encountered issues in translating PAYG and tax return documents because the Italian fiscal system is quite different from the Australian one. For instance, not all Australian tax laws would make sense in an Italian context, therefore they might require longer translations (a word translated with a sentence rather than a word) or, occasionally, footnotes. In general, these translations require a lot of terminological research.

Hand-written birth certificates might be hard to decipher.

Translating the "Single Child Certificate" issued in 1980s will need some explanation about the "single child" policy.

Generally no.

passports sometimes present translation problems, as in it is sometimes hard to view certain dates such as visa stamps if that was part of the translation request. I am aware that we are not in position to certify that a document is an official one, however it is sometimes difficult to accept a certain document as authentic. I have previously rejected a translation request (private client) as I was asked to translate a A4 paper with new stamps as an official document. even though that was an original but i had no way to clarify that these documents were officially issued from a government department.

---

Poor quality of originals i.e handwritten

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Marriage certificates- sometimes they are hand written and very hard to read

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In birth certificates from China has it's own English translation on one side of the document, some of the wordings are inconsistent with Australian expressions.

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bank statements or pay slips that use a lot of abbreviations (eg. for deductions: social security, tax, health-fund or insurance related)

---

Handwritten personal documents. Still common as issued in Europe until the 1990s.

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Payslips, as they vary greatly from one system/country to the next. Australian payslips which get translated for pension purposes in a different country need to be immediately understandable by the target administration and showcase target culture-adequate terminology.

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Academic transcripts often contain abbreviations that are unclear and difficult to understand. Also in France, students are given a mark out of 20 and this is not always made clear.

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Financial documents may also be an area of interest, such as bank statements, employment certificates and related ones. This type of documents are usually presented to assist with bank loan applications. The most notable problem is perhaps the use of acronyms and/or abbreviations in the source document.

---

Change of name certificates, the text varies a lot depending on when and where the document was made. They are often hard to decipher as well. Documents which are older, maybe around the 50's are written in the old Indonesian spelling which is slightly different to the current Indonesian spelling and takes longer to decipher the words. Police Reports, usually for lost or stolen items. The format of the documents are similar, but the main problem is that the reports are not written well and often grammatically incorrect with very long sentences and words missing.

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I have not accepted any requests to translate documents which are not straight forward. Given how little document translation pays, I want to spend as little time as possible on the translation. However, I have translated a couple of wills where quite a lot of the handwritten text was illegible which made it hard to understand the context.

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N/A

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No

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Chinese death certificates. Diversity in documents from different issuing authorities. Variation in amount of information provided in the document

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Qualifications from the Arab world, no unified linguistic features across the numerous Arab speaking countries

<50

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Are there other kinds documents that have presented problems in translation (Please specify document types and issues)?

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Marriage certificates, horoscopic birth certificate issued by the priest which is hand written in traditional way and referring to the astrological and stars positions, religious calendar, lunar and solar positions, email translations, personal letters and allegation notices, divorce papers, migration, immigration, migration certificate

Any document related to legal system, court orders, titles and deeds, marriage certificates, divorce papers. Translation of these documents particularly full translation, can be very challenging, as you need to be aware of the religious (Islamic) rules to understand the text and most legal texts are heavily affected by Arabic terms used in legal documents in Iran.

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No

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No

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Character certificates issued by Chieftains in tribal areas of Pakistan.

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None

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Hand-written personal documents always present challenges. For Spanish, given the wide number of regional variants of the language, the translation process is sometimes challenging, even with simple personal documents. Abbreviations used in personal documents, for example academic transcript headings, can present challenges too. This is also cumbersome in detailed bank statements.

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N/A

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Court Documents of Bangladesh are quite difficult to translate because they use archaic Bangla. We have to keep ourselves updated with the terms of archaic Bangla as Translators. Indian documents are generally in 2 languages, regional language and English so that translation is not needed.

---

It's not the type of documents that poses problems, but when I have to spell out the name of the person, institution or anything unique to the country into Japanese alphabets or Kanji characters, I have to rely on the phonetic spelling of the name if I cannot find the spelling already established online.

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Legal documents, where since pre independence a lot of urdu words were used and are now obsolete, but remain in use in legal parlance. I google them or ask my lawyer father to elaborate.

---

Any kind of document can be challenging depending on how familiar the translator is with the terminology. It is mainly technical and scientific documentation, such as catalogues (e.g. of mining equipment), industry specific user and procedure manuals; research methods and results in a specific narrow field; some detailed academic transcripts; medical documentation - for example detailed discharge summaries and reports; most legal documents in which the translator has to understand both the Roman and English (common law) systems when translating for example wills, probate documentation and contracts; even personalised eating plans listing Australian dishes which are not usually part of a non-English speaking person's diet (bread and butter pudding; stew/casserole - no direct one word translation; cottage pie/shepherd's pie - what is the difference?; pudding, yoghurt - only homonyms, but denote a different food item - to name just a few) and of course any other document which is specific for the country/system in which it was issued.

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Taiwan has it's own calendar Household register is unique to China

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No

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I find the most challenging documents are the ones related to real estate, not only due to their legal discourse, but because of their system-related nature. Institutional names, units of measurements (sometimes Turkish loan words), and peculiar conventions are but a few of the difficulties they pose.

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Land Registry Extracts - culture specific terms that need to be explained. Medical Reports - medical abbreviations that differ between hospitals.

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Retirement Certificate -- Variation in information ID/Passport -- Name spellings (different regions, name spelling rules, e.g. if there are more than 2 characters in the name, the latter two must be put together but some people have already registered the one with characters split, so have to confirm beforehand ) Vaccination Record-- Variation in information; illegible handwriting

---

Land titles - lots of acronyms, handwritten notes that are difficult to decipher Medical documents - can't understand doctor's scribble or medical references Name change documents with references to immigration departments that use obscure acronyms

&lt;60

Are there other kinds documents that have presented problems in translation (Please specify document types and issues)?

- Perhaps National IDs. Sometimes when a baby is born parents do not register the Birth according to the exact date of birth but when they see the Mayor or Civil records registrar, so when someone needs to have a Passport they find discrepancy in the dates of Birth. - National Military Service, as the ranks vary between countries, so again I do research to find the equivalent.

Marriage Certificates: There are two types of marriage certificates in Punjabi - legal which are registered by the magistrate on duty and religious marriage certificates these are issued by the priest of temple. Lot of information is missing as compare to Australian standards - mother's name of bride and groom, their place of birth etc.

N/A

Land sales, leases, army records

The only recurring problem that appears in all documents dated pre 1991, is the illegibility of handwritten text, which is hard to decipher.

Marriage certificates: this used to be in the form of a booklet in the Netherlands and Belgium, without much information. New information, such as children from the marriage, was added in handwriting, which can be hard to read at times and it is often unclear when that information was added or who added it.

Court orders, child support maintenance orders that relate to the Australian Welfare/Benefit/Centrelink Systems. Contents in the Orders could be different that may not fit into systems of other countries.

Work experience certificates and work references present similar problems to educational qualifications, often requiring full rather than extract translations, and/or considerable footnoting - not to mention far more challenging terminological research than required for most standard birth certs, marriage certs, death certs, driver licences, passports, police records, or family certificates.

Business cards. The problems include title of a position, name of a company or business, etc.

I have noticed that some birth and marriage certificates from some Australian states are starting to introduce gender-neutral language and how to transfer this into a gender-marked language such as Spanish might prove a challenge that translators will have to start thinking about very soon.

Not applicable

death certificate

&gt;60

Are there other kinds documents that have presented problems in translation (Please specify document types and issues)?

Diverse death certificates

Some of the documents that present (sometimes significant) problems are some medical certificates, particularly with detailed diagnoses or procedures performed. Even if they are not handwritten (some still are), they usually contain many abbreviations and acronyms. Need to work out whether they are Polish, English or come from a third language. They also have a pretty high level of complexity – contain many specialised terms that often need

some research in the source and target language to get everything right. It's usually time-consuming but doable thanks to the modern invention called the internet.

Registration of Marriage is referred to as Marriage Certificate. House Registration is claimed to be Birth Certificate. Name change and surname change are very common in Thai culture. The main issue is the spelling of client's name either in English or in Thai. Translators cannot assume own spelling.

Nil

Some marriage certificates had some problems with names before marriage and after marriage. The result that a child born had parents name different. In the end the parent/s had to go and rubber stamp in the presence of an official that they are the real parents.

No.

No

Translations of pages in passports where the seals show dates in Hijri dates that require conversions to Gregorian. This proves to be problematic when many pages (which include tens of seals) are presented for translation.

facebook chats, sms, email chats containing short forms of the words. Young generation is very creative with the language used on social media. Use of Hinglish.

No

No

Military service records are full of abbreviations which require a lot of research. I have sometimes had to resort to asking the client for assistance.

Indonesian Islamic marriage certificates contain Arabic/Islamic concepts and expressions which don't constitute a central part of the document and which can normally be left in their transliterated Arabic form.

No particular issue. Just working through it patiently.

Cause of death in the death certificates where an officer stipulated different terminologies in LOTE.

In some legal documents as Hungary follows Roman Law and Australia Common Law, some expressions and legal terms are different or non existent in the other language.

We used to encounter a lot of fake Driver's licences. But recently that has been diminished.

Medical documents and reports. I had to translate a medical report for a French national who had to stay in an Australian hospital, the translation was for the French insurer. Some procedures and medicines might have different names.

Media releases on scientific topics sometimes require research into technical terminology.

No.

None

Talak (Muslim divorce) -- Notice of Talak is translated but the client wants to treat this as divorce certificate in Australia which is legally wrong; the document is a 'NOTICE' not an adjudication of the matter; sometimes this is clarified in the translation.

Personally I find translating documents into Croatian which refer to IT issues as most challenging. There is often no equivalent in the Croatian language for some English IT vocabulary and that requires extensive research.

Taxation Returns and Payslips which I do as extracts now as too complicated and tedious to do in full.

Documents such as employment references and payslips do not present particular problems in nearly all cases. Older church documents (baptism, marriage etc) can contain parts in Latin.

Not really.



Court documents involving sentencing. The problem were that in order to translate a court document from maltese to english, one needs to know Latin, Italian and Maltese and I do have resources to handle the three languages. I also have a friend who was the Chief Justice of Malta and he helps me. I also have to translate wills.

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HISTORICAL DOCUMENTS. I HAD TO CONTACT ORIGINAL SOURCES.

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Handwritten medical documentation can be very hard to read. I have declined jobs on this basis. Also, some medical vocabulary is beyond my knowledge and again I would decline the job.

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There has been occasions when clarification was required due to ambiguity or unclear wordings

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Work references specifying eg. satisfying work norms where such work norms would be unknown in Australian work places

**Q16 - Are there documents where you provide significant additional explanations or clarification to enable the end user to better understand the document?**

<30

Are there documents where you provide significant additional explanations or clarification to enable the end user to better understand the document?

No, I haven't encountered any.

No, unless it is literary translation.

I generally add explanations for name readings that could not be verified (very rare). Most documents don't need explanations.

no

Only in occasions where there is an error in the source material. I add a translator note stating the translation was done as seen on source text. This note is redundant most of the time except on occasions where there is an obvious error, often clients/agencies presume this is a translator error.

1. When the organisation changed their names after the document issue date and everything from the Internet has the new name appeared. 2. When the seal name doesn't match the organisation of issue, which are usually caused by the registration system in China.

Sometimes I will use brackets to explain some Chinese units, such as "市斤", which is 500 grams.

Degrees and academic certificates mainly.

<40

Are there documents where you provide significant additional explanations or clarification to enable the end user to better understand the document?

It is beyond my role as a translator to provide "That is beyond my role as a translator. " I refrain from any "unpacking" of information especially in official document translation.

no

No.

No.

No.

No

I tend to struggle finding an equivalent to officer ranking in police in Middle east. i write that in my document footnote. There is not a way for me to clarify that the police checks i am presented to translate are actually genuine/ officially issued. I mark that I have sighted a document and that a copy is attached however no way for me to clarify/authenticate that.

NO

no

Not really, official documents from China are usually very straightforward, footnotes are only occasionally used for addresses and education qualification equivalent

---

pay slips that use a lot of abbreviations without providing a key (eg. for deductions: social security, tax, health-fund or insurance related) where you need to first research the abbreviations which can sometimes be tricky, and then translate them in full to enable the end user can understand what these deductions are for.

---

Yes, such translator's notes have settled a lot of issues.

---

Regardless of the type of document, I try to keep my footnotes and explanations straightforward and succinct. Educational qualifications document tend to prove the most challenging in that sense.

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Not particularly. If I believe the documents require too much explanatory remarks to be added, which may or may not be the translator's job, I will advise the client of my opinions so that s/he can choose to proceed or not with the translation. Sometimes corporate clients would make such requests and this is something I need to assess on a case-by-case basis.

---

Not that I can think of

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I sometimes do with university transcripts.

---

usually with most arab official documents the difference in gregorian dates and Hijri dates need to be explained. This is usually done by adding a footnote explanation.

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No

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MNSW is concerned about the authenticity of documents, as our panelists, including me, oftentimes spot inconsistencies (such as in the format, font, seal, layout etc.) in official documents, especially driver's licences. As per the MNSW's policy, translators are obliged to raise authenticity concerns with the Editor/Senior Customer Office/Manager of Operations and add a translator's note regarding such document inconsistencies.

---

No.

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Sometimes in particular with stamps, position of officers signing the documentation, the nature of the running writing in Arabic which clouds the accuracy of certain names.

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&lt;50

Are there documents where you provide significant additional explanations or clarification to enable the end user to better understand the document?

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yes, educational and mostly community translations, such as parent info, school notices, certain community events, real estate,

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With all documents issued in Iran, I think conversion of the dates in the document can be a challenge. Also points such as the fact that parents full name are not included in the original document are crucial as this can be misunderstood.

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No

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No

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Land record requiring conversion of units.

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Giving the legal variances and laws between different countries, translating legal or corporate contracts would entails adding a translator's note to refer to / explain a certain legal clause for the end user to understand certain legal aspects in the original document.

---

Yes, mainly academic documents or when the document contains several acronyms or abbreviations. But I try to avoid notes if an equivalence can be established.

N/A

Notes have to be given some times explaining particular relevant terms which cannot be directly translated but that rarely happens.

Not that I can think of.

Sometimes where cultural nuances may cause confusion or if an equivalent word isn't available, I leave a brief footnote, not a cultural lesson.

I refrain from providing extensive explanations because, in my opinion, that exceeds the translator's role. We are not qualified and even if we were qualified in another area, we may not have the most up-to-date developments in the field, so the extra information we give has to be carefully chosen and worded if and when we decide to include it. However, I have seen some other translators' work and saw that some of them regularly add both synonyms and explanations which I did not find very professional. I think that these explanations should be minimal as apart from not being qualified, translators do not know how much the recipient of the translated document knows about the subject matter and if they need or do not need the explanations. The client can always come back and ask and we can explain these issues to them and maybe direct them to a source of information or try to make the translation clearer, but this situation has not arisen many times in my career at all. A solid translation without too many added clarifications should be accepted as the norm - my opinion only.

no

No

If a person was born in Australia and has an Anglo (non-macedonian) name and then had official documents issued in Macedonia, the spelling of their name is most often different to the name in the Aus issued documents. The same with place of birth. Ex: Mr Davis born in Williamstown (Aus Birth Cert) => \*Dejvis, born in \*\* Viliamston (Macedonian documents). So when translating a doc. issued in Macedonia with such spelling, I always leave a translator's note: The original document is a transliteration of the English and the original is most probably the following: \*Davis and \*\* Williamstown

Yes, documents that involve Islamic laws and/or dates.

Basically in any document that uses culture specific terms - other legal/financial documents.

No

&lt;60

Are there documents where you provide significant additional explanations or clarification to enable the end user to better understand the document?

Documents that use the Islamic Hijri year. Just a clarification that there could be one day difference when converted to Gregorian year. Also Court orders if there are differences in the Penal system, I explain the difference. Some handwritten documents use lengthy sentences without any punctuation and this can really make a big difference in the meaning so I have to explain about it.

Yes, in marriage certificates, if these are issued by the priest which is not a legal marriage.

Some cultural terminologies don't exist in English. I make sure I explain that word in the footnote.

No. If a template does not cover all relevant information, I add information to the notes.

In full translation all information appeared on document must be translated in full, for a correct proforma translation information related to bearer translator must provide additional explanations.

On all documents some acronyms need to be explained and written in full in translator's notes.

I will clarify if things are illegible or incomplete

N/A

If the information is not present in some way in the original document, it cannot be included in the translation. However, educational qualifications and work experience often require some sort of gloss if the Italian institution or course or subject or occupation or level does not directly correspond to an equivalent in the Australian educational or industrial systems. In those circumstances, a small amount of clarification could be acceptable where the information would be obvious to an Italian reader in an Italian context (eg, the number of years of study in a particular course) but where an Australian reader might need to be told. However, we can also assume that most admissions centres, employers, etc, should be able to run checks on such basic fundamentals of foreign systems.

Marriage certificates. mostly to do with property regimes

Yes.

Yes, the vehicle classes in driver's licences as mentioned above, and also on academic transcripts when translating word grades from one language to another.

Not applicable

Surnames have to be clarified no matter what the document is. Spanish speaking countries use 2 surnames: paternal and maternal, requiring additional explanation

divorce application

>60

Are there documents where you provide significant additional explanations or clarification to enable the end user to better understand the document?

I've covered the issue of additional explanatory notes in previous answers above. I wouldn't say there is a particular type of document that requires more explanation than others. You just approach each doc individually and always expect something that you've never encountered before, and then deal with it in an appropriate manner.

Some birth certificate with official attachment of application to change the name on document. Marriage certificate with additional Identification Numbers of parties. Any additional information appeared on original document must be included in translation.

Yes, on personal identification documents: I always provide footnote that name order in Viet Nam is Family Name- Middle Name- First Name, different from that of Australia, and the name on the translated documents (from Vietnamese to English) are left in this order.

No

Not really.

No

Yes. Islamic documents ie divorce documents requiring full translation where the terms ('Iddah) etc are used.

Not really.

No

No

Not significant amounts, no

N/A

Yes.

No

Not really.

I did search and write down the equivalents names of procedures and medicines in this case.

Really only driver licences (see above)

No.

No

Yes.

Not really.

No.

This tends to happen fairly rarely.

No. It is out of Translation scope to the best of my knowledge.

No

NO

Not really. I sometimes do not translate the paragraphs of "small print" at the end of an official document. In this case and only if they do not affect the meaning and import of the document, I type a Translator's Note with a summary and explain the reason (usually these are explanations of local intellectual property or privacy laws).

Never significant

Soviet systems and nomenclature (now a fading problem): names of institutions, committees, norms as above

**Q17 - Document features      Extract translations      How satisfied are you using extract translation templates? Do you see any shortcomings in this form of translation?**

&lt;30

Document features      Extract translations      How satisfied are you using extract translation templates? Do you see any shortcomings in this form of translation?

I'm very happy to find most of my templates are easy & feasible to use. Sometimes I need to make some changes.

I am fairly satisfied, as it is convenient to use. However, it does omit information. Sometimes it is hard to judge whether that omitted information will make a difference or not.

I generally do full translations as my clients ask for them. Only when specific information (eg, a certain person's birth details, etc.) is required from a much longer document do I translate an extract. Driver's licenses, marriage certificates, etc. are short enough anyway to just translate them in full.

I always use template, it saved time and convenience.

Inexperienced translators can be bias and/or miss some important information; the extract translation template may require information not specified from original

I enjoy using these templates and I do not see any prohibitive shortcomings from using them.

I seldom use extract translation templates, most of my work is full translation. Once I received a new job I come up with my own template and use it in future time.

At first, I used templates pretty often. Later on, I started creating my own templates, because sometimes I need to work on a different version of the document.

I always use extract translations, although I have learnt that I have to be very mindful of client's expectations as they expect a very similar looking document translated word for word. So I have to educate the client on the usage of extract translations before they agree to working with me. I only do extract translations into English.

&lt;40

Document features      Extract translations      How satisfied are you using extract translation templates? Do you see any shortcomings in this form of translation?

I do not use extract translation templates.

It provides a convinient way for the user of the translation to understand the gist of the document. One of the shortcomings would be the translator may need to do a complete translation later on so it would increase the cost.

I've never used them. I don't think it would be applicable because, as stated previously, every document is formatted differently.

I don't use extract translation templates

I have never used one. Templates for the Italian translation of Australian documents (e.g. birth certificates or marriage certificates) are available on the Italian consulate page, but clients who use them download them directly and they do not contact a translator.

I'm not comfortable using extract translation templates. I might produce extract translations on occasion but I don't usually resort to templates.

Not very useful. Most of time I did full translation

I didn't do much extract translations. I think the templates might cause some important information missing.

I generally do not use extract templates as such templates may leave out important information.

---

I'm ok with using a template given the use of standard information . I tend to use a footnote\* advising that I have changed/omitted information such as signatures and notes , different dating systems (or if I convert the date into Gregorian from Hijri /Lunar )

---

Yes, very limiting

---

I use extract translation templates for official documents whenever there is one available for the document I am translating. I have nor found any serious problems with this method.

---

Being certified only from English to LOTE, this doesn't apply to me

---

templates are useful for the majority of the documents I received from the client, such as driver's license, graduation certificate, birth certificate and national identification cards. These types of documents contain the same set of information, I can safely use the templates and just change the details. The shortcoming of using template is, I sometime forgot to check the details carefully, as there were special cases where additional information was included in the original document and my template did not have it, I only realised the omission when I proof read the translation

---

I do not use them for direct clients. I myself had a translation rejected when I previously submitted an extract translation done by another translator (this was before I was a certified NAATI translator). I only do extract translations for the occasional agency job when the agency has provided me with an extract translation template for that specific translation job. It would save me a lot of time however with many documents to do them as extract translations as formatting to reflect the original layout is often very time-consuming.

---

They are always a compromise.

---

Unfortunately, I have never been asked to use such templates. I am always asked to translate the full document. It might a requirement of my target country.

---

I prefer not to use them unless requested by an agency. Doing a translation that replicates the format of the original allows for easier comparison by end users.

---

Not particularly. To me it is more of an institutional requirement. A translator must disclose and make the client fully aware whenever s/he provides extract translation. The potential shortcoming in extract translation to me is the potential loss of information, and whether such is relevant or not is not up to the translator or language service agency to decide, but the end user (agency). My personal interpretation is that, particularly when there is no clearly defined translation brief, it will lead to a potential breach of Section 5 of the AUSIT Code of Ethics and Code of Conduct.

---

I use extract translations for when translating for agencies that use them. When I do my personal translations I do full translations. I think they are good for showing the main information needed but prefer to do full translations.

---

I'm happy using them. From what I can tell, they include all the relevant information.

---

ofcourse ... templates are very generic.

---

I havent really used this trype of template. I usually make a carbon copy between source text and translation meaning that if the source text has a table my translated document will have a table etc. if there is a signature, stamp , seal , all these will be transferred into the translated copy. i dont see any shortcomings i believe "some" documents can be translated using extract templates with no issue however i think it comes down to translator preference. i do find most clients are very picky and they will question the credibility of my translation especially when they require the translation for immigration.

---

I am very satisfied with the use of extract translations. The only issue is that there is no official rule that says that we can use them. I also called the Department of Immigration and they couldn't confirm if they were accepted. I have created a few templates for documents such bank statements and payslips, which were not included in the templates that are currently available. There should be a larger selection of templates so that everyone can use the same and the templates should be endorsed for official purposes.

---

Very satisfied. It won't cover all types of documents or include all information in the source. However, I believe full translation is still an option for any document that doesn't fit for extract translation proforma. For instance, I



use standard extract translation template to translate newer versions of Chinese marriage certificates, but will translate such a document in full if it was issued many years ago using an old format.

I am more comfortable preparing full translations, as extract translations seem to me to involve me as the translator making a personal judgement about what information to include and exclude.

It depends on what the extracts are from. If it is clear and informative, it is not a problem. The shortcomings can be that sometimes it is too simple to get the intended message.

Fairly well satisfied

&lt;50

Document features      Extract translations      How satisfied are you using extract translation templates? Do you see any shortcomings in this form of translation?

does not cover enough to translate for good information for end user because not every piece of info can be clearly translated

I think in most cases they include the most important information. However, I might need to add some additional notes in the comments section, eg, previous licence history

I am absolutely satisfied using extract, and believe that non-relevant information should not be included in the translation. For example, in my country the marriage certificate is actually a 16 page document, 90 percent of which is cultural and religious based, and not needed for an Australian end user.

I don't use extract translation unless it's necessary, and it will not cause any loss of information. For example, for some documents issued at the time when China was founded in 1940s, there could be wording related to politics. If it's a certificate, the political information is not needed. However, if it's a academic report, clients wanted to save money, and requested for only part of the pages to be translated, it can cause a lot of misunderstanding. Generally, I refuse to do extract translation.

Mostly these convey necessary information.

In this form of translation, even it is less time consuming, but there is a high chance that the translator may - by way of an oversight - keep the old translated information in the new translation when using the template.

I usually translate in full documents, so it is not applicable.

I am not satisfied at all. I don't really like using extract translation templates. I think it does not offer the context in which information is given and the style of the original document. I think this is also important when translating personal documents and I always prefer to do full translations including the format in which the original document is presented (tables, font, etc)

N/A

I am very satisfied in using the extract translation templates because I just change the personal detail of the applicant. However, I need to verify the detail at least one time before submitting to my employer (MNSW) because some information might left over from previous applicant's translation template. So I need to pay more attention to detail.

I do not use extract translation .

I've never used extract translation templates as I only do English to Japanese translation which usually requires full translation of the documents.

I always use the translation templates

None

If the templates have boxes that cover most of the relevant details/information, they can be great. However, some standard documents have a lot of 'additional comments/information' which has to be translated in the box at the end of the template. That additional information can be extensive and sometimes challenging, but the translator does not get any extra payment for that.

it's really effective and it standardises all documents

I think it's valuable but I feel that translating the complete document is more effective.

I use them only if requested by the client. In the past I have had clients who were quite apprehensive if I did an extract translation. They were worried that the document did not contain all the relevant information.

Very satisfied.

I only use an extract translation template for a driving licence because of its format (data is explained in a footnote on the other side of the card), otherwise try to stick to the original format of the document.

I would say it all depends. If the extract translation template applies to standard documents with uniform format, then it probably helps. But if they are used for other documents which are not so "standard", the level of extraction will need to be considered.

This is much easier

&lt;60

Document features      Extract translations      How satisfied are you using extract translation templates? Do you see any shortcomings in this form of translation?

I don't think there are shortcomings. I check the Australian templates and what information is needed. For example, on Egyptian Drivers' licences they mention the address and occupation. Here these details are not required

I am happy with the translation templates.

Am satisfied. No shortcomings in this form of translation.

Mostly satisfied. For birth, marriage, army listing. At times extract templates highlight, with many blank spaces, that certain (expected) information is not provided in the documents. Some additional information may be provided in the document which is not expected or included in the template, eg. Bride price/ dowry.

Very satisfied, for a birth certificate details such as time of birth, performed by doctor or nurse, person who notified birth.. are only minor information.

I don't see any problems in using extract translation templates, as long as translators are careful not to copy and paste text. If needed, full translation can always be used.

I am very satisfied with them, they clearly state what information is needed and if I think something not stated on them is important, I add that under 'Other information'

Extract translation is a good solution to resolve cultural differences.

If the extract can contain all of the information supplied in the original document, I see little need for the exact formatting of the original to be preserved. It is conceivable that a client or end-user of the translation, perhaps one who is themselves bilingual or partly bilingual, could get some value out of seeing exactly where on the original document each translated item appears, but that has to be weighed up against the extra costs of providing an equivalently-formatted full translation.

Using templates leading to the unnecessary omission of information.

I am satisfied. There is allowance for small modifications to accommodate for example full names instead of name surname

Not applicable.

I have to say I don't particularly enjoy using extract translation templates. Often it is hard to make the information on the document fit into the template and locating and extracting the correct information is time consuming. Also, I cannot start from the top of the document and work my way down. Rather, each piece of information can be anywhere on the document and I have to keep going up and down.

Very satisfied

Yes, one size does not fit all

No.

>60

Document features      Extract translations      How satisfied are you using extract translation templates? Do you see any shortcomings in this form of translation?

Very. No, as notes can always be added. The authorities also seem to accept them, as clients rarely return to ask for a full translation.

Very satisfied. Effective and inexpensive for clients

I believe extract translation templates are a very good idea. I can't see any shortcomings, just positives. While being called extract translations, they include all essential information contained in the source documents. Compared to full translations, extract translations are also easier to read as they only contain relevant information, take less (sometimes much less) time to prepare and cost the client less (sometimes much less). So everyone is a winner: the end user, the translator and the client. I've been using them ever since I started practising translation in Australia over 35 years ago. Each translator or translation agency may have their own format but essentially, they all contain the same info. And if there is no specific field for some relevant information, it can always be entered in the field called "Additional relevant information". IMPORTANT: In some countries, the concept of extract translation may not be known; they simply translate everything in full, needed or not (client will pay for it). Poland is probably one of them. Therefore, each time I provide an extract translation for a new client, I also explain to them why it's done this way and stress all the advantages of this approach to allay any fears they may have.

Very satisfied, only additional information related to bearer must be translated. The client should have a choice of a full translation or an extract.

It does not look professional to me, using extract translation templates.

Have not done extract translation for many years.

I have almost never used them. I know I could charge the client a bit less with an extract, but I think it's better for the end Australian authority if they can have a mirror replica of the original. The only time I have used an extract was for an impossibly long and convoluted divorce certificate. I saved myself a lot of time and saved the client a lot of money by using an extract form.

I do not provide extract translations as I am not satisfied with it. I try to maintain accuracy in translation, hence extract translation is not used.

Very satisfied. My clients are happy for me to use 'proformas' which contain all the necessary information. All receiving authorities (immigration and foreign affairs etc) don't seem to object to receiving the translations in these formats either.

NA

With the benefit of my 20+ years' experience, I do not have any issues with the use of extract translation templates. If the source document includes information that is relevant but not directly covered by the template, this can always be included under the heading "Additional information".

Extract translations are limited to specific requirements. However, I add certain vital info from the original documents that I feel will be useful.

I use my own templates which I can easily adjust as needed. Some agency templates are not satisfactory in my opinion as they are based on Australian documents and I need to often state "N/A"

I generally avoid using them, except if the source document is several pages long and a lot of the information is not crucial. I prefer to reproduce in full and with the same layout documents such as birth certificates.

For simple standard documents whereby materials and information provided are standardized and straight-forward. These include birth certificates, marriage certificates and driver's licences. It is really a good idea to do extract translation for it provide a clear simple picture of the information at a glance. For complicated documents or documents with information more than standard documents, extract translation would not be enough to cover all those materials. It can be confusing even if we put all those extra information into explanatory notes of the translation copy.

Yes, we are satisfied with the templates, and they are commonly used. We have not seen any shortcomings of extract translations. There are a certain number of agencies who require extract translation.

I prefer and always do complete and full translation of original document even though I know that some information is not necessary. I am not sure whether using extract translation templates is legally ok and whether can potentially impact the accuracy of the translation as per the Translation Code of Ethics

No problems encountered into English

No. I always use templates that extract information from standard documents. Sometimes, I would put ther information in the field "Additional Information".

I don't understand this question sorry.

As a rule I don't use extract translation templates (except in assignments from Multicultural NSW which require them

The relevan information is conveyed. No issues otherwise.

I am very satisfied though often the client questions it

Some relevent/ important information can't be provided unless there is no section in template for additional information.

I rarely use these because very often extracts are not accepted by government agencies as official documents. I consult with the clients and try to obtain full documents. If that is not possible I advise the client that they should investigate whether the translations of extracts will suffice and leave it up the client to decide whether they want to proceed with the translation or not.

I prefer to do full translations of documents where possible so they better represent the original document.

Yes.

Templates are provided by the agency who in turn have got approval from relevant authorities on its content and design. I have not had any issue with templates.

The essential information is provided for in the templates. Space is usually provided for any additional information. Therefore all information is translated.

I am quiet satisfied. The only problem is that sometimes when you have to work on an extract, some vital information may be left out and you are not presenting a full picture.

USUALLY HAVE TO INCLUDE A LOT OF INFO IN THE "OTHER OBS" I HAVE TO DELETE ROWS WHICH ARE NOT RELEVANT AS THE INFORMATION IS NOT IN THE ORIGINAL DOCUMENT.

clients are dissatisfied with the amount of information in the template. Clients do not like the presentation of the template format.

Satisfaction = 7/10 Sometimes the template does not allow for 2 the surnames typical of Spanish.

---

Extract templates can only be used for the types of documents that are standardised and convey some commonly important details. For such documents there is no problem, especially when provision is allowed for added comments.

---

I think it is very useful, never had any rejected except the I made an inadvertent error. Institutions requiring these seem to be tolerant of certain spaces not being filled in as they are no on the original document (e.g. Religion on some). The only downside is the very poor rate of payment for them (Immigration), so a \$15 job leads to \$15 attention, and doing them too quickly.

## Q18 - On what occasions have you not translated a template but translated full documents? What were the reasons for this?

&lt;30

On what occasions have you not translated a template but translated full documents? What were the reasons for this?

If the document is from Taiwan/ Hongkong. Expressions and/or systems in those areas are not exact the same sometimes with mainland China.

I only use templates for driver's licenses. For other documents, I translate everything to avoid potential future problems.

I generally use my own templates for full documents. In many occasions, the full translation is desired by the client.

N/A

extract translation was not sufficient and the agency sent back for full translation

For academic transcript where the client specifically asked for a full translation as the university required it.

N/A

Sometimes when I could not find a suitable template. Sometimes when the available template is not good enough.

When translating into English, I always do extract translations of personal documents. I might not do it for family books as we don't really have any official templates (that I know of).

&lt;40

On what occasions have you not translated a template but translated full documents? What were the reasons for this?

I always do a full translation of everything that is provided to me.

if the document is short, then it would be cost effective to do full translation.

Every document I translate I translate from scratch. The only 'template' I have is a previous translation I have prepared. I have never heard of templates. They were certainly never discussed when I did my translation studies at university in Australia (10 years ago).

Australian personal documents are quite straightforward to translate and have now created my own templates for different formats.

I always translate full documents, including stamps, etc.

I'm afraid that extract translation templates might omit important information and affect the interpretation of the document as a whole.

Almost all of the documents such as contract, certificate, agreements

I always translated the full documents as most clients required so.

I prefer doing a full translation of documents and producing translations matching the format of the source document. I almost always do full translations.

perhaps on 2 occasions and that's mainly due to the fact that I didn't have a template and then worked one out.

No

---

I translate full documents when I realise that the information contained in the document does not fit with the headings given on the template.

---

I always translate full documents as I translate from English to LOTE

---

I will not use template for documents that involved specific details or documents that come in paragraph format such as company internal documents, legal documents, personal statements and bank statements, where different agency may have different layout and format

---

On the few occasions I have been asked by an agency to do an extract translation, then I have done the translation as an extract, and included other key information from the source document in the 'Additional Essential Information' box provided.

---

I always go for full translations if permitted by the client as they represent the source most truthfully.

---

See previous answer.

---

I always almost translate full documents. I do partial translations of pay slips for example when the information needed is just the employee, employer, date and net pay (the rest of the lines not required for the purpose of showing employment dates and income).

---

With personal documents, I always try and explain to clients, particularly individual clients that there are two options, i.e. extract translation (I usually use the templates provided for by AUSIT) or full translation and the differences between the two. In the past, almost in all cases clients chose full translation. I assume this is out of the fear of losing potentially relevant information. However, when working for agencies, I am usually given instructions as to whether extract translation or full translation is required.

---

For personal translations I do full translations as that is what the clients want and I feel that full translations are better as all the information is there rather than some of it. For agencies I only do full translations when requested.

---

Never or at least not in the past few years.

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Depends on what client ask for .

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usually most legal documents are translated in full with nothing omitted. the reason being the lawyer wants as much detail as possible.

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I only use extract translations for long documents where the client needs to proof only a few details (employment, address) or for documents that are longer than 200 words (registry certificates that are more than 1 page long). Clients prefer full translations.

---

1. Clients request full translation. 2. Document in very old format that contains limited information and therefore not much useful information can be extracted. 3. When there is not any uniform format of a document, like Chinese police check and death certificate, which are presented in different formats/layouts when the issuing authorities differ.

---

I usually tend to prepare full translations of documents.

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When the documents are not clear enough to reflect the intended message, and therefore I need to translate the whole document for people to understand.

---

I was asked to translate fully a document by a migration agent.

On what occasions have you not translated a template but translated full documents? What were the reasons for this?

it is too less info because there is limitation to translate the entire content due to terminologies and vocabulary shortage

Mostly documents needed by a court, eg marriage cert, house title, etc

when requested by the end user

Most of the time, I translate the whole documents. Words on the documents are there for a good reason, I believe people who don't understand the original have the right to know what's on there, if it's been requested to translate.

Due to instructions by the Customer, full translations are done.

The amount of information in the new document exceeds that in the template.

As explained above, I prefer to do full translations. I have found that when trying to extract information from a document, the likelihood of leaving the right information out increases.

N/A

For example, driving license, in some cases, I have been asked to translate the full detail of the driving license, rather than translating the extract information from the original document. The main reasons usually the clients do not need other information and they just need the required and necessary information so they can save the translation cost as well.

I translate the full document at all times . I ask to be given the full document if I have to translate any document. Template documents and translations of template documents does not represent the full document . The end user cannot know what the document holds just by seeing a template translation.

All the time. I only translate from English to Japanese.

Never

The last example was a police clearance. It was so short that it was easier (and clearer) to do a full translation than an extract. Also, I think that it is easier for the recipient of the translated document to compare the full translation to the original than it is with extract translations on a template.

clients requested

I don't use a template the majority of the time as it's not a requirement.

Most documents (as above)

Only when specifically asked to provide a full translation, or when the document doesn't qualify to be translated as an extract.

Agencies usually ask for the document to be as close to the original as possible. As I said before, I usually translate full documents unless I'm sent a template by the agency.

Mostly if the documents are used for government agencies or for legal and financial purposes because extract translation might skip some information that from a subjective view or in ordinary cases seems not so important but in fact it could be very important. A full translation will enable the readers to have an impression of the whole picture and a good object for comparison so it will probably provide an easier way to help them locate the information they want.

Birth certificates, drivers licences, academic qualifications. This is what the client or the agency wants.



On what occasions have you not translated a template but translated full documents? What were the reasons for this?

When the authority or Department that requires the translation needs it in full. For example I'd translate a Divorce decree in full if the couple needs to mention the exact dowry. or Marriage certificates issued by religious authorities

When birth certificate translation is required for entry to workforce in defence and police services.

I had a rental agreement to translate and the client asked me to do extract translation but I made sure everything is translated. I thought all information is needed.

Personal letters, often between spouses, official letters to persons giving permission to travel, land sale and rental agreements, letters explaining refugee circumstances, sms message communications for migration purposes,

When the instruction is for full translation.

When a document is reissued as a duplicate document some years later after the original, it may include additional information, which needs to be translated. Any document that does not fit the standard template is best translated in full.

I have started doing extract translations before, mostly of medical reports for insurance purposes, where so much information is required, I might as well type the full document. I will communicate this to the client, and they will usually ask me for a full translation. I never do it without checking first.

Court Orders, Child Support Maintenance Order and orders/documents/agreements that relate to welfare/pension.

These are probably too numerous to mention, but they are for three main reasons: 1) the client (or their end-user) asks specifically for a full translation; 2) the document is in the form of a letter or other personal composition (for instance, a work reference or a statutory declaration); 3) the document contains abundant information which cannot practicably be included in an extract template - these would normally be educational qualifications, work experience documents, references, etc.

Whenever there are no agents in between.

Only when requested by the client

I don't have any template to translate a document. I translate the document according to its format or the client's requirement.

My translations are always full translations unless an extract is requested. I have my own full-document templates for the majority of document types and I find it easier to work with these.

No templates available

I adapt my template (adding more fields) for private clients because they usually expect to get most information given

N/A

>60

On what occasions have you not translated a template but translated full documents? What were the reasons for this?

When requested by clients. Some clients are concerned to get everything right for the Australian authorities are are not convinced when I tell them that extracts translations are accepted.

Some SS countries require full translation of personal certificates

It may have happened twice to me over the years: once a police-clearance certificate with the client claiming that the immigration officer he was dealing with did not want an extract, and a birth certificate on another occasion, where the client did not have another particular reason. I guess coming from a country where they don't normally do extract translations made that client feel better with a full translation. So the percentage is extremely negligible.

Only when there is no template for the document. Some clients choose not to use full translation but expect translator to get enough information to fill in the template.

In Viet Nam, there are so many different versions of birth, marriage, identification and academic certificates, due to the variation of local government authority and structure. When translating, I always type setting the translated document exactly as the source one, to clearly make it authentic.

Most of the time, I do full translation for my private client.

As above. I nearly always translate the full document.

I always do full translation.

When the client requires it. When there are no 'proformas' that fit exactly, like military service certificates e.g. MNSW requests that I translate Egyptian driver licences (or other documents) where there are no legends, as full translations.

The information provided in the source document is not suitable for a template.

(i) Where the source document performs the function of a civil status document but has been issued by an authority other than a registry office (e.g. substitute birth certificates issued under court order, or death certificates issued by a hospital). (ii) In the case of lost or stolen driving licences, where the driver has obtained an official extract from the national drivers licence database which contains all the licence details but explicitly states that it cannot be used as a driver's licence.

I do translate full documents for personal clients but for corporate clients I have to go with their template provided.

If an agency requests the use of a template I use it, regardless of my opinion about its relevance. I have sometimes then made a Translator's Note adding relevant information which has not been covered by the template.

See above.

For my own jobs, i.e. jobs obtained by myself, I prefer full translation to avoid any queries or question made from clients. For jobs provided to me through agencies, I will have to consult and discuss with them and suggest doing full translation if the documents are really complicated and that information contained in the documents cannot be fully covered by standard template.

When the client specifically requested for a full translation. The client would want to use the document in Thailand, and they require full translation in Thailand.

Hungarian authorities do not accept extract translations in general, so a full translation has to be presented when translating into Hungarian.

If the document is, for instance, a record of birth but not a birth certificate document. That document could have additional information and/or missing data included in the template.

Idem.

I prefer to mirror the source document as I feel this is more professional. I have developed full translation templates (not extract) which allow me to just fill in the details where applicable.

When requested by the agency that normally uses templates, otherwise, any document translated outside of agency is translated in full.

Only when asked to do so

Template for divorce decree/ certificate: The source document is the final divorce order of the Arbitration council/ Court in its chronological order sheets or in an adjudication copy which may not provide the information required in the template; so the entire document is required to be translated

---

I always translate the whole document as it appears in the source language. On occasions, if there is information which is not really relevant to the understanding of the document, but this information, if translated would dramatically increase the cost of the translation, I consult with the client to ascertain whether they are willing to pay more or whether they are satisfied with the extract of the translation.

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Only if I have done so in error, not having read instructions correctly.

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Only when the client specifically requests a full translation rather than an extract translation. It should be noted here that templates are applicable to Italian&gt;English translation. For English&gt;Italian translations extract translations are not acceptable so full translations must always be provided.

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It happens when the agency accepts a Source document as a E.G. birth certificate but it turns out to be a Hospital release certificate for the mother after giving birth to her baby. In that case I'd advise the agency and act as their instruction; that is, either do a Full Translation or return the document at the client's request.

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Non-standard documents with no existing template such as Immunization records, Academic qualification, Guardianship, Medical report, Court Order (e.g. Divorce Order).

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Never

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WHERE THERE IS A LOT OF DIFFERENCES IN THE CONTENT

---

On a HR certificate, the template could not capture the information in the certificate, so I had to translate it in full.

---

When a client contacts me directly, I always translate the full document as that is what they require. In the case of agencies, they usually want a full translation. If they send an extract template then I am very happy to provide it.

---

I have only done these for government departments that provide such templates. The department tells me whether a full translation is required. At the end, if the translation is to satisfy a certain authority, it is up to the authority to allow the use of templates, not a decision of the translator.

---

AHPRA requires full translation of medical qualifications and has a detailed list of requirements of translations

**Q19 - Quality      What do you consider to be the quality criteria in the translation of official documents?**

&lt;30

Quality      What do you consider to be the quality criteria in the translation of official documents?

Accuracy.

Accuracy. Pertinent (to the intended purpose of the document).

Accuracy, easy to read, mirrors the basic formatting and layout of the original. From a Japanese point of view, the document needs to be translated word-for-word. Japanese people are very fastidious about "exactness", so I pay attention to even the smaller details. I suppose this is a language-specific point, however.

The meaning of the words. Speed of translation. Price mark.

accurately reflecting the information from the original document; a standard valid style of translation

No spelling errors. Official terminology. Understanding of source and target institution structures.

Accuracy, speed of response and delivery, data safety

Accurate, clear, understandable.

Accuracy of personal information and spellings. Essential information is not missing.

&lt;40

Quality      What do you consider to be the quality criteria in the translation of official documents?

It is essential the translator understand the contents of the source document and offer a translation that is concise (space limitation is unique feature of document translation) but still flows well and makes sense.

easy to understand

Accuracy

They need to be accurate

Accuracy is the best indication of quality for the translation of official documents. The translation has to reflect the content and layout of the original document as much as possible. Authorities are very strict and there is not too much room for creativity.

Not sure.

Accuracy and formatting

Complete and accurate.

Accuracy.

covering the identity of the subject/client, name, dob, place of issue , country of issue, dates.

## Accuracy

In the translation of official documents I consider accurate transfer of the information to be the main criterion.

Accuracy, being faithful to the original document

I usually focus on 2 criteria 1. accuracy - must accurately reflect the content of the document 2. neatness/easy to understand, where translator should endeavour to format the translation that prints out neatly and all the translations should fall into the same/similar position as on the source text document

accuracy; and ensuring full translations reflect the format and layout of the source text

In addition to completeness and accuracy, the end user has to understand what the document is about. Usually not a problem in standard personal documents.

I would consider a quality translation to be faithful to the original while fulfilling its function in the target country.

Accurate information that conveys the correct details required for the purpose the translation is to be used for. Stamped and signed with NAATI stamp and certification statement in the footer. NAATI stamp on copies of the original documents in LOTE if required.

I think the AUSIT definition of accuracy applies here and indeed to all non-literary translation, i.e. optimal and complete message transfer into the target language preserving the content and intent of the source message or text without omission or distortion.

Accuracy and fluency. The official information must be translated correctly, especially as these documents are used for visa and licensing purposes. They also need to be fluent so they can be understood

In my opinion, accuracy is the quality criteria of official documents.

I do a review.

quality is a professional document that mirrors the source text. it should be well layed out, accurate, preserves the original content

Readability and accuracy.

Accuracy and consistency. However, I would say different QA models may be employed for different types of documents or maybe for different languages. And I strongly would not encourage to depend on a sole translation standard system, say EN 15038, to evaluate and assess the quality. They may apply to certain language systems, but not all. For example, quality control by back translation is not fully applicable when it comes to Chinese-English language pairs.

Accuracy and completeness.

Concise, Formal, Informative, and Details Accuracy

It has to be accuracy as you can't have a second guess with people names, so I usually ask clients to transcribe theirs prior.

&lt;50

Quality What do you consider to be the quality criteria in the translation of official documents?

terms correctly translated aligning the context, well organised Text order to render correct meaning and accurate content and intent

Ensuring that it is a true translation to the best of my ability

Exact transfer of information from the source text to the target text. Appropriate choice of terminology, vocabulary, idiom, and register in the target language. Appropriate use of grammar, spelling, punctuation, and syntax, as well as the accurate transfer of dates, names, figures, etc. in the target language. Appropriate style for the purpose of the text

---

Completeness  
Accurate, clear, and make necessary notes. For example, in Taiwan, years are noted not by western calendar year numbers. They are listed on whatever document by subtracting 1911. That's why on a Taiwanese licence, the date of issue can be 11th May, 109. On the translation, I write down 11th May, 2020 with a star sign, and make a special note, so they are not surprised how the years are calculated.

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Accuracy as per source document

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Accuracy

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I think accuracy is the most important thing.

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- Accuracy of details - Use of equivalences or explanatory notes when required - Providing the same format and distribution of information in the translation is important to me.

---

Accuracy of meaning

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(i) Translators need to be NAATI certified or practising recognised translators, (ii) they need to be a attention to detail person and (iii) they have a reasonable length of translation work experience

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Official documents when translated from one language to another must reflect the total information held in the document that is translated. Nothing other than essential explanation needed to understand the document should be added. no information what so ever should be left out. "Lost in Translation" should not happen.

---

Accuracy and conciseness

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accuracy

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Thorough knowledge of terminology and satisfaction of the translations to the utmost accuracy. In interpreting, we don't have time, but in translations, one must be thorough and research.

---

Completeness, accuracy and similar presentation (formatting) to the source document (table with the same boxes, text over the same number of pages as the source). Translators should be educated as do translation agencies staff and eventually clients as well, as to how translations are or should be done to achieve uniformity across all languages and all translators and agencies and so that the agency staff can respond to clients' unreasonable or unacceptable requests. At the moment, each and every agency has different requirements which is difficult for translators to learn if they work for a number of agencies and if they work for some of them only occasionally. Some have templates, some do not. Some have letterheads, some do not. Some insist that every single word has to be translated (stamp duty, clauses, paragraphs of acts, even certification by a JP and printer's details - which are clearly not part of the document), some agencies send back the translations for 'corrections' because they think that something may be wrong (for example: as we all know, English grammar is simple compared to the grammar of a lot of other languages. In some languages, nouns have different suffixes depending on the case/preposition, place in the sentence etc. which in the translation into English always appears without suffixes and looks different to those who do not know the source language), and some agencies never send back translations for corrections. Another thing that some of the agencies require is that the translation be printed and the translator stamp affixed to both the translation and the source document, signed, both to be scanned and sent to them. When they receive them, they reply and thank the translator for the 'first draft', inform the translator that they would check it (agency staff that does not speak the LOTE) and then send it to the client to 'check' when the client does not know what they are supposed to check and gets the impression that they can request whatever changes they want. So, if there is an error that needs to be corrected or if the client and the agency insist that the translator add a translator's note (usually about the client's preferred name spelling), then the translator has to go back to it, print, stamp, scan etc. all over again which is a waste of time and money, after all. My suggestions to provide the 'draft' as they call it in Word only until 'approved' by the client, have fallen on deaf ears and I continue doing this silly thing and feel stupid. Agencies do not understand it at all.

accuracy, understanding the systems of the original country

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Accuracy, quality, precise language

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The document must contain all relevant information and be neatly presented.

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Using correct institutional names, word choice, accuracy.

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Accurate, complete, as close to the original as possible.

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Accuracy, completeness,

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Accuracy

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&lt;60

Quality      What do you consider to be the quality criteria in the translation of official documents?

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Accuracy and honesty. when something is not clear I'd rather put "illegible" than guessing and having adverse impact on the person's affairs. I prefer to add my NAATI stamp on the Arabic document as well as the English translation.

---

Conveying the full information as per Australian standards.

---

A quality translation is an accurate, precise and transparent translation.

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Accuracy, completeness, ethically translated

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With exact meaning of the source document, decline translation when in doubt either authenticity or damage of document.

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Attention to detail and accuracy are the key quality criteria in the translation of official documents.

---

Relay the correct information, maintain the same layout (as much as possible), double check the information, if anything is unclear, check with the client (especially with handwritten documents), make sure the correct terminology is used.

---

Accuracy.

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Accuracy. Exhaustive inclusion of all relevant information. Clarity. Good and correct English usage in TL. Research in authoritative sources of any ambiguities or difficult terms/concepts in SL original.

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The translation should have the same format and content of the original

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Accuracy

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Accuracy, equivalence.

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Accuracy and clarity.

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Accuracy Integrity

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It

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a high level of accuracy

Quality      What do you consider to be the quality criteria in the translation of official documents?

Accuracy and clarity.

Accuracy: numbers, names, dates, information about signatures and stamps Notary, JP or other legal comments need to be fully translated

In a nutshell, to me quality in translation is basically about the professional presentation of translations and their linguistic accuracy. The final translation product should be of a high standard, and not requiring further attention to improve its quality and presentation.

Exact meaning of source document.

Eligibility.

Accurate, complete, no omissions, changes and additions.

Formatting must be identical. One hundred percent accuracy, no less. It must make complete sense to the English-speaker receiving the translation and convey everything that is in it (except perhaps the details of the printing company). Following the AUSIT Best Practices for the Translation of Official and Legal Documents.

Accuracy, faithfulness and smoothness. language proficiency,

Faithful translation. Accurate translation. A translation that copies exactly the format of the source document, so when the reader looks at the translation they know it belongs to the relevant source (specially in the case of full translations).

Absolute accuracy Rejection of any source document whose authenticity is in doubt

Name, date of birth, place of birth or death , sex and parents names and address are quality criteria in birth/death certificates. In other government documents it is important that Australian punjabi community understand the intent of the documents.This is achieved by proof reading and checking by a second translator.

Accuracy, completeness. I also like to make the document adhere to the same format as the original so that the reader can easily compare the documents.

The question isn't clear to me, but I could interpret it as meaning that accuracy is very important.

Word for word, sentence for sentence are almost the rule of thumb in translating an official documents. When we translate, we are trying to stick to the meaning of the source text literally as much as possible. That means when we back translate the copy, it almost more or less comes back to the same meaning of the source text. While we should be strict in accuracy because they are official documents, we do not undermine the fluency of the translated text.

1. Accuracy of information on the source document i.e. spelling of names, places names, dates, identification numbers, etc. 2. Contains all the necessary information. 3. Meet the requirements of the departments who use the translation in terms of format and protocol.

Accurate translation of tricky terms to comply with target language culture and conventions, readability, clarity, quick access and visibility of essential data.

Accuracy of data, clear presentation,

Conversion of dates, transliteration of names, and addition of information that not captured in the template.

To convey the exact meaning.

An exact rendering of the meaning of the original document .

All translated details must be correct and reflect the details in the source document.



Ensuring that there are no typos in names, places, dates, etc

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The translation standard needs to be parallel to the standard of the source text especially with legal documents, government circular/ memo etc.

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Accuracy of information and appropriate equivalents in either English or Croatian.

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To be reproduced as close as possible to the original document.

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100% accuracy and format that respect the SL document.

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Accuracy of translation and clarity of information in every dimension.

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Accuracy of names, dates, events

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The problem is that usually the source document is full of errors and inconsistencies. Sometimes the agency claim that they are not familiar with certain terms in the original document such as the Sacra Rota and they make me explain and then they penalize me because they claim that they had to do extra work.

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ALL INFORMATION IN THE SOURCE LANGUAGE IS TRANSLATED IN THE TARGET LANGUAGE

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accuracy

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Translate the original into comprehensible English without adding or subtracting anything. Make sure it reads well. Get the names and numbers right!

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True and accurate; Complete and exact if so stipulated by the client.

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Precision and not adding extra information - if the city of issue is not mentioned it is not translated even though an extract translation pro forma will ask for this. Most serious quality issue is representing educational or work qualifications in a way that will be understandable to Australian institutions - a source-text oriented translation (which most official documents are) becomes a target-reader oriented translation and the question of how much foreignisation will still be acceptable in the target text

## Q20 - Do you ever have difficulties meeting what you consider to be quality standards?

&lt;30

Do you ever have difficulties meeting what you consider to be quality standards?

Rarely.

Absolutely. We are limited to our own perceptions. Even for just one word, different renditions exist. It sometimes can be hard to define accuracy.

No.

Poor translation. Not follow the Khmer grammar rule and when I challenged that, the senior translator said 'they are older than me, so I have to remind in silent'

the quality of the original document varies, not all documents have a standard way of translation eg statutory declaration

No

Speed of response. Sometimes I failed to respond to a client's translation request because I didn't check my email box frequently.

Sometimes even after checking two to three times, I am still not quite sure whether my translation is correct.

Sometimes if the handwriting is illegible.

&lt;40

Do you ever have difficulties meeting what you consider to be quality standards?

yes, because you don't know who would be reading your translation.

No

Only when hand writing is hard to understand in old documents

I don't think so.

None.

Sometimes the formatting is quite complicated

No.

No

I do in terms of officer's ranking, as i struggle to find equivalent . some names on official seals are not visible (depending how old some documents are) so its hard to guess. (i include that in my footnotes)

No

I have not had difficulties meeting these standards in document translation.

No

The difficulties come when there is hardly an equivalent of the source text lexicons in English and the chance of misunderstanding/confusion increases whenever I have to paraphrase or look for a similar term, this is commonly seen in the disclaimers and government administrative structure aspect, where some of the concepts do not exist in English

no, besides spending the necessary time to research and also recreate the format and layout of the source

No

When the client is aware of what the translation process entails and when their request is specific enough, then, no. Difficulties arise when the client asks for elements to be added/removed (and this happens not infrequently).

No

Occasionally I find it difficult to fulfill my mission of providing quality translation when the source document is not clearly legible. In this case I can only render "illegible" as it is the only thing I can do.

Only when the copy of the document is not very clear and parts of it need to be written as [illegible].

Rarely. I think this is owed to the fact that German documents are usually very concise.

No

when the original text is a very complex table it is very hard at times to try and reproduce a similar layout

Sometimes due to the quality of the source text.

Hardly any difficulties.

Yes.

Yes, sometimes it is hard to be concise as there is no equivalent term in the other language.

Occasionally with certain Arabic countries as they may use totally different terminology but thanks to the Internet there's less hassle in searching for the accurate meaning.

&lt;50

Do you ever have difficulties meeting what you consider to be quality standards?

yes due to low vocabulary, difficulty finding standard dictionary, have to rely on internet and google translate mostly which result in substandard quality the literacy level of the readers is mostly low, so to produce translation to suit them have to compromise the quality because accurate translation using equivalent terms and similar flow of language as the source (English) just becomes too hard and less usable

Yes, there are terms, phrases that I am not aware of an equivalent for them in the other language

No

Yes, when it's too technical. Even when I tried to learn about the area. I don't get what they mean. I can only translate word for word, but I feel like it may not be high-quality.

No

No

No.

Establishing equivalences is always a challenge, but I have gained enough experience to tackle this type of issues. My standards (specially around format and the research required to establish equivalences) require a considerable amount of time, which sometimes can be a bit taxing.

Not really

No because I meet those quality standards.

No , Not yet.

No

Never. I find other translators doing a substandard job at times. I feel they should not take this as easy money and go justice to their occupation (if they don't consider this profession)

As long as I understand what each and every agency expects, I can comply. Unfortunately, they often do not know what they are doing or why or how it should be done - as I explained above. There is frequent turnover of agency staff as shuffling documents in languages one does not understand is not an easy job, but it is a low paying and dead-end job. So even when a translator manages to get through to a particular staff member and makes them read their resume, understand the quality of work they provide etc. that staff member leaves and a new one is employed from the street, usually one that has no clue of the industry. In my experience, agencies do not provide them with a lot of training and new staff members are not given translators' resumes and other documentation to get to know them. They will go to the NAATI Directory and pick a translator (based on what, no one knows) which may or may not be a good one regardless that they are certified. Some agencies have a number of translators for the same language and they 'rotate' work among them trying to give each of them an equal amount of work. Some agencies have their preferred translator and give all the work to that one. I have a problem with the 'rotating' system because not all certified translators are equally good and then it so happens that I get to check someone's work instead of having got to translate it and I cannot believe the substandard quality of their work. It is much harder to check such translations than to do them from scratch.

no

No

Sometimes, especially if there's lack of research materials.

Accuracy - in case of cultural differences.

No

Yes, because of the poor quality of the original document

&lt;60

Do you ever have difficulties meeting what you consider to be quality standards?

Most of the times, no. Only when it's hard to read the document and make sense of the words.

Yes, when required information is not available on the source document.

No

No, except If it appears that a document shows signs that it may have been changed, I will make notes about difficulties with illegibility, possible erasure etc, but only as notes, and will be careful not to judge this, as I am not a document expert.

No.

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No.

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No, but diplomas, degrees and list of marks can be challenging when subjects are abbreviated and it is hard to find the correct terminology online (on the University's website etc).

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No

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Italian is my SL and my comprehension of Italian is definitely weaker than my comprehension of my TL English. My general knowledge of Italian institutions and practices is weaker than my knowledge of Australian institutions and practices. As a consequence, I need to rely on reference sources to clarify any language elements, institutional elements or conceptual elements in the original documents which I do not understand at first reading. Such research can be quite simple (for instance, checking abbreviations for Italian provinces). Or it can be quite difficult (for instance, finding good English equivalents for Italian university course titles). These difficulties affect my ability to deliver the criteria of accuracy, exhaustive inclusion, and (of course) adequate research.

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No

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no

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Yes, achieving an idiomatic and equivalent translation is challenging.

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Only when the source document lacks clarity, does not clearly state particular information, or the quality is poor with illegible parts, etc.

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No

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No.

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>60

Do you ever have difficulties meeting what you consider to be quality standards?

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Agency editors sometimes make minor changes to my work, some of which I disagree with. One example is that they say I should not write 'female' for the gender if it is not explicitly stated, even if the surname ends in -a in Russian, which is a female ending. I accept changes unless they distort the meaning and do not argue.

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No

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No, I don't actually. I'm probably helped here by the facts that I take pride in my translation work and always pay attention to detail in whatever I do. Consequently, I never release the final product until I'm completely satisfied that it meets my quality standards. As part of the process, among other things, in cases where a source document (and its translation) contains a significant amount of detailed information (many personal names, dates, numbers, digits. etc), I usually get a fresh pair of eyes to do the checking for me.

---

The difficulties are selecting the exact meaning and choice of words.

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Yes. Sometime I rang client to clarify whether I read correctly, as some documents were in poor condition, or the scanned version is in not good quality.

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No

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It's not always easy; if I find nothing online I can consult colleagues, as well as the client, but I usually find a solution.

---

Yes

Never

Yes, when source text has spelling errors, missing information, illegible text and complex sentences and punctuation errors.

No

No

Not significantly. I have recently had a protracted discussion with the client about the translation of a term explaining the shape of a pill. I was asked to use the term used in the US but stuck to my guns and stated that the term I have used is the correct translation. I think that was a quality standard issue.

Yes, but that might just mean I have to spend as much time on a single phrase as I do with the rest of the document.

Not really. I am trying my best every time.

No.

Usually not. As you build experience and you translate a higher diversity of documents from different countries and sources it becomes easier over time.

No

Not really.

Not really.

No

No.

No

The mood & gravity of the source text sometimes become difficult to reflect in the translation

Not really. So far I have always managed to provide quality translations by communicating with the client, wither directly or via the agency which has contracted the work.

No.

The difficulties are: 1) with documents that are partially or wholly handwritten - sometimes it is impossible to achieve 100% accuracy because of unclear handwriting; 2) poor quality documents - the scan or photo copy or even the original is faint, faded, stained, torn or otherwise mistreated and cannot be read with 100% accuracy; 3) sometimes even on good quality reproductions stamps, seals and signatures are not 100% legible.

No. I have a long background in administration positions in the IT industry.

I have not experienced

No not really

I TRIED MY BEST ALWAYS

no

If I have any trouble with a translation, I contact the client or agency and discuss. As above for some medical documents, I decline work that I feel I cannot translate satisfactorily. This happens only rarely.

No

See comments on educational and work documents; in those areas quality equals understandability so that is what is aimed for



**Q21 - Have you ever attended any course or professional development that deals with issue of official translations? Please give details.**

&lt;30

Have you ever attended any course or professional development that deals with issue of official translations?  
Please give details.

No I haven't but I would love to.

No.

No.

Yes, I obtained Master in the Khmer Language from the Royal University of Phnom Penh and a Khmer teacher at CALD school here in Australia

no

No

During my study at UQ in Chinese Translation and Interpreting, a part of my course dealt with official document translation. We've been given examples of Police Check translation to mark errors.

Sorry. No, I have not.

No

&lt;40

Have you ever attended any course or professional development that deals with issue of official translations?  
Please give details.

I'm unaware of any such workshops.

no

No.

No

No

No.

Nil

No.

Yes, I have a Master's Degree in Translation and Interpreting.

no

NO



The seminars and conferences I have attended have dealt with the translation of scholarly and literary works, as well as interpreting.

Yes, a course on Legal translation run by Monash University that covered official translations of private legal documents and official certificates. This course was in February 2010.

No, I have not yet had a chance to take any PD or course on official translation

Master of Interpreting and Translation Studies (Monash University)

No, but I manage a government translation service that involves the translation of 12,000+ personal documents each year

No

Not apart from a brief part of the Masters in Translation course at Monash Uni that I studied.

No, not particularly.

I completed a Masters of Translation and Interpreting at UNSW. The course was great but did not actually cover official translations, which was a shock when I enter the "real" world of translating as the majority of my work is official documents. I had to do a lot of research into what was needed for official document translation and found the AUSIT guide on translation useful. My initial induction at MNSW briefly covered official document translation, but basically how to fill out the proforma they provided.

Never.

NO

NO

No, I haven't heard of any. AUSIT has published some guidelines which I use, but I think that in general this topic has not been examined extensively.

No.

Yes, as part of a master's degree in translating and interpreting

Yes, community community from university course.

No

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Have you ever attended any course or professional development that deals with issue of official translations? Please give details.

no

No

No

No. I acquired my qualifications through university. We were taught basic information of official translation.

No

No

No. But I exchange information about the issues of translate official documents and how to address them with other translators sometimes.

Not specifically on official translations, but I would be very interested, as I seem to have developed my own standards and ways to tackle difficulties. It would be great to know what are the official recommendations and what other colleagues are doing.

No

No

NAATI and AUSIT professional development courses when it happens in Sydney. UNSW had organised some along with AUSIT and NAATI. Multicultural NSW , in their Paramatta premises, has also organised a few professional development courses which I have attended. I had also attended a NSW Health Seminar on domestic violence being a health issue, in Luna Park some time back..

No

no

None The people who set exams on my language use the term 'bilingual' for linguists. They haven't changed it in 15 years that I've been telling them to. It is futile learning from people who can't fix their mistake (ego or losing face issues), but we have recognised interpreters setting papers for NAATI. Don't think they can teach me much. I learn from daily attendance at courts, transcribing work, and my own zeal for excellence. NAATI wants to pay me \$60 to set an exam for new linguists that shall be a 10 hour job!!! You pay peanuts, you get monkeys.

Except for the induction session at Multicultural NSW (when it was called CRC) and TIS (when it was still based in Sydney and did document translations), I have not attended any course which specifically addressed personal or official document translation.

yes, workshop on official translation organised by AUSIT

I did a NAATI workshop when I first obtained my accreditation.

No

No

No, I haven't.

No

&lt;60

Have you ever attended any course or professional development that deals with issue of official translations? Please give details.

During the course I did in 1992 at Deakin University, Melbourne, we had some training about translating official documents. I do my own professional development through researching and reading to keep up to date with any changes that happen. Thank God they started using computers in Arabic countries rather than handwriting of personal documents.

No

Yes, AUSIT Translation Seminar.

I think I have been to one training only

None.

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No, I haven't.

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No

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Post Graduate Diploma/Master Degree Courses in Interpreting and Translation from UWS. Professional development workshops for translators.

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Aspects of official document translation were considered during my Graduate Diploma in Translation and Interpreting at the University of Western Sydney in 1999. Official documents also appeared (though rarely!) during language classes and translation exercises in my Bachelor of Letters degree in Italian Studies at the University of Western Australia in 1992-1997. Unfortunately, the UWS course did not offer a lot of language-specific Italian&gt;English class time, so there were limited opportunities to work with teachers and colleagues on the challenges of official document translation. I've benefited from reviewing my translations with Language Services editors at the Community Relations Commission and Multicultural NSW, but never has that been with an editor/translator who shares my language pair. When my MediaLink editor at Multicultural NSW was Ross Leighton, I had many valuable exchanges with him about Italian&gt;English translation and summary ... but that was not exactly directly related to official document translation.

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No

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no

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No.

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No.

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No

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No

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No.

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&gt;60

Have you ever attended any course or professional development that deals with issue of official translations? Please give details.

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One. A session with Sarah Wentworth, possibly at a conference, about translating official documents, I believe from French and German. However, I don't have the details.

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No, learned from experience

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No, I have not. I found another way. I first learnt my craft and honed my skills during my full-time work at the Immigration Department's Translating and Interpreting Service over a period of 16 years under the guidance of a Cambridge University graduate (UK) with a MA in Linguistics, who himself held NAATI accreditation in four languages into English. Apart from translation work of my own, in later years I was also involved in quality control and ran sessions for the Service's contract translators aimed at providing them with feedback on the issues of quality, presentation, etc.

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Never, will love to attend if there is such a course.

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I did attend the Advance Diploma of Translating, but those days topics like this were not included in the curriculum.

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Yes, just once or twice.

Not exactly, but I attended an online course from France explaining all principal official documents that they put out, including birth and death certificates, marriage certificates and so on. This really helped me to understand what it was the certificates try to convey, how they can make amendments to a certificate and so on. It also went into the international aspects of using those documents. I would like to find such a course for a German-speaking country.

I am currently still on Multicultural NSW translator's panel and have always received information about translating official documents. I had been on NAATI translation panel for 15 years and been involved in all sorts of discussions.

No

No.

No. I have however had the benefit of translation supplier guidelines to assist me over the years.

NO

No

Yes, when I first started working with CRC (now MNSW), and an AUSIT workshop.

No. I had not done any course on this.

No.

No.

I have never attended a course or professional development, but started my professional career working in the TIS Sydney office in the translating section, where I was taught how to present translations, what are the important criteria and data presentation.

I can't recall any course on translation. But I have been undertaking translation of official documents for over 35 years.

No I didn't, but I guess that you prepare for the NAATI exam you have to be well aware of this, through Ethics. I don't remember exactly also translating my first official documents but I guess I went online and did some research.

No

Not recently.

No

Yes, machine translation

No

No.

No.

- Translation Workshop @ MNSW. My products have always been accepted without any major drama. Sometimes the Editor may instruct/request me to write/add information. In such cases I advise the Editor of my decision to accept or reject the instruction/request and act accordingly.

No

No never

YES - DURING MY OWN TRAINING

no

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No

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No

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Um, have presented myself...

**Q22 - If you have not attended any such training, do you consider it would be valuable?**

&lt;30

If you have not attended any such training, do you consider it would be valuable?

N/A

Yes, I do.

I suppose it would be if it was run by the Department of Home Affairs or another official source. There's no black-or-white guideline for translating these documents, and I've come across so many different styles for translation of them. A bit more direction would be good. Some translations of official documents I've come across mirror the exact translation, to the extent of adding translations of "Please stamp here" or other non-vital instructions for the person stamping the document, which I don't feel to be necessary in this case.

Ongoing specific language translation, not ethical training by AUSIT

Yes will be highly necessary

Yes

It would be greatly valuable.

Yes, definitely.

Yes

&lt;40

If you have not attended any such training, do you consider it would be valuable?

I'd be very interested in them if there were any.

yes.

Yes, particularly in universities for translation students. No such training was offered when I studied - we were translating things like recipes, and yet almost all of the translation I do is official documents.

NA

Yes, it would be useful to have clear guidelines of what the authorities expect. For example, on whether to translate apostilles or not, whether to provide full translations or just extracts, etc.

Yes. There is always value in attending professional development courses/seminars.

I think so

No. I think official document translation is quite straightforward, at least between Chinese and English.

yes I would find that very valuable. and would attend that.

Yes

Definitely, in fact, the skills and methods I used in translating official documents were acquired at the NAATI training courses I took before I had my NAATI test, it has been 5 years and I need an update

N/A

At this stage, I think that I have a body of knowledge that enables me to facilitate such training.

Potentially. I would find it more useful if national guidelines were designed and subsequently implemented. Having trained numerous translators over the years, I have come to realise that each translator has their own way of translating official content.

Definitely as such training can be really helpful to practicing translators.

Yes it would be good, but it shouldn't be too long either as it's not as difficult as something like legal translation.

Not applicable.

Definitely

yes it will be valuable. After graduating you are left out in the dark as to how to start and where to start from. it is up to you how you make your mark and that at times can be very overwhelming.

Definitely. Especially considering that official documents represent a large portion of the translation work. Clear guidelines from the Government would help delivering translations that meet their standards.

I'd say yes. It's always a thrill to hear/see new things and push forward our boundaries.

Yes in particular to novice translators.

&lt;50

If you have not attended any such training, do you consider it would be valuable?

so long such training provides real world LOTE and English translation skill development exercises eg coaching using my own language

Definitely, it would be great to understand what problems other translators of the same/ different languages face and how they deal with it

They are certainly valuable, especially for new translators.

It can be, but it's much culturally related, so I assume it's gonna be hard.

Yes

Yes

Yes. I would like to attend if it is available.

Yes (as above)

Not really

Yes it is useful to attend such training though I think for me it is not necessary.

Trainings are always valuable. people get to hear the resource persons opinion and interact among themselves . Translators work as solitary people. These peer meetings are always helpful.

Not for my language and direction of translation as things are pretty much straight forward.

MNSW is the best teacher. They have systems set up to ensure quality work. The mumbo jumbo self style research scholars are useless. I've been to a few of these 'meetings' and I've found the trainers useless, pretty much. I've learned from experienced interpreters of MNSW actually.

I do think that it would be valuable and long overdue because the industry is all over the place. Some regulation would be welcome by all participants in this process. There are a lot of interpreting courses (although most of them are not language specific and their value is dubious), but very few translation courses. I have not attended any as I had a few degrees from overseas before I sat for NAATI tests and have been working on my own ever since I started in this profession. A number of topics occurred to me that could be presented either in articles or course materials to start to raise the translation industry to a more professional level. I find it very disheartening that most people in the general population in Australia do not know even what a translator is.

Yes, definitely.

Yes

Yes, it would, as there are some issues I'd like to discuss with other translators.

Yes

Yes, very valuable.

&lt;60

If you have not attended any such training, do you consider it would be valuable?

why not

Not applicable

Yes

Yes, it would be valuable.

It could be of interest.

Yes, definitely. I would be interested to find out what issues other translators encounter.

It is valuable no matter attended or not.

If it is language-specific to Italian&gt;English translation, yes. Non-language-specific PD is always disappointing. And yet, that is pretty much all that is ever offered, anywhere. The industry needs to bring together translators in their language pairs far more often than it currently does.

Could be.

yes

Yes.

Yes, definitely.

Yes

Yes



Yes.

>60

If you have not attended any such training, do you consider it would be valuable?

Not after 30 years of experience and given that most of the work in this area goes to discount agencies.

Yes, I always include a sample of those templates in my classes

Any such training course would be very useful mainly to inexperienced translators or those who are serious about doing more translation work. Many translators may hold NAATI accreditation but spend little time on translation work. There is probably not enough work for them in this field to earn a decent living, so they hold full-time jobs elsewhere and do just occasional translation work on the side for an extra income. Unlike those people, I have been involved in translation work in Australia, continuously, earning a living from it for most of my working life (35+ years). For the past 20 years I have been operating a registered translation service, with my own ABN and website. In view of the above, I don't have any plans to attend any such training.

It would be valuable.T

Tremendously.

Yes

Yes it would definitely be valuable.

I think so, yes

Yes, certainly.

For inexperienced translators, yes. For those with 20+ years' experience, the relevant lessons will have already been learned.

Yes any training will be useful. Now with NAATI certifications, it is important to attend training for personal and professional development.

Yes

It will a good idea to attend such training.

Yes.

Absolutely to learn more and exchange experience with fellow translators.

Not after so many years of practice in the field

It would be now a bit too late but I'd be interested in other forms of training, for interpreting in Courts and Hospitals.

Possibly, if it provided new insights over and above those I have gained in over 30 years of accredited/certified translation.

My lengthy translating experience has enabled me to translate documents in line with the requirements of relevant authorities. Unless there are changes to the current requirement, I do not think I require additional training.

No

It is always valuable

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Possibly, it is hard to say because of so many different languages which would need to be considered

---

Not really. I have been doing this work for well over 30 years now.

---

It would be valuable for translators starting off or in their early career years.

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I am yet to attend a course for interpreting or translation during which I would learn some knowledge of any kind. These days Translation and Interpreting have become larger matter than what they actually are for the benefit of those other than Interpreters and Translators.

---

It would serve great purpose if such professional development courses/workshops were offered.

---

No not at all.

---

N/A

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no

---

I have never had any negative feedback for translation work, only positive. I consider this fact validates the work I do. If I felt there was some gap in my knowledge I would be happy to receive training. At the moment this is not the case.

---

I see it as beneficial, but not essential. It may be a good tool to cater for less able translators.

---

Yes, such sessions always bring up substantial issues and useful nuances

**Q23 - Relations with commissioners    How often do you receive particular instructions on how to translate official documents from clients or commissioners?**

&lt;30

Relations with commissioners    How often do you receive particular instructions on how to translate official documents from clients or commissioners?

Only one time.

Never.

Occasionally. Clients are generally very firm about how it needs to be an exact and full translation. Sometimes they ask me to change the way I translate addresses (transliteration), which I generally refuse.

All the come

rarely from commissioners, never from clients.

Yes

30%

About 20% of the time.

Not often.

&lt;40

Relations with commissioners    How often do you receive particular instructions on how to translate official documents from clients or commissioners?

Very rarely other than the urgency of completion and delivery.

maybe 20%

Almost never, but if I do they tend to be via migration agents

Not often but it happened.

Sometimes clients ask for a particular layout

Rarely.

Nil

Not often.

Seldomly.

Never

When clients or agents ask me to translate official documents they do not give me specific instructions.

Never

Almost none, I usually receive the document without any further instructions, the clients usually only indicate the due date, the quote and the purpose, they usually do not involve in giving instructions in regard to how to translate.

Never; with the exception of occasional requests for extract translations from an agency where the agency provides the translation template.

Rarely

Very rarely.

Occasionally

Not always but if I consider it necessary, I would always seek instructions.

Never

Rarely.

once a while

Only lawyers have requested certain ways but i would say less than 5%

Rarely.

Always. MNSW has its own policies and guidelines, and MNSW also provides clients with an information sheet where clients can fill in their suggestions and other requirements.

Occasionally - perhaps around 10% of the time.

On 60% of occasions, I hear from clients about particular instructions.

Occasionally

&lt;50

Relations with commissioners How often do you receive particular instructions on how to translate official documents from clients or commissioners?

sometimes feedback from community readers to improve or change certain parts of the translation to make it more spoken-like

mostly , if this is through an agency, they would point out whether it is an extract or full translation, and often the template for extract is provided.

Only when translating documents for police.

None

Rarely, if some spelling issues are involved.

One in every 5-7 translation jobs.

Quite rare.

Always from government entities, but very rarely from direct clients. Sometimes education or migration agents specify requirements, but this is not often.

N/A

It not often to receive particular instructions.

I rarely receive any instructions. The only instructions I ask for are the spellings of names of people and places. what they habitually write.

Only when necessary. Most of the official documents I translate are simple and clear.

never

Never

When I receive personal or official documents, there are usually no instructions whatsoever unless it is 'do it on our template/letterhead' or 'provide certified/stamped copy (as well as Word file)' as opposed to information leaflets in which the highlighted terms have to stay only in English (I have a problem with that too, but this survey is not about that type of materials).

rarely

Sometimes

Rarely

The instructions are usually standard, but I often receive requests in relation to the spelling, inclusion/exclusion of names/surnames.

As I mentioned before, some agencies have very specific instructions.

Rarely

Sometimes.

&lt;60

Relations with commissioners How often do you receive particular instructions on how to translate official documents from clients or commissioners?

Most of the time

I always ask for instructions from the client/agency before finalising the translation by providing them an opportunity to review the draft of translation.

Not very often

Often. The most usual instructions are about requiring translation stamp and signature to certify the translation.

Not often, mostly I have to ask if the clients having preference in spelling their names or related persons in English or in Thai.

Never - clients are only allowed to suggest how to translate their names/surnames, but not give instructions. I have never received any instructions from commissioners.

Not very often, usually only from Government agencies

N/A

I'm not sure what this question means. The CRC and MNSW issue periodic guidelines. But if you mean specific instructions for what a commissioner or client want to see in my eventual translation, then that is a rare event. Unless you mean standard vs full translation.

Very often

No

Occasionally.

Rarely unless we are talking about one of the agencies that has very strict rules for the presentation of the extract translations.

Never

Never

Frequently

>60

Relations with commissioners How often do you receive particular instructions on how to translate official documents from clients or commissioners?

Very occasionally.

Not often. But some government departments have a particular way of completing forms It would be good to find a standard approach to completing templates

Not often, every now and then mainly from Multicultural NSW, for whom I have been working on a contract basis since 1984.

The particular instructions will come with a certain assignment .

Yes, in the first year when I started my translation, about problem with name order discrepancy from Vietnamese to English

Sometimes

Hardly ever, actually I can't remember any.

Not often

All the time, particularly from MNSW.

Sometimes.

Rarely. In the case of private clients, I would insist on exercising my professional judgement.

Not often, I generally ask for spelling of certain names, places etc before hand to mitigate duplication of work. I mainly check places or hospitals in googles at times.

Not often.

Over the last six months very often from the editor at MNSW, mostly on insignificant matters. Other agencies very rarely give instructions. Clients occasionally express a wish for something to be translated a certain way before giving the go-ahead for the job.

Rarely. They trust our professional standard and skill.

We usually check the requirements of the end-users, e.g. DFAT, immigration and border protection, DHHS, etc.

From time to time

Not very often

MNSW have good editors with good eyes. Sometimes they ask to put additional information on the document that is not captured by the templates. Sometimes those information could be irrelevant.

From clients, I'd say never, as they entrust me and expect to know what I'm doing. Agencies give particular instructions every time, the same and usually basic.

Multicultural NSW has strict translation guidelines

Generally, refresher instructions from some agencies would be sent out to translators reaffirming previous instructions. The purpose is to reduce the number of most common translation issues/errors.

Multicultural NSW is very strict on only including information that is explicitly stated. If I am translating privately, I would, for a birth certificate that states the child was born in Jakarta, feel quite at ease in writing the country as Indonesia. But MNSW insists I write "Not stated" for the country.

Rarely

For me this has happened when translating documents for agencies like The Health Ombudsman.

Very little

Very rarely.

Very rarely.

Rarely.

Never

N/A

never

Virtually never

Not often

AHPRA would be the most visible. Sometimes private client might have questions on whether an extract is enough or suchlike

## Q24 - What do these instructions ask you to do? Please give some examples.

&lt;30

What do these instructions ask you to do? Please give some examples.

A client asked me to translate his drivers license into the exact format he wants, which falls out to 3+ pages. Normally my extract translation of a drivers license is only 1 page with all the required essential information.

N/A.

Please see above.

This document need to be completed in PDF. You will have XX days to complete this document. Please name the file to XXXX

The extract translation was not sufficient; commissioners would like to know all information specified from the original document

Only in terms of full translation or extract. Nothing beyond that.

Some clients asked me to translate in specific wordings. For example in term of a Huikao certificate, the client asked me to translate the name of the test in a specific way to show it is an equivalent document of high school graduation certificate and must include "graduation".

One instruction asked me to translate a document so that it fits the immigration occupation requirement better.

&lt;40

What do these instructions ask you to do? Please give some examples.

There was one time that the client who emailed me various scanned personal documents to translate for her citizenship test. I made a note that the translation is was based on the scanned copies I received via email and attached the documents, which is my usual practice. Yet the client wanted the notation to read that the translation was based on the original documents. It took quite some time for achiever a satisfactory result involving me putting an additional hours of work.

Some clients would specify the target language of simplified chinese or traditional chinese rather than just chinese.

Summarise the document and create an extract, or omit sections of the page. I always decline and cite the AUSIT code of ethics.

I got asked in several occasions to "correct" a misspelled first name or surname.

For example, clients ask me to reduce the font and fit two pages on one page in order to save money at the consulate (they stamp every single page and you pay by stamp)

Correct spelling mistakes in the original document.

Some names have to following special spelling rules.

Most instructions are to provide the Romanised spelling of people's names. I cannot think of other examples.

the instructions only tells me the deadline for the translation to be completed, occasionally the instruction may involve the meaning of 1 or 2 words on the document.

They ask me to use the agency extract translation template.



Specific wordings for education levels and jobs are most common.

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As previously stated, the client may want some elements added or removed.

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For example when clients request translations for specific skilled migration categories they ask for specific wording to be included for example "electrical engineer" or something similar.

---

This is what I mentioned earlier that in most cases clients tend to choose full translation instead of extract translation.

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Sometimes lawyers will explain the purpose of the document.

---

More or less the client send templates.

---

certain terminology certain layouts

---

If the client needs to submit the translations to DFAT they ask me to follow their guidelines. In general clients ask me for instructions. Sometimes I am instructed to provide a partial translation of documents.

---

Say, from MNSW, follow certain procedures (raise a question about the document type (non-standard or standard doc), report authenticity issues, keep the proforma intact, etc.) From clients: spelling of their names, translation of specific information (like country of issue). sometimes clients will provide their own translation and request translators to use those previous translations.

---

Sometimes to alter the original content (which, of course, I cannot do), and sometimes to specify formatting and translator's notes, where relevant.

---

They specify what organisation the documents will be used for and there are certain templates or norms to follow.

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From commissioners usually they want a template translation.

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&lt;50

What do these instructions ask you to do? Please give some examples.

---

certain terms used in the translations were the only option for those terms but these became too difficult /strange/uncommon/ high level for the common people to understand or did not align the context

---

Mostly it would be about whether it is extract or not

---

instructions to look for particular information and ignore the irrelevant data.

---

Variation in family name printed in the birth certificate and passport

---

1- Maintaining the same document layout 2- Maintaining the same text font size

---

How to use extract translation templates. What information we should not assume (for example if the document does not have a heading that says: 'Country of Issue' do not assume that it is the country on the top of the document. When to add footnotes (eg. translation of acronyms)

---

The usual instructions were related to the name spelling of the applicant's parents which were usually written in Khmer in the official documents so MNSW noted about English spelling.

---

Spellings of people's names and places may differ. For Example Zafar can also be written as Jafar. The spelling of my maiden family name can be written as BANDOPADHYA whereas I have always written BANDYOPADHYAY.

---

Name spelling in Japanese and formatting of the documents.

---

As above.

to verify the authenticity of the documents which I am unable to do

Use a particular heading, place NAATI stamp in a particular position.

Ex: I've been asked to correct the spelling of a name or edit a date, as they "were wrong" in the official document. I always advise them I cannot do that.

I quite often get requests to translate the names in a way that is different to the way they appear in the source document.

Everything on the page has to be translated or at least mentioned in brackets, i.e. stamps, signatures, handwritten notes, words that have been crossed out. Some agencies require the content of stamps to be translated as well (i.e. it's not enough to say that it is a stamp of the Municipal Authority of a certain place, they want all the information rewritten/translated).

One of my clients requested me to leave his name in English (spelling) in brackets aside of Chinese name (translated) as he used English version in some other occasions, as such to keep the consistency.

Sometimes they ask me to change the information to suit their purposes. I always refuse to alter any information, and only provide exact translation. One agency asks me to put 'unknown' for a person's nationality etc, when it is clear from the document, although not specifically stated, it is the only conclusion.

&lt;60

What do these instructions ask you to do? Please give some examples.

For example the commissioner of the client tells me "I need full translation". Agencies always clarify what they need but people from Arabic background are not always sure so I give them advice by asking if they received any instructions from the party that they'd submit the papers to. I also ask them about the purpose of the translation, what do they need it for

I always request the correct spelling of nouns as there are more than one way to write Punjabi nouns in English. For example - HARJIT v/s HARJEET, SARJIT v/s SURJIT. Another issue is given name and family names, lot of time there is no family name written on the source documents.

Example: They ask me to do extract translation or "identical format" where a text is long.

See above, Sometimes clarifications are given about spelling of names. At times I have been asked to write a word differently but instead I have written a note. Sometimes a client (never an agency) provides their own translation. This is understandable when it is a letter with code-switching (eg use of English, French, Lingala etc) or parts that use various dialects.

Often time the instruction is about what the clients want to put on translation, which is not in source document.

N/A

Use a certain format or template for extract translation

N/A

I have had clients express disappointment at the wording of a translation (sometimes via a commissioning agent), and I have at times reviewed that wording if I feel that the alternative is just as acceptable a translation of the information included in the original document. I cannot recall any specific examples.

Asking me to use templates, say, Marriage certificate templates and Birth Certificate templates are often provided by agents.

Most instructions are regarding format of the document. For example, clients sometimes show me what the format should look like.

Fit the information from the source text into very specific boxes. For example, date of issue, place of issue, issuing authority... Sometimes this information is not clear on the source document. Or the document might state "born on the 4th day of the current month", and the translator is not allowed to make inferences so I cannot fill in the box with the correct date of birth, instead I have to enter "Not Stated"

Putting the client's address in both English and Japanese

>60

What do these instructions ask you to do? Please give some examples.

There are detailed instructions about affidavits. Some instructions relate to work for the police.

Instructions from Multicultural NSW are in the form of Guidelines issued by M NSW's Language Services and sent to all of their contract translators on average every two years. In those Guidelines, Language Services highlight repetitive issues concerning quality, accuracy, presentation, deadlines, etc and basically ask translators to "lift their game". Occasional feedback from my clients is about small typos found, which is rare but rectified promptly. Other points may concern the translation of some key terms, giving alternative translations and asking if they couldn't be swapped. No problem if there is enough justification to accommodate the client's request.

It is concerned the format.

When translating a birth certificate from Vietnamese to English, a client requested me to put the name in the Australian order (First Name- Middle Name - Last Name), to be consistent with their official Australian document. I refused to do so, because it would look like I altered the document details. In that instance, to solve the problem, I capitalised the surname, but still kept the same order. Later on, after consulting with colleagues, I learnt to add a footnote, explaining the difference.

Just do extract of certain parts or sections

To update the requirements for this type of translation.

Not to put [] around 'Not Stated' terms eg. Pay attention to dates and numbers, type of documents original source, copy, or certified, source not sighted, the certification box. Not to put the name of the country even when I know what it is. Say if Damascus is mentioned but not Syria, then I have to say [Not Stated] next to county of issue. Very specific/pedantic details. I get booklets about it every now and again.

What should be translated and what can be left out. Some background information and information about the target audience. If the document is intended to be read by professional/s or a common person.

To use a particular spelling of a proper name (e.g. where the foreign name contains diacritical marks) To excise irrelevant information (commissioning agencies may sometimes request this service in order to reduce the cost for their client)

At times, it ask for original documents with official NAATI stamps.

Cannot recall any.

As above.

N/A

Provide a scanned copy of the source document printed on the back page of the translated document.

Use their template and reproduce the graphic layout in more complicated documents. Often reproducing the layout part takes longer than the translation part.

Sometimes people may want to add data to the translation, not included in the document, which or want to maybe enhance the level of a qualification, I refuse to do thisis both instances.

For example, adding Blood type that is specified on the Iranian Driver's licence, but it is not included in the DL template.

They regard the formatting for exemple, translating on paper sheets with their names, sending a hard copy, certifying the original too.

They require certain information in the source document to be rendered as is and not interpreted, e.g. not to give Australian equivalents of classes of driver licences; not to state the country of origin unless it is expressed in words, even if there is a coat of arms or it is obvious from a geographic name; to give a full name (first and surname) and not to split them unless the source document delineates them as such.

. Instructions about contacting the agency . Never to assume any information or add information which is not provided in a source document. .How the Information in a supporting document should be used. .What to do if spelling/information in a source document does not match supporting information. .What to do if documents are illegible. .What to do if there are authenticity issues. .What to do if drivers licence categories are missing .Instructions about amending proformas .Instructions on affidavits

See previous answer

I was asked to leave blanks wherever the name of the party was to appear. In Croatian, which has 3 genders for nouns/pronouns, this presents the problem when translating. I consulted the agency as to the gender of the party only, and was able to provide a translation which then had to be finalised by the agency staff by inserting the party name into the blanks.

Extract Translations merging particular fields.

These instructions relate to specialised terminologies where client wants to ensure that the sorrect TL term is used.

They advise whether to write an information. For example, there is no mention of "Country of Issue" in the Iranian Birth Certificates. I remember that there was an email advising we can write "Iran" despite it not being articulated in the Source document.

provide me with the spelling version of client's name

See above

N/A

n/a

Too few and too long ago to remember

AHPRA - full translation required; will send the instructions

**Q25 - Contact with commissioning agencies – Have you had any contacts with commissioning agencies regarding personal documents where you felt the agency did not appreciate issues related to such documents?**

&lt;30

Contact with commissioning agencies – Have you had any contacts with commissioning agencies regarding personal documents where you felt the agency did not appreciate issues related to such documents?

I haven't received any work from agencies for personal document translation.

No.

No. I don't really work with agencies for these sorts of documents.

Yes, they just want a cheap translator and about the speed that is all.

A few times -

No

No

Not really.

Agencies pay as little as \$20 for personal document translations, and this includes postage. They don't really control quality in any way, so I don't see the benefits of working with agencies on such assignments.

&lt;40

Contact with commissioning agencies – Have you had any contacts with commissioning agencies regarding personal documents where you felt the agency did not appreciate issues related to such documents?

NA

no.

N/A

In one occasion an agency didn't assign me the job because I refused to "correct" a name on one of the certificate claiming other translators do that.

No

No.

No

No.

No.

No.

No

Whenever I had contact with commissioning agents regarding the translation of personal documents the agent was always willing to communicate with the client in the event of translation problems.

Yes, once.

no, agency commissioned documents are usually quite clear and their response to enquiries is usually prompt and helpful

No, but I do not do that many translations for agencies.

Yes

No. I was never approached by an agency to translate personal documents.

No

Very rarely. I trust the agencies I work for and appreciate their trust. If there is anything in doubt, I always reach out to the agencies for clarification.

No.

Can't remember

n/a

Not really. The issue with agencies is often the quality of the documents and the readability of the text. They don't check the quality of the documents in advance and by the time they get a better quality document the translation is already overdue.

I always talk to Editors or CSOs if there is any issue.

No.

No.

Yes when names and places were unclear.

&lt;50

Contact with commissioning agencies – Have you had any contacts with commissioning agencies regarding personal documents where you felt the agency did not appreciate issues related to such documents?

not really as i dont do much translations because I don't receive enough assignments

Sometimes it has been difficult to get the spelling of the full of name of client in English which is absolutely crucial in personal documents. Then I would make a note of it on the translation.

No

No

Yes

No.

Not often.

N/A

We usually contact each other via email but in some cases that are hard to explain or miss-understanding each other we use the phone call.

My only contact is through email and phone for most cases. Once I did a transcription of a Tribunal recording, I met a volunteer for advocacy service, because the recording that was sent to me was of very poor audio quality and I had asked for the original CD of the recording .

No

I recently worked for NSW State Crime Commission. The guy over there was very appreciative of quality of work in transcribing I did. TIB was another source. Other than that, we have mostly jokers running the show. Or they just someone who has channeled a website and a pay office. Even OnCall Interpreters, All Graduates, Ethnic Interprets are like that - dodgy as hell and no impetus on professional development. Only \$\$\$

As above.

no

No

Not that I can remember.

No, I usually explain that as a translator I can only translate the names the way they appear in the source document. Occasionally I get asked if I can include a translator's note explaining that I sighted another document (such as a passport) with a different surname. Most of the time I suggest the client explains that to the relevant authority.

No

No

Yes. They don't understand that only a person who is a citizen of Indonesia would have a birth certificate issued in Indonesia using the Civil Registry in that region. They instruct me to put 'unknown' even though it is very clear.

&lt;60

Contact with commissioning agencies – Have you had any contacts with commissioning agencies regarding personal documents where you felt the agency did not appreciate issues related to such documents?

Yes, mainly with spelling of names. Some of them refused to give the spelling maybe because they wanted to verify the identity of the person, which I understand, but I had to give them all possible spellings and names before they provided me with the correct spelling. Also they don't like us to communicate directly with the client which make things difficult. Moreover, they don't pay as much as we deserve. So, for all these reasons I don't do many personal documents for agencies.

Usually they are helpful by providing feedback from the client.

No

No. Agencies seemed to understand.

No.

No.

Just once. I was translating a doctor's report for an insurance claim and the text had obviously been dictated and completely misinterpreted, it said something like "Romeo box"... I asked for clarification, but I was told to just put a translator's note. This seemed quite counterproductive because this diagnosis might have been important for the insurance claim.

N/A

This has occurred. I remember arguing at length over whether or not I should identify the country-of-issue of a document as Italy, when there were elements in the original document which would convey incontrovertibly to an Italian reader that it was issued in Italy, and yet the document did not literally state the fact that Italy was the country in which it was issued.

No

rarely

No.

Not really

Never

I always check documents. If I am not happy with a document I simply do not accept it. It is not worth wasting my time that no one is going to pay for that

No.

>60

Contact with commissioning agencies – Have you had any contacts with commissioning agencies regarding personal documents where you felt the agency did not appreciate issues related to such documents?

No.

once, I was asked to change the name of the client on a birth certificate !!

No such issues

Never have the need to do that.

Not yet so far.

No

Not that I can remember.

No

On the contrary. They appreciate the issues too much.

Agencies are always help regarding personal documents but I and agencies encounter difficulty with official documents where the client doesn't bother to amend any incorrect information mentioned by the translator.

Yes. Such contacts have always been fruitful and the issues in question have been satisfactorily resolved.

NO

I once had a query from an agency. They looked at the number of words in my translation from English to Finnish, and decided I had perhaps missed translating words. They did not appreciate that Finnish is what is called an agglutinative language where several words in English become one word in English.

Yes, the MNSW officer mentioned above seems to be a person who is trying to justify the existence of her position by looking for absurd things.

Sometimes. The agency has its own editors who know Chinese. Even if they do not know Chinese their experience may enable them to spot out something in the translation that they do not feel right. If editors are not happy with



my translation or have some other ideas, they will discuss with me. Nonetheless, it rarely happens because they have trust in our work.

No.

Haven't had a case like that. They are usually appreciative about the translation of personal and other types documents

I cannot recall any

No

Not really.

No, except as above until I understood their requirements and house rules.

Only for clarification on certain documents. Does not happen often.

Only occasionally with MNSW (see above) but in the end I just accept what they prescribe.

No

Yes, please see above for an example. I have never had any negative response by a relevant agency if I had to request some clarification.

No.

Yes but rarely.

Yes, a lot. This specially happens when there is a new Editor who doesn't have enough information on the details.

No

A couple of times I refused to do the translation because I was not sure how to translate certain medical terms or whether to leave them in English. On other occasion I felt that the document was too long.

NO - I DO NOT WORK FOR SUCH AGENCIES

no

No

I seem to remember such incidents, but the details have escaped me

Cannot recall any

**Q26 - Contact with clients not sourced through agencies - Have you had any contacts with direct clients regarding personal documents that were problematic? Please give examples**

&lt;30

Contact with clients not sourced through agencies - Have you had any contacts with direct clients regarding personal documents that were problematic? Please give examples

I only need to clarify ambiguous writings in the documents.

Not really.

Not exactly.

No

mostly document quality issues - blurry images; lack of supporting documents etc.

No

No

Not really.

yes, I had issues once when a client changed his name and he wanted me to reflect that change in his birth certificate (even though he changed his name as an adult). I've also had issues with clients wanting me to write the exact name of the degree here in Australia, even though the translation itself wasn't accurate at all.

&lt;40

Contact with clients not sourced through agencies - Have you had any contacts with direct clients regarding personal documents that were problematic? Please give examples

I find official documents containing handwriting problematic. I usually ask the client to type out handwritten parts and use that as a reference. In the event that such assistance is not received or the typed written contents provided is different from my reading ( I don't recall encountering this issue. The clients are able to better read the handwritten part because they have the contextual knowledge that I don't have.) I simply make a notation about handwriting being illegible.

yes. some documents are ambiguous and the clients request you to make it clear but under code of ethics you can't do that.

Yes - one client wanted some kind of authentication stamp (other than the NAATI stamp) and demanded I return the money they had paid for the translation unless I supply it. I referred them to NAATI and never heard back, but it was an unpleasant exchange.

A series of documents with the name of the same person spelled differently or hand writing hard to understand.

Yes, but problems were mostly around timely payment rather than issues with the translation.

Yes - usually relating to older, hand-written birth certificates.

Yes. Sometimes it's from client directly. Also regarding the spelling of the names.

Yes. Sometimes the document provided is incomplete.

No.

Yes, when source is not clear and legible

Not really. Sometimes clients explain to me that the name in the certificate is incorrect (wrong spelling) but I always advise I cannot change that in the translation.

Yes, I will always directly contact the client if parts the source text document are blurry or if certain concepts do not exist in English, or concepts that are region-specific, I could always contact them via telephone, email for clarification,

Yes - most frequently this is because I need to request a clearer scan or photo of the document to decipher small text accurately; or to request clarification/supporting documentation to ensure I correctly decipher handwritten information on a document.

Yes, clients often want education levels translated in a way that favours them.

No.

Not very often, most direct clients are helpful in providing the information required to complete the translation.

Yes. The main problems are legibility of document awaiting translation.

I have been asked if I can use a previous uncertified translation, which I said I could not.

No.

Never

yes, it was a legal document that had so many technicalities and so as revised more than 5 times.

No

Yes. More than often just for clarifications of anything in the source.

One example that comes to mind is a client who had been using throughout his entire adult life (in Australia) the English-language equivalent of his non-English given name. The non-English name was on his birth certificate, and he wanted me to use the English equivalent with the English spelling in my translation. He understood fully when I explained that I could not comply. Another ongoing issue is that of illegible text, which at times when I specify this as illegible in my translation, clients hope that by clarifying what the information is (e.g. their parents' names), I am able to include this despite being unable to read it.

Yes, sometimes the clients do not know the standards of translation, especially the ethical issues. They would ask me to include information which is not in the source text, and I would refuse to do so.

As above.

&lt;50

Contact with clients not sourced through agencies - Have you had any contacts with direct clients regarding personal documents that were problematic? Please give examples

yes sometimes clients want the date errors to correct which is illegal and cant do that because my country use different calendar and dates have to be converted which sometimes do not exactly correspond to Gregorian calendar and there are some non-formula and arbitrary conversions followed in different officials, persons

Yes, sometimes I have been asked to "make"some dates, names, surnames, etc if they are missing from the original document or are not legible. Or I have been asked to amend some info according to the way, they have

given info to a particular government agency. There has been some occasions that clients have misused my trust and have not paid the fee after obtaining the translation.

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No

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Normally, for their names. Chinese words can sound different when they look the same. English translation is based on the sound. So that's when I had to contact the client for clarification.

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Contact through Email/telephone is made and they are told I will adhere to what is written in the source document.

---

Yes I have once contacted a client who had a statutory declaration to translate. The original text language did not flow and was inconsistent. So, I had to ask them to rephrase the stat declaration. Otherwise, the translation would have looked incomprehensible.

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No.

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Yes. Direct clients have expectations on how their degree or subjects completed, for example, should be translated. Things like this take a lot of explaining, but I always try to openly receive feedback and acknowledge their knowledge and expertise in a particular area. I often consult with direct clients to ensure my understanding is correct (particularly given the wide variety of Spanish language variants) and to ensure my translation does not contradict with previous official translations or other documents.

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No

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I usually didn't accept the jobs directly from clients for translating official documents.

---

No. I do not like to have contact with clients in person. Phone and email contact are quite enough. On one occasion I had contact, they had asked me to translate according to their view of the matter. I had refused. After that I do not have any face to face contact with the owners of documents that need to be translated.

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I only undertake translation works of official documents through agencies.

---

SWAHS translations are shonky. The translator missed the consultation with health professional confidentiality element in the interpreting facility availability advice. They using bookish language that is obsolete and borrowing words from other languages, not issuing their own.

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Some clients are extremely unpleasant and I prefer to get a lesser fee from an agency than to deal with clients directly for more money. When you work from home, clients think that they can come at any time of the day or night and not show up at the agreed time - you are at home after all, you do not need to go anywhere. When they deal with professionals from their country/professionals who speak their language, clients expect a range of other services/assistance from the professional (to quickly translate letters from different authorities, fill out unrelated forms for no extra fee, make phone calls on their behalf etc. as well as feel free to spend time chatting and ask all sorts of personal questions). The two most difficult clients I had were both having their overseas degrees and academic transcripts translated for recognition in Australia. One of them was a lawyer and it is common knowledge that no matter how the qualifications are translated, overseas lawyers will not be recognised in Australia because of the different legal systems. After a number of days of coming much later than agreed to bring additional documents for translation, when the translations were all done with the client's 'input', printed, stamped and signed, she requested that they be signed with a blue pen instead of a black pen because the black pen looked as if it had been a copy and not the original. The other difficult client had an overseas degree of a doctor of medicine and academic transcripts. Regardless of how I translated them, she always wanted 'corrections', something different that she thought would work better - when we all know that overseas doctors cannot just have their documents translated and start working where they left off (many years ago in this case) in a different country. She did not correct only my choice of words, but kept changing her mind about her own 'solutions' as well, so that a job that should have taken a few days maximum, was spread over a month or more. Both of these clients were constantly asking me if their qualifications would be recognised and agonised over every single word in them. I think we all heard about clients who blame the translator if their qualifications do not get recognised or the interpreter if they do not get the amount of workers compensation that they had imagined. There were a few problems about blue or black pen for signing the translations, clients questioning the fee and

wanting to downplay the extent of the work required, especially if contacting me over the phone, different name spelling requests - as above and smaller dismaying issues.

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no

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A client was very particular about the names of specialised subjects that I needed to use.

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Ex: I've been asked to correct the spelling of a name or edit a date, as they "were wrong" in the official document. I always advise them I cannot do that.

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No. I usually explain limitations.

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No

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One of direct clients approached me with a vaccination record with a lot of handwritten parts that are illegible. I contacted the client asking for a clearer version/explanation.

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Sometimes they ask me to change an accurate translation to suit their own purposes, because they have multiple spellings of their names, or the date is wrong.

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&lt;60

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Contact with clients not sourced through agencies - Have you had any contacts with direct clients regarding personal documents that were problematic? Please give examples

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Yes. They wanted me to add the Family name after the grandfather's name but I refused and advised them to contact their embassy to provide them with a letter confirming the naming system. However, to make things easier for them, I added a note explaining what the client explained to me

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Yes, many clients were not sure about their given name/family name issue. These are mainly resolved by referring to their passports.

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No

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This answer belongs earlier, difficulties meeting quality standards. I have had a few letters which used a lot of Congolese Swahili, usually accompanied by translations made by the client or a friend of theirs. This was challenging when there are only 3 NAATI accredited Swahili translators listed on the naati website, and none with Congolese Swahili, yet the client needed an accredited translation. I adapted their provided translation which did help me understand the Congolese Swahili letter, and sent to a Congolese colleague to check if my translation was ok.

---

Never contact clients directly.

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Sometimes clients ask for different spelling of names as opposed to source document. I explain in footnotes that different transliteration of names is possible and give a few examples.

---

Yes, occasionally a client wants me to add information about a degree which is not on the document. One client sent me an engineering degree and wanted me to add that it also concerned chemical engineering, but the diploma did not state that at all. So I said no. He could be making that up and when I asked for a letter from the University to verify this information, he let it go.

---

N/A

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I recall translating employment references for an Italian pastrychef. Perhaps 'problematic' is not an accurate description of the process. However, the client was of huge assistance to me in describing the skills and practices outlined in the original documents. I was then far more successful in corroborating his advice online and by reference to objective authorities in the field. I do not consider that my professional competence was at all compromised, and I feel that the final products were of far more use to both the client and to his prospective Australian employers than they would have been without those exchanges.

Yes, usually when I'm in doubt of the authenticity of the original documents.

No

Yes. For example, a translation of a business card. Job title or company address may have been changed or need to be clarified.

I recently had a client who had to submit his academic transcript with a translation. The problem was that the names of the subjects as translated into English had to match the names of the subjects given by the overseas university in English. Some of the translations made by the university were nonsensical and so it was required of me to provide nonsensical translations to match. This was a tough one as I obviously could not do such thing, but if I didn't the document would not be of any value to the client. We ended up working out a solution whereby I provided both the name of the subject in English to match the one provided by the overseas university followed by my translation of the same subject in brackets and an explanation at the end of the document.

Never

Old documents where the handwriting is awful.

I've never experienced such a problem.

>60

Contact with clients not sourced through agencies - Have you had any contacts with direct clients regarding personal documents that were problematic? Please give examples

Yes. If anything important is illegible, I ask for a better scan of the document.

Yes, it is easier to deal directly with private clients

Most of my translation requests regarding personal documents come from direct clients. I don't hear from the vast majority of those after sending them my translations, which tells me that there are no problems. Those who do come back usually have some queries, examples of which I have mentioned before when answering other questions. Occasionally, though, I also hear even from the clients who are very happy with my service and simply want to express it, which is always nice.

Never have direct contacts with the client and not interested to do so.

No, apart from the above mentioned problem.

E.g Illegible words or numbers or official stamps.

Luckily all my clients have been very decent and flexible people. The worst that has happened is that I've had to spend quite a bit of time explaining why I need to be doing things a certain way, that's all.

Yes, by phone or emails, requiring more information about the spellings of names etc

Yes, when I was asked to translate the certificates from non-existing institutions or was advised to add/omit info.

When dealing with private customers, the absence of a middleman allows for the speedy resolution of any issues, particularly if the source document is presented in person. In the case of personal documents, the only issues I can recall have related to the illegibility of handwritten entries.

Yes, some times I have to speak to clarify certain wordings in the rubber stamps that are not very clear. Also tell them about code of ethics of translation.

See note above re military service records. I have also translated a document of subject outlines for an architect who wanted recognition of their qualification. There were terms which needed clarification.

Very seldom.

For my own clients, I can always contact them for clarification or additional supporting materials before starting to work on the documents. In fact, it is my habit to clarify everything with clients first before commencing work to avoid getting back to them when the actual work has begun. The more common problem with texts provided by private clients are lack of English translation of the proper names like names of the people involved and names of places mentioned in the texts. They all take for granted that you should translate everything including names. But actually it is better that they should provide these names to you in English to avoid any confusion in the future. Some terminology has to be clarified with clients beforehand. It is because mainland Chinese have their own unique system of terminology and sentence forms which need clarification during the process of translation.

No. The clients liked to ask what documents they required, for example, for a visa application, but we cannot give that advice.

Yes. Poor quality documents especially older handwritten ones. People want to translate a copy when but don't have the original.

Only when the client wanted me to add non existent data or enhance or raise the level of the qualifications

Yes....as some documents are handwritten, I may have problem reading those documents and need to discuss with the client.

I contact the clients if I have difficulties reading hand written documents, if I have doubts about a name, a date. Most of the time they can help me.

Rarely. e.g. if the source document's spelling of a name is not that which the client uses and says is correct.

No. Generally it has not been problematic.

Very occasionally if for example handwriting in a document is not clear. I then usually ask them to tell me what they think it is, and if I agree, I use their interpretation. I have never had them give me an interpretation that is at odds with what is (with their help) in the document.

Sometimes the individual client asks to omit information or asks to vary his/her name because their different documents show little variation in names.

Yes, often. There has never been any problem consulting with direct clients who were always more than willing to supply missing or ambiguous details.

On very few occasions.

No. Contact has always been through the agency.

Yes, I have a lot of personal clients. I gave an example above. Another example is when the client wants me to write different DOB in the translation which I reject and ask him/her to take it to another translator.

To Clarify spelling of the client's name as is in their other official documents.

No never.

YES - I DO NOT TRANSLATE ANY DOCUMENTS UNLESS THEY ARE CLEAR

sometimes, ex. education documents, requests to write a specific degree instead of the real qualification. Also, to change the name because on the document the name is incorrectly written.

No

Yes, such as poor hand writing, ambiguity, cultural differences (resulting in misleading meanings or varying degree of emphasis)

No same as through agencies

**Q27 - Remuneration      How reasonable do you feel are the fees you are offered by agencies for translations of personal documents?**

&lt;30

Remuneration      How reasonable do you feel are the fees you are offered by agencies for translations of personal documents?

Too low.

Fair.

Agency fees are too low, hence why I don't really work with them. I also feel like agencies don't really respect the client's privacy - I get sent personal documents to translate out of the blue by third parties (without being registered as a translator with the agency or anything, just an email out of the blue). I don't think the client would be happy to know their personal details are being passed around so lightly.

not at all. An official document received \$18 with GST. While the agencies charged over \$80 from the client.

It varies, most of which below expectation

Most rates are unreasonable so I am quite picky over the agencies I choose to translate for.

N/A

I feel they are pretty reasonable, but the only problem is that the fee does not increase based on inflation every year.

I think \$20 for translations that include postage and scanning of the hard copies within 24 hours is unreasonable and not worth our while. I think the minimum should be \$25 for extract translations delivered electronically only.

&lt;40

Remuneration      How reasonable do you feel are the fees you are offered by agencies for translations of personal documents?

I haven't done enough work through the agency to assess the fees they offer. But of the jobs I have accepted, the fees not the best but readable after all accepted the jobs on the basis that I'm happy with the rates.

not at all. the agencies keep the bulk of the fees.

I applied to all the major agencies for translation work when I first graduated (eg. TIS, VITS, DHHS, Oncall, All Graduates) and periodically checked back in with them - no one ever contacted me with translation work. To say I was disappointed was an understatement. Now I only do sporadic work I get through clients who contact me via the NAATI registry. I have heard that agencies charge low fees so I have not even bothered with smaller agencies.

I work with only one agency and I make the price

I never translated a personal document for an agency.

Very unreasonable.

Low

It's too low.

Reasonable.



I personally don't accept work for agencies I find their fees are not acceptable at all.

Good

I feel that the fees I receive for translating documents for agents are reasonable considering the work involved.

Too low.

I tend not to accept personal document jobs from agencies unless I really had a lot of free time, they usually offers a quote that is 20% less than my own quote to private clients

Not reasonable, so I do not have much incentive to undertake translations through those particular agencies. My admin work is also increased (e.g. invoicing) and payment terms depend on the agency and their pay calendar. Other agencies have not contacted me despite having signed up with them and provided them with my accreditation information, and undertaking frequent work for them as an interpreter. I find it easier to deal with a direct client where I can communicate directly and request something if necessary. I am also paid upfront before I commence translation so there are less administrative matters involved.

Reasonable considering that I don't have engage in marketing, have less admin work and less 'babysitting' of end clients.

From what colleagues have told me, it would appear that the fees offered by agencies for the translation of personal documents are quite low. Sometimes as low as a third of what I would charge a direct client.

Low but acceptable given the agency has sourced the work and deals with the end user

Most agencies I work for offer reasonable fees for service.

They could be better

I find the fees to generally be quite low. However, extract translation templates make it worthwhile.

Ok

Agencies tend to make you do the hardwork and pay you way less then you deserve so i rather work for my self

They were reasonable for standard documents and non urgent delivery, but in the last year I lost almost all my agency work for personal documents because the prices went down 30% and turnaround time decreased with no urgency fee paid.

It's above the industry average.

I find the fees offered by Multicultural NSW in particular slightly below reasonable, and the fees offered by all other agencies extremely below reasonable.

Reasonable

It is abysmal considering time spent on these documentation.

<50

Remuneration      How reasonable do you feel are the fees you are offered by agencies for translations of personal documents?

very low and not enough to pay for the time spent as it needs a lot of time to search through the resources for correct vocabularies

Quite small compared to the amount of time you spend on them

Most of them are reasonable

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Medium, as I don't charge much either. Majority of my work is from interpreting.

---

Very low and these are getting lower day by day.

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Disappointing

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Quite reasonable.

---

I honestly don't like translating personal documents for agencies. The fees they pay are ridiculous, and the worst part is that there are translators willing to accept those fees. I prefer to work with direct clients and charge a fair price for all.

---

They are too low

---

For MNSW rate that I work with so far since 2008, I am happy with the current rate.

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I work for Services Australia, TIS National, Multicultural NSW and Oncall . They pay me according to their payment structure. There is no standardisation of fees in the Translation and Interpretation arena .

---

I think the fees are quite reasonable considering the simplicity of documents.

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very low

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The standard is 35 for a birth certificate. I don't even bother these days. You need to get spellings from clients, and usually it takes 3 exchange of emails, then print and post the document... That is for one or two documents a week and client asking for quotes and haggling & what not. It is a waste of time unless it comes from MNSW who already have done the streamlined job of getting info to me and I do about right time effort for about right remuneration

---

I started to work as a translator in Australia in 1994. Fees for standard documents were \$30-\$40 and \$25/100 words or part thereof for non-standard documents and the fee was based on the number of English words. 25 years later, standard documents are paid \$20-\$40 and non-standard ones about \$0.10/word (forget 100 words or part thereof). Every single word is calculated and paid accurately, so that the final fee is something like \$35.84. Also, in most cases, agencies pay the number of words in the source document which can be considerably less than the English number of words and because of which we used to have that rule - based on the English number of words - to achieve uniformity and fairness across languages. For example, if a Croatian/Serbian document has 100 words, the number of English words will be between 130 and 150 due to the different grammatical nature/structure of the languages, the fact that there are no articles in these languages etc. The difference is particularly large when translating from Hungarian which is an agglutinative language. I have just recently questioned that and was told that 'it has always been based on the number of words in the source language, otherwise agencies would not be able to tell the client the exact fee - take it or leave it, we can always assign it to another translator'. In these 25 years that I have been working as a translator in Australia (and in the last five years, my income is generated only through translation work), prices of every service, goods, commodity, insurance, registration, utility etc. has gone up many, many times. Only the fees for translation work have been going down, down, down. From this personal point of view, fees are not reasonable because in my opinion, they should have gone up, not down. From the point of view of agency owners, the fees are not only reasonable but they are overpaying us. I understand their position. Every interpreter and translator has an interpreting and translation agency and companies that offer translation services exist worldwide. They are all competing in a niche market and clients are shopping around which is free and too easy thanks to the internet. In the meantime, they also have to employ and pay staff, rent, utilities, office equipment etc. Until some 10 years ago, I used to get translation requests from an agencies stating the payment for each particular translation. Now, agencies ask (who knows how many) translators to 'quote' or to 'bid' for a translation and the lowest quote or bid wins. My opinion is that all translation agencies and translators should put up the fees, because a) these are professional services and b) clients request these services only when they absolutely have to. There should be something as a

recommended range of charges for particular types of documents and an authority that would have powers to enforce it.

not good, as it's time consuming

A bit less than I would like.

Not reasonable - their commission is too high.

I think the fees are too low and need to be revised.

Very unreasonable - \$20 per document is really too low.

I would say it is a bit low.

Below standard. For example only \$ 20 for birth certificates or licences

&lt;60

Remuneration      How reasonable do you feel are the fees you are offered by agencies for translations of personal documents?

Not reasonable at all.

My standard rate for extract translation is \$40 and this reasonable. I don't accept the translation job if agency is not happy to pay my rate.

Not reasonable

Reasonable.

Reasonable for regular translation (2 weeks). Unreasonable for urgent translation (overnight).

The fees are average, considering a certain percentage is deducted by agencies for their own expenses. They also charge clients extra for urgency of translations, which is not passed on to translators.

Sometimes agencies offer pretty pathetic rates and in the last 15 years I have never been offered an increase by any of them (except government ones). Sometimes I wonder if this is the only profession where they want to pay you less every year instead of more... Because I have amassed a strong client base now, I simply refuse those offers, like \$20-25 for a page, it's just not worth it. Some agencies pay quite well, mostly government agencies, but they are usually extract translations.

Fees are good from Multicultural NSW and Services Australia (Formerly Department of Human Services)

These fees vary widely. I have also not been very strongly engaged in translating personal documents in recent years. I am aware of a lot of current discussion on this topic. I feel that the presence of George Bisas, who is in effect one of my employers at MNSW, as one of the researchers on this study makes it very difficult for me to give an objective answer to this question.

Very reasonable for translators who accept the assignment.

Low pay, but one cannot make a living as translator only

I let my clients know how I will charge them. If they accept my quote, they will ask me to go ahead.

Let's not get started with the fees offered by the agencies.... There are agencies that pay well but I get few translations a year from them. The ones that pay too little have a lot of work, so I have to take a bit of both. If I feel the fee is unreasonable I don't accept it.

Quite reasonable

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Apart from Multicultural NSW, most agencies pay very low fees

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It's always reasonable.

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>60

Remuneration      How reasonable do you feel are the fees you are offered by agencies for translations of personal documents?

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Reasonable.

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Not reasonable at all It also varies from one agency to another

---

Very reasonable. Multicultural NSW even automatically increases the fees a bit every year. However, there is no extra fee paid to translators for an urgent service (in 24 hours as opposed to 14 days), even though the clients pay double.

---

Reasonable enough if in a regular time. Never been paid for urgent translations.

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Very poor.

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Not very reasonable: rates not based on source texts and formatting. Specialised documents are not paid accordingly. Most are offered standard rate.

---

It depends on the agency. Some of them are good, and others are a joke. I don't do the latter.

---

I am happy with the fees I am offered by Multicultural NSW

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Not reasonable, especially when the translation is required urgently with no extra loading. I am talking about MNSW in this instance.

---

Very low.

---

Government agency fees are generally reasonable. Private agency fees and deadlines can sometimes be unreasonable, in which case I will either renegotiate the fee/deadline or decline the assignment.

---

ok

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Not very reasonable. I have recently had discussions with an agency when I quoted based on English words (due to the agglutinative nature of the Finnish language). They did not read my quote correctly and when it came to payment wanted to pay me for the much lesser Finnish word count.

---

I don't bother with ones from abroad because they're usually extremely low and because of the potential difficulty of chasing up payment. Over the years I came to know which Australian agencies offered reasonable rates and stopped accepting work from those who didn't, and they stopped contacting me.

---

Multicultural NSW is paying a reasonable rate to translators. When I do personal documents for my own clients, I charge them 50 percent to 60 percent more compared to the rate offered to me by MNSW for standard documents. It is because as I said before I do full translation instead of extract translation.

---

The fees should be adjusted compare to the liability and professional development expenses for which a translator will be responsible.

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Very unreasonable, very low.

---

Some are very low, especially compared to the fee the agency charges the client.

---

Some agencies are better than others. But generally, most agencies try to squeeze translators and keep a larger margin for themselves.

They're OK.

---

There seems to be quite a large discrepancy in Australia between what agencies charge their clients and pay their translators.

---

Translator's fees have not changed in years. I can't see how that will improve.

---

Sometimes a bit low

---

Not reasonable

---

Different agencies pay different fees. Some more some less. If I have been employed by an agency for many years and I know that they will continue using me in the future I am willing to accept the lesser fee. For personal, direct translations I negotiate my own fees. Translation work is NOT my main source of income and I am satisfied with the fees.

---

Many are not reasonable.

---

Except in the case of MNSW language services, agency fees are on the low side.

---

Not reasonable in general.

---

There is room for improvement in payments

---

They are an insult.

---

NOT REASONABLE BUT I ACCEPT WORK IF I DO NOT HAVE ANY SOURCED BY ME DIRECTLY

---

it depends. In general, they are ok, but there are a few agencies that pay incredibly low rates.

---

Very poor indeed and showing no signs of improving in the near future

---

I consider them as reasonable. The only issue was: I had to accept the translation before knowing the degree of difficulty (such as medical or legal documents). As such incidents were rare I took an average view and did not bother.

---

Immigration is poor so gave up on them; the rest and private clients are adequate for mostly extract translations

## Q28 - Do you charge lower or higher fees for work sourced outside of agencies?

&lt;30

Do you charge lower or higher fees for work sourced outside of agencies?

The fee I charge is lower than what the client would have paid if they go to an agency, but higher than what an agency pays me.

Same as how agencies pay me.

Higher. In the end, probably the same price that the agency is receiving in total for their work.

Lower, much lower, I only charged \$40 for the official translation with NAATI stamp. but the client prefers 'big company' so it looks more professional. But the client does not know that the quality is the same.

I charge higher than what I get from agencies but clients pay less from their pockets.

Higher

I believe I charged higher for direct clients. Because I heard from a translation colleague that the agency only give the translator \$7 for a driver licence translation. But that translator still work with that agent because the agent offered her more work.

Lower.

I don't work with agencies. When I used to, the rates were much lower than what I charged direct clients.

&lt;40

Do you charge lower or higher fees for work sourced outside of agencies?

I charge a higher fee.

lower.

I don't know how much agencies charge exactly, but my rates have not gone up in 10 years and I have less and less clients confirming jobs when they contact me for a quote as presumably there are more people offering lower rates.

I charge the same amount

See above. But I know that agencies charge clients higher prices than freelance translators. Based on my knowledge, a personal document like a 1-page birth certificate is rarely under \$70 from an agency, whereas it is probably around \$50 from a freelance translator.

Higher.

Lower from agencies otherwise never could get a job from agency

Higher.

Roughly the same fees apply.

I charge higher than what the agency offers me.

Higher

My rates are based on the nature of the work and not on whether the work comes from a direct client or agent.

I charge more than what I would get from the agency but it is still less than what the agency would charge the client.

I usually charge 20 - 30% higher (in term of how much I receive as income) than what the translation agencies may offer

I charge reasonable fees for work sourced outside of agencies - agencies have asked me to do the same work for much less.

Lower for the reasons outlined above.

Higher fees (regardless of the type of document)

Higher

I tend to charge a slightly higher fee for translation work from direct clients, which however are often urgent.

Higher by a little

Higher fees.

No

higher -

Higher.

It depends. Normally a bit lower, because charging too high will send customers away.

Higher.

Lower fees sourced outside of agencies

More or less the same as the market is saturated.

&lt;50

Do you charge lower or higher fees for work sourced outside of agencies?

lower because clients do price bargains, offer lower rates

Higher but reasonable

lower

Medium

Higher fees are charged from direct clients.

Yes

About same, always.

I rarely do work for agencies, but I believe my fees are a bit higher than the fee an agency would be willing to pay for a translation of personal documents. Having said this, there are a couple of agencies willing to pay my fees and with whom I would happily work.

Higher

I usually didn't accept the jobs directly from clients for translating official documents.

I charge \$50/ page for document translation . I think this is a fair fee. There should be a standardisation of fees in the Translation and Interpretation arena .

N/A

yes

I concentrate on interpreting and accept difficult jobs with higher pay.

When I work for an agency, it is either their 'take it or leave it' fee or a quote or bid that I managed to win. So, it is a set fee. I charge a little bit more to clients who approach me directly, but not much more, certainly less than a did few years ago as clients shop around endlessly and not knowing anything about the whole process, they think that they would get the same from every translator in the Directory therefore make their choice based on the (lowest) fee or sometimes (geographical) location not knowing if they would have to bring the original.

negotiable

Higher

I charge a higher fee than the agency would pay me, but less than what they would charge the client.

Higher.

Higher

higher

Yes. Can charge \$ 30-35 for birth certificates or licences.

&lt;60

Do you charge lower or higher fees for work sourced outside of agencies?

Higher than what the agencies pay me.

I charge \$50 from direct clients and provide express service.

A bit higher

Much the same. I charge more for personal documents when they require my signature and stamp, as well as posting of the original, maybe by express post. I sometimes give some discount on this when dealing directly with clients who are newly settled refugees struggling financially, or are repeat customers. These clients tend to pay quickly.

Higher but fair for quality.

I try to charge a reasonable amount, but there is a lot of undercutting among translators in the community, which in my view could affect the quality of translation.



Higher fees

n/a

Again, I do not think it is possible for me to give an objective answer to this question without it being coloured by the fact that my employer is one of the partners to the research.

Higher

higher

It depends. Normally I charge similar fees for work from both direct clients and agencies.

Higher

It depends

Higher of course. If client is not happy, I will not bother to persuade them.

Rarely.

>60

Do you charge lower or higher fees for work sourced outside of agencies?

My charges have not changed for 20 years and my private quotes are rarely accepted because clients seem to send an email to a lot of translators and accept the cheapest quote. My private rates are higher than the agency rates.

Higher

Lower - to attract more work. I believe the volume is the key, even at the expense of lower fees.

Higher but fair.

Higher fees.

Higher

A higher fee of course, because I manage the whole process from beginning to end.

Higher

Higher

Higher.

Approximately the same.

Lower fees

Higher

Usually around the same, it depends on the size and complexity of the job. Over the past 20 years it has become far more common for individuals to send an email to a number of translators, you give them a quote and then never hear from them again.

Like I said above I charged more for translating personal documents for my own clients than what MNSW has offered me because my translation is a full translation. For longer texts, I charge clients on a similar rate that MNSW offers me. I think that would be a competitive rate because MNSW only gives me a portion of what they have charged from the clients.

Higher.

I charge about three times the rate for work outside agencies

I charge higher fees to private clients, but my fees would still be below the fees agencies charge.

Higher.

I offer higher fees since the agency is taking its share.

Neither

Slightly higher.

I am not sure what agencies charge. I have a standard fee which is sometimes paid by an agency and sometimes (albeit rarely) they pay more, and most often they pay less.

Yes, charge higher fee than the fee offered to me by the agency.

I charge higher because they are usually a one off translations

Usually higher but sometimes I do also undercharge.

I charge higher fees and generally align them with what MNSW would pay me.

Lower. But not as low as some my colleagues.

Yes

Yes of course

USUALLY LOWER THAN THE ONE CHARGED BY AN AGENCY

A BIT higher

Higher. I try to come somewhere between what the agency would pay me and what I know the agency would charge the client.

I consider myself as a quality translator. My charges are higher than from government agencies. Nowadays when people enquire at my fees I always add "There are cheaper ones around, and you should also call Multicultural NSW Translation Service at 1300651500". I may add I can afford to do this because I have not relied on translation as a living.

I have to negotiate with some agencies for a higher than their standard fee; usually we reach an adequate compromise close to my private rate

**Q29 - Integrity** What are your strategies to ensure document integrity when translating (e.g. describing original document in terms of obliterated text, cross-out, handwriting, etc.)?

&lt;30

Integrity What are your strategies to ensure document integrity when translating (e.g. describing original document in terms of obliterated text, cross-out, handwriting, etc.)?

I add additional notes in brackets

I present what the source text shows. "Copy" everything is the safest.

I make a note when handwritten text is illegible, but otherwise just translate it normally. Most official Japanese documents are filled out and then stamped to show they have been accepted and filed, so it's quite common to have hand-written text. I generally don't translate revisions (crossed out sections), unless it's a large amount of crossed out text or changes.

Print the document out, read carefully and understand the targeted audiences.

require more information from first point of contact if possible; if not make notes

A translation note is the best way to describe these discrepancies. I.e. [INDESCRIBABLE] [HANDWRITTEN] etc

I tried to keep the original format and presentation in my translation as much as possible and screenshot the original scanned copies and include them in my translation under "[Original scanned copy of the document]". I will also leave notes if needed. When there is a blank I will note [blank]. When there is a cross-out I translate the crossed-out words and mark them in Word as they had been crossed-out. When it is illegible, I tried to translate its literal meaning and leave notes, or as the same situation as handwriting, I will consult the clients if they still remember what had been written there. If not successful I will leave a note [illegible]. When I translate medical documents, doctors' handwriting sometimes annoys me and I will ask my friends in medical industry to seek help. Sorry, I have not encountered this problem yet. For handwriting, if I cannot recognize it, I will ask the client for clarification. I will only translate if I am convinced I can understand the content.

Extract translations - I only add [illegible signature] when there are signatures, [Blank] and [Not stated]. Full documents - all of the above, and also [logos] with a translation of the logo, if necessary, and I also add the source document following the translation.

&lt;40

Integrity What are your strategies to ensure document integrity when translating (e.g. describing original document in terms of obliterated text, cross-out, handwriting, etc.)?

I translate everything that is visible in the source document and provide translator's note for irregularities. I present my translation in the same way as the original (involving making identical tables that can be quite some work and playing with font size to make sure texts fit in the cells )this ensures if the person reading spots anything unusual in the original and wanted to understand it through the translation he/she can do so by easily identify the translated counterpart.

seek clarification from clients. use supplementary notes next to the translation.

I write [illegible text] so it's clear that though there is writing on the page, I cannot read it.

I clearly write "illegible" when I cannot understand what has been written

All the above is indicated between [ ], a disclaimer is also added at the bottom saying that the translation is the accurate translation of the document attached. I attached the scanned copy of the document I was sent, these days I only rarely sight originals.

I use a mix of security devices to ensure document integrity - such as describing original document in terms of obliterated text, cross-out, handwriting, illegible signatures, etc.

N/A

1. Translate such words in italicised words and put them in brackets. 2. Always try to follow the format/layout of the source document so that the translation can be easily cross-referenced.

i footnote that what I translated is handwritten/signature or date that i could not read however i don't explain the type of original that i am translating. haven't really thought about that . perhaps lack of practice/guidance in that matter.

If client is unable to provide a clearer copy, I annotate that section as 'illegible'

In order to preserve the integrity of documents I make it clear that some information is missing or crossed out or written by hand. If necessary I indicate this by means of footnotes.

If the text is crossed out, I reflect this in the translation by writing the translation and crossing it out. If I can't read the handwriting I write [illegible] in the translation. I try to replicate the format of the source document as much as possible (same tables, same fonts etc.).

I will always request for clarification from the client if there is any confusion, omission or cross out, if they client agreed to translate as it is, I will always add translator's note, either in the bracket next to the translation or in the footnote to indicate any obliterated text, cross out or handwriting

inserting notes in square brackets or translator's notes

All of the above, yes.

I use square brackets to indicate any signatures, amendments, obliterations, etc.

If there is text crossed out and it is legible I use the strikethrough text feature in the translation or if illegible I will use [Illegible] and for handwriting [handwriting: abc text] or [handwriting: illegible]. I usually use square brackets also for logos, stamps, signatures.

I will try retaining such integrity features as much as possible. For instance, using different fonts to indicate printed from handwritten content and any details that are either obliterated or altered will be reflected in my translation as well.

If there is text that is crossed out and clear I will translate it and use strike through on that text. If the handwriting is clear and part of the sentence I translate is as usual, i.e. the date or year or file number filled out. If it is unclear then I write [illegible]. I haven't had cases of obliterated text.

I add this information as a placeholder in parentheses, e.g. [illegible]

Everything possible.

i make sure that is included in my translation. If a word is crossed out in the source text then it will be crossed out in my translation. If there is a blank space i would say [blank] as previously mentioned i try to produce a carbon copy

I use square brackets to describe signatures, stamps, blank fields, strikethrough text and illegible parts.

I will add a translator's note to state the issue. A case in example: Translator's Note: Different handwriting styles and inks noted in the document presented for translation.

I include a capitalised remark in square brackets to describe anything on the original page that is not text that can simply be directly translated.

List everything from the documents using translator's note if necessary

Yes all of the above, in addition to leaving notes about overseas departments and their equivalent offices in Australia.

&lt;50

Integrity What are your strategies to ensure document integrity when translating (e.g. describing original document in terms of obliterated text, cross-out, handwriting, etc.)?

clearly understanding the content by different methods - zooming, asking the client, and do not only rely on the clients' statements/guess, try your own skills

I do my best to ensure translation is as close as possible to the original text but as I previously mentioned sometimes this can be challenging, legibility of the text, conversion of dates, etc

I always point out such issues at the end of the translation as "translator's Note"

I translate nearly everything on the document, and make notes if necessary, like cross-out, handwriting, etc. Again, any amendment is there for a reason, and as a translator, I have no rights to compromise what the target reader gets from it.

I put my signatures and stamp on original documents.

Clarifying the hand-written illegible text with the client. Clarifying the original text contained in the stamps affixed on the document Clarifying the text, which was crossed out, obturated or altered

Clarifying the hand-written illegible text with the client. Clarifying the original text contained in the stamps affixed on the document Clarifying the text, which was crossed out, obturated or altered

Sometimes I attach references when the translation is not enough information for readers because of their culture background.

I always ensure I have clarity of every single detail appearing in the document. I communicate constantly with clients to make sure I understand correctly and describe the original as much as possible.

I make footnotes with explanations

I filled out and write down my ID by using MNSW approved format.

I generally translate printed material, for hand written material I ask them to be written clearly without any scribbles or crossing outs. There was obliterated text in one document. I had written the text is obliterated when translating and translated the rest of the document.

I'd always double check with the client through agency if not clear.

describing original document in terms of obliterated text

Use MS Word to replicate the document including cross outs, mention in footnotes, illegible handwriting etc

The source document should be replicated with all features that are possible to be replicated in the translation including obliterated text and cross-out. I comment on the handwriting when it is illegible or when the overall handwritten text reveals the author's level of literacy (to explain some simple/incorrect or stylistically poor choices that occur also in the translation).

haven't had this issue yet

Include everything from the original document in square brackets

I tend to ensure it is as similar to the source as possible

I use [Illegible handwriting], [faded text], [information crossed out]. In some cases I ask the client to provide the information, and if I'm able to verify it I use it.

I do my best to keep everything as it is, so I indicate in brackets that something has been handwritten.

---

Usually, as long as I can see those texts clearly, I will still translate them and reproduce the format as close as possible. Alternatively, I could put a footnote wherever appropriate to reflect what they are.

---

I write 'unintelligible' if the text is unclear. I include all information from the original document, including handwriting, cross-out.

---

&lt;60

Integrity What are your strategies to ensure document integrity when translating (e.g. describing original document in terms of obliterated text, cross-out, handwriting, etc.)?

---

I'd use brackets to mention that this is for example (handwritten) or (crossed out) or faded... I always add "Indemnity" sentence at the end of my certification of the translation, e.g. "in making this translation I do not warrant the authenticity....."

---

I lived in my native country for 30 years before moving here 25 years back. I have good knowledge of changes to text. I use common sense.

---

I need to sight the original document before I translate the document. I refuse to accept the job if the document is crossed-out or looks fake.

---

I have answered this partially in earlier question. I consult with agency about what I have noticed, and then make notes about crossouts, etc, to alert reader to attend to original document.

---

Not translating any documents if being presented for translation with changes, added on or crossed out without authorized official stamps and signatures.

---

I do not translate documents that are not originals, certified copies, or have text that is crossed out or obliterated.

---

I include everything on the page, including any crossed out text, handwritten text, notes in the margins, cut off text, redacted text. If a term is unclear, I will make a note of that. If medication or the like is misspelled, I type the misspelled term and add [sic: correct term]. I want the translation to be as clear as possible.

---

N/A All documents are officially printed

---

I would mention the issue in the translator's notes if it was not already obvious to anybody in the target culture looking at the original and comparing it with my translation.

---

I do research and I contact the client. For obliterated text, cross-out, handwriting etc, I'll put it in the translator's notes which are embedded or attached to the translation.

---

accuracy, not guessing what might be, fidelity to the original

---

I will insert [sic] or provide footnotes or end notes to explain the situation or clarify.

---

For crossed-out text I cross out the translated bit as well, for obliterated text I include [illegible], same for any illegible handwritten text. Anything that stands out, handwritten numbers or letters on margins for example, I include everything.

---

None

---

They have to be noted.

---

I usually ask the client to clarify them.

---

&gt;60

Integrity What are your strategies to ensure document integrity when translating (e.g. describing original document in terms of obliterated text, cross-out, handwriting, etc.)?

---

I follow the standard practice, e.g. of MNSW.

---

I write a note explaining that there is illegible text or signature, for example. The translation will reflect where signatures or stamps or comments are located in the original document.

---

The key is to reflect the reality of the source document. Anything out of the ordinary, eg. illegible, or barely legible text, deleted words or sentences, or fields left blank with no entries, should be brought to the reader's attention, usually in the form of brief notes in square brackets, eg. [Illegible signature], [No entry], [Not stated], [Blank]. Similarly, in longer documents where only relevant parts are included in the translation, while others are omitted, [...] indicates that something unimportant is there, again in square brackets to indicate that this has been added by the translator. Where a longer explanation is needed, an asterisk should appear in the relevant place in the text followed by a footnote with an asterisk as a "Translator's Note" at the bottom of a page or at the end of the translation, whichever is more appropriate. In all my translations, I supply a Translator's Certification, in which, apart from the fact that "this is a true and accurate translation of ...", I may also note other relevant things, for example, that "only relevant parts have been extracted from a six-page document ...", or that "this is a combined translation of two bank statements ...", etc.

---

Type setting is a good way to maintain document integrity. When needed, additional description could be added (ie. Hand-writing/Date/Number illegible)

---

I make sure that the text or documents are original without cross-outs, erasures and blurry text.

---

I try to ensure that everything I translated is exactly what was given to me. So I put an addendum or a footnote to explain in case of any problems later. For example, I note that this is a translation sent to me via email or copy of original or illegible original and so on.

---

When in doubt, I always return to the AUSIT Best Practices for the Translation of Official and Legal Documents. By the way, with German, pre-Nazi era official certificates have the Sütterlin handwriting, which unless you have learnt the script specifically, will be illegible to you. Fortunately, there are German translators who specialise in Sütterlin, so I have referred the client to one of them.

---

I copy what is on the source document faithfully. I make notations about obliterated, or crossed out text. When I notice that the document has been tampered with, I make mention of this also in red in the additional information section, or in a translator's note.

---

Illegible words, Illegible text

---

If there are any entries in the source document where the content is in doubt, I identify them by inserting an asterisk and a corresponding Translator's note stating that one or more words are obscured/deleted/illegible, etc. If a handwritten entry is in the form of a marginal note, and is clearly legible, I will translate it as it stands and identify it as a marginal note.

---

have submitted earlier by mistake.

---

Translator's notes are important here.

---

If I can't get a clearer copy from a client, I type "[illegible]".

---

I don't have this issue as far as I can remember. In the past I would require the client to let me view the original documents before I even accepted the job. Since most of my jobs came from MNSW, it is up to the agency to goal-keep integrity and authenticity of the documents for me.

---

We usually check and compare the source document for integrity. We will advise the client to obtain a genuine copy and refuse to accept the job if we are uncertain of the integrity.

---

Check whether I have translated the same type of document for another client in the past, search on the net for similar documents. If still in any doubt about the readability or integrity of the translation process I excuse myself. It happened a number of times.

After so many years of practice I know exactly how original Hungarian documents look like, and I am very vigilant in rejecting anything that may be fraudulent or tempered with in any way.

---

I am very particular about it. I will put a note if I suspect there is any manipulation on the document.

---

I don't mention if there is handwriting (I would if it was an issue per se in a document). I say when documents have been signed and by whom.

---

Footnotes

---

All of those issues, ie obliterated or inelligible text, cross outs and hand written text are described in additional information as translator's notes.

---

If anything seems untoward, I would put a translator's note. I can't remember doing this.

---

Yes, everything is mentioned including the word/phrase etc of another language which is used in the source language; though I understand its meaning and use in common parlance nevertheless I mention my non-accreditation of the language.

---

If the document is scanned by an agency I accept that they have the original document and as such the integrity of the original lies with the agency. For personal, direct translations, they are often hand delivered by the client, in which case I take a photocopy thereof and I am satisfied that I have seen the original document. Any cross-outs are clearly marked on the translation with the translator's note. In relation to handwritten texts, if illegible, I either request clarification by the client or clearly note the translation that a particular word or phrase was illegible.

---

I make widespread use of footers for any explanations.

---

As far as possible reproduce exactly what is in the SL text.

---

1- I always accepts Source document on which information are verifiable. 2- Describe the condition of the Source document in full in the footnote as "Translator's note". 3- Always attach a copy of the entire original document to the translation.

---

I would make sure every one of the above mentioned cases are explained and not left out in my translation.

---

I check it well

---

I DOUBLE CHECK ALL CONTENT

---

ask the agency or the client for clarification discuss with the client or write notes to the client related to the issued of concern

---

In typed documents I have never seen cross-outs or rub-outs. In handwritten documents if there is something I don't understand due to illegibility I consult with the client. If their answer is satisfactory I follow their instructions and write accordingly. If they can't solve the problem, I write "illegible".

---

If in doubt, always seek clarification from the source

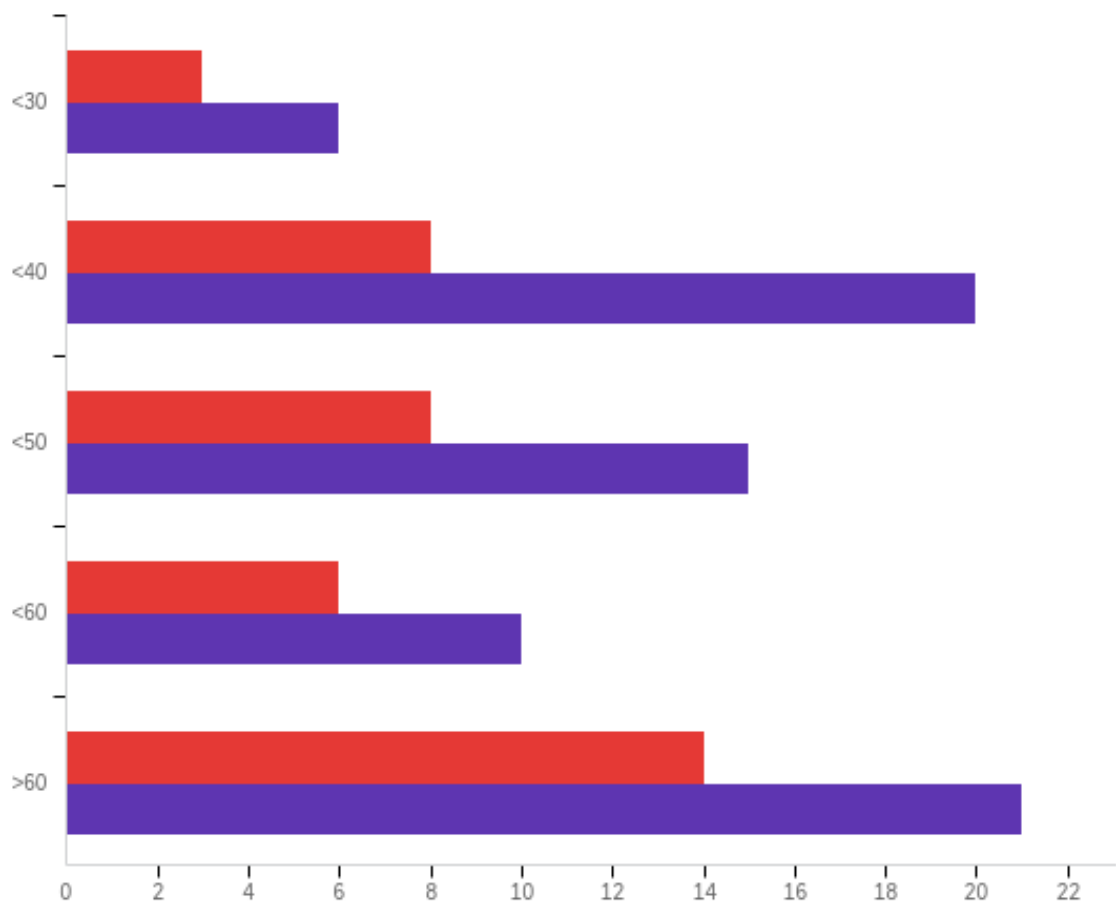
---

Obliterated text and stamps etc are always indicated; signatures identified by position if name cannot be read

---



Q30 - Have you had occasions when you had concerns about the authenticity of documents presented for translation (in general, no information about specific cases is required)?. If NO, go to the following section/



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	&lt;30	1.00	2.00	1.67	0.47	0.22	9
2	&lt;40	1.00	2.00	1.71	0.45	0.20	28
3	&lt;50	1.00	2.00	1.65	0.48	0.23	23
4	&lt;60	1.00	2.00	1.63	0.48	0.23	16
5	&gt;60	1.00	2.00	1.60	0.49	0.24	35

#	Question	<30		<40		<50		<60		>60		Total
1	YES	7.69%	3	20.51%	8	20.51%	8	15.38%	6	35.90%	14	39
2	NO	8.33%	6	27.78%	20	20.83%	15	13.89%	10	29.17%	21	72

**Q31 - If Yes, What has been your response? Have you approached the commissioning authority about this? How was the issue handled (in general, no information about specific cases is required)?**

<30

If Yes, What has been your response? Have you approached the commissioning authority about this? How was the issue handled (in general, no information about specific cases is required)?

I attached a copy of the source text that I had to my translation, and stated that my translation is only based on what I attached.

most of the time I do not raise it; if some are too obvious I would mention it but generally do not hear from them any feedback

I made the issue known to the agency in a way that expressed only the facts of the situation and not my suspicions or assumption. I then communicate what I would not do and give two options that I was ethically and professionally willing to do and allowed them to decide. I.e. as such I am not willing to translate this as X. Because of "A" justification I am willing to do "B" or "C"

<40

If Yes, What has been your response? Have you approached the commissioning authority about this? How was the issue handled (in general, no information about specific cases is required)?

I approached the commissioning authority requesting a fresh copy of a personal document in a higher resolution.

when i had doubts about document authenticity I actually would not translate that at all. freeing myself from the responsibility.given that i work for myself on these translations

There was one occasion when I was translating several documents for a migration lawyer acting on behalf of the client. On one of these documents a different birth date was given for the client than on the other two documents. To resolve this I contacted the agent who then clarified the matter with the client.

I reject such projects and contact DHA, ASQA, or the police as needed.

There were a couple of occasions I came across such situations where the documents did look like what I thought they should look like, and I declined to offer my service. The documents were not originally issued in Australia and hence I could not approach any authority as it is outside the jurisdiction.

I do not refuse a client based on my feelings. however to protect myself i do always have a disclaimer under all translations that i am responsbile for the authenticity of a document

I included this issue as an example above. I will contact editor and add a translator's note upon their approval. However, I will base everything on official documents (say, laws, regulations, police notices/portals/public database etc.). No assumption is allowed. A case in example: Translator's Note: Multicultural NSW has sighted two copies of the same Driver's Licence of the same bearer and noticed that multiple entries on both copies are inconsistent.

<50

If Yes, What has been your response? Have you approached the commissioning authority about this? How was the issue handled (in general, no information about specific cases is required)?

i dont accept the assignment, it is not my job to investigate

If I have been concerned about the authenticity, I have refused to do it and explained my concern to the agency/client which has sometimes been challenging. At some stage, this was brought up to the attention of Department of Immigration (at the time).

I always reflect the issue to the commissioning authority and act according to the guidelines provided by them.

Driving licence used to be able to be purchased even the licence holder doesn't know how to drive. It was common before, but as time goes, authorities tightened their measures on that. Even if there is a fake document, I cannot be certain whether it was or just poor quality print. But I do add about I, the translator, don't guarantee the authenticity of the document.

N/A

It is not my job to comment on authenticity of a document unless a criminal element is clear and visible. In the latter case, I refuse to translate. All my documents have a disclaimer that I don't endorse the authenticity of the document. If something criminal is felt, I would report the incident, but never had to.

Documents can be issued by the relevant authority and appear as authentic but contain incorrect/false information (e.g. if issued by a corrupt employee for a bribe). In such a case, the translator can notice that only if the same client submitted other documents that contain contrary details. But even then, the translator cannot know if the issuing officer made an honest mistake, if something had changed in the client's details or if there is a valid reason for different details. Clients rarely tell us what they will use the translation for, agencies even less so. Therefore, the translator is not to comment on that, just translate them accurately. - And not 'do a favour' and succumb to the agency's or client's request for any additions or changes of their details in the translation. In another scenario, documents can be falsified by the client themselves, in different ways and by different means to alter or to produce a false document. Again, I do not think that the translator is obliged to assess that and can proceed with the accurate translation of it. Most translation agencies' templates' and translators' certifications include a disclaimer stating that they do not vouch for the authenticity of the source document or otherwise.

I didn't come across such circumstance with agency entrusted jobs. I had such concern once with a document presented by a new client approaching me by direct enquiry. As I couldn't judge whether that was authentic or false, I refused to quote and told him that I was too busy to do that.

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If Yes, What has been your response? Have you approached the commissioning authority about this? How was the issue handled (in general, no information about specific cases is required)?

On certain occasions, I have declined the assignments to protect my professionalism. However, it depends on the "defect". I feel that I am not in a position to judge and be 100% sure of the authenticity. I'd just translate the document exactly as it is and add notes at the end about any cross-outs or alterations. If I can see them it means the authority can see them too. Also, I wouldn't say that this is a translation of the original, I'd just say "of the Arabic document". I always uphold my professional ethics even if it will make me lose some money. I was requested to translate the front side only to some IDs for refugee applications but I refused.

Very few times yes I approached the agency who had sent it. We agreed to add a note at bottom of extract about it.

Not recently, but in the beginning people would sometimes fax document and it would be so easy to doctor things. I once had someone send me a document that had my NAATI stamp on it (the old round black one) and they asked for another copy. But I had not translated that document at all (I keep a copy on discs and USB sticks), the name did not appear in any invoicing either. So I refused. It was quite disconcerting. To be honest, I wasn't

sure what I could do about that. I've had a few people say "you already translated this for me", but when I ask for a copy, the stamp is not mine. So then I just charge full price, I'm not going to copy someone else's work. I sometimes (rarely) get asked to just put my stamp on a translation, but I don't do that either. I either translate it and stamp it or not at all.

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Those are jobs directly from the clients -- I declined those jobs.

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I approached the commissioning authority about this.

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I have had this issue with some driver's licences and I brought it up with the agency. The agency directed me to an overseas website where you can verify the documents and I checked and was satisfied that it was genuine.

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If Yes, What has been your response? Have you approached the commissioning authority about this? How was the issue handled (in general, no information about specific cases is required)?

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Someone's birth date was later than their marriage date. I reported this to the agency and was advised not to proceed with the translation.

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No, but I learnt from AUSIT to put a disclaimer like this: NOTE & CERTIFICATION BY THE TRANSLATOR I, XXXX, accredited and certified translator by NAATI, certify that this is a true and accurate translation of the attached document, written in Vietnamese. In providing this certification, I give no warrant as to the authenticity of the source document. Any unauthorised change to the translation renders this certification invalid. NOTE: In Vietnam, people's names are written in this order: Family name - Middle name (if any) – First name. The names are left in this order on this translation.

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I will go back to the agents or clients to ask for clearer copies or present original documents for sighting and assessment.

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I was sent a copy of a document instead of the original. As I was a little doubtful, I asked if I could sight the original first before I translate. I did so and no problem was recorded.

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I approach the agency all the times about cases like this, and they advise that I should make notes about this in the additional information or in a translator's note (in red).

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Unable to find the spellings of institutes, organisations, cities or hospitals on internet and when asked the client to provide some information, the job was taken back suggesting not required any more.

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I have in all cases brought my doubts the attention of the commissioning authority. We have then discussed the way forward, and have either reached agreement on the wording of an appropriate disclaimer, or I have withdrawn my offer of service and left the matter in the hands of the commissioning authority.

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have submitted earlier by mistake.

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I approached the commissioning authority and they decided not to release the translation, and I wasn't paid for it.

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Yes. One occasion we found two birth certificates of the same person with different information, we informed the commissioning authority. We were not told of how the issue was handled.

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Excused myself from the translation job.

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Yes a spate of fraudulent drivers licences, this happened many years ago in the TIS office and the matter was dealt with by Immigration Authorities.

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I either decline to translate the document or put a translator's note and describe where there is a non-compliance.

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The only instance I have had was a document which was amended which did not look like an official amendment. On consultation with the agency the translator's note was inserted to that effect.

If the job is coming from an agency, I advise them and provide necessary information. In case they insist on translation, I withdraw from it and ask them to allocate it to another translator. As for the personal clients, I do not accept such job(s) in the first place.

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reported it to the agency that dealt with it discussed with client my concerns, and refusing work

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I enquired at the commissioning authority. On that particular occasion the authority gave me assurance of its authenticity.