

The Translation Bureau
RANGE OF MODERN SERVICES

TRANSLATION
IN BOTH OFFICIAL LANGUAGES AND IN INDIGENOUS AND FOREIGN LANGUAGES

AFTER HOURS EMERGENCY SERVICE
24/7 SERVICE

DOCUMENT SECURITY
COMPLETE CONFIDENTIALITY, PROTECTED AND CLASSIFIED DOCUMENTS

QUALITY OF SERVICES
QUALITY FRAMEWORK AND STANDARDS AS A PRIORITY, QUALITY CONTROL AND EVALUATION

TRAINING AND EXAMS
DEVELOPMENTAL LANGUAGE TRAINING WORKSHOPS, EXAM PREPARATION AND MARKING

INTERPRETATION
IN BOTH OFFICIAL LANGUAGES AND IN INDIGENOUS, FOREIGN AND SIGNED LANGUAGES

ACCESSIBILITY
CLOSED CAPTIONING
AMERICAN SIGN LANGUAGE (ASL)
LANGUE DES SIGNES QUÉBÉCOISE (LSQ)

TERMINOLOGY
TERMINUM Plus®, GLOSSARIES, VOCABULARIES AND TERMINOLOGY STANDARDIZATION

LANGUAGE PORTAL OF CANADA
TOOLS TO BETTER COMMUNICATE IN BOTH OFFICIAL LANGUAGES

PROJECT MANAGEMENT SUPPORT
FOR ALL YOUR LINGUISTIC NEEDS

Best practices

Indigenous language services

INTERPRETATION

TRANSLATION

Service standards



How much time should I set aside to have a document in an official language translated?

Document type	Estimated turnaround time
1. Policy document (10 pages)	1-2 weeks
2. Technical document (10 pages)	2-3 weeks
3. Business document (10 pages)	3-4 weeks
4. Standard document (10 pages)	4-5 weeks
5. Standard document (10 pages)	5-6 weeks
6. Standard document (10 pages)	6-7 weeks
7. Standard document (10 pages)	7-8 weeks
8. Standard document (10 pages)	8-9 weeks

ARE YOU THINKING ABOUT USING MACHINE TRANSLATION?
Machine translation is easy to access and fast, but it comes with some risks.

BEFORE YOU USE IT, THINK:

1 SECURITY Servers are often located abroad and may store your information.	2 ACCURACY It makes mistakes in meaning and terminology, and does not take into account the cultural context or target audience.	3 RESPONSIBILITY It does not guarantee compliance with language rights (Official Languages Act).
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USE MACHINE TRANSLATION ONLY IF:

The information is not classified or protected.	The subject matter is not specialized and potential errors will have no consequences.	The results will not be disseminated or will be subject to a professional revision.
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If any of these criteria are not met, use the Translation Bureau's quality services instead.

THINK QUALITY, CONTACT THE TRANSLATION BUREAU!



GOING VIRTUAL OR HYBRID? SUPPORT INTERPRETATION SAFETY AND QUALITY!
Follow these requirements and best practices to protect interpreters and facilitate interpretation.

1 MANDATORY SOUND QUALITY Speak through the internet audio (not a phone line) using a wired (not Bluetooth) headset microphone or headset with boom microphone.	2 HARDWARE Participate using a computer, not a smart phone or tablet.	3 INTERNET CONNECTION Use a fast, wired (not wireless) connection, and limit the number of other people and applications using your bandwidth.	4 AVOIDANCE OF DISTRACTIONS Appear in front of a plain background, and mute all of your devices' audio notifications.	5 MEETING DISCIPLINE Speak only on your turn, and stay muted when not speaking.	6 CLARITY OF SPEECH Speak slowly, and if you have a written speech, provide a copy in advance to the interpreters.
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GClingua

Service public of Government of Canada / Public Services and Procurement Canada

La qualité à votre portée

Reach for quality

Le Bureau de la traduction / The Translation Bureau