



EUROPEAN COMMISSION

DIRECTORATE-GENERAL TAXATION AND CUSTOMS UNION

Directorate R: Information and management of programmes

B-TRAIN2 Translation Process Guide

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Translation Process Guide

1. Purpose

This document outlines the key tasks in the development process related to translation of courses into languages identified by DG TAXUD.

2. Abbreviations used in this document:

CDC = B-TRAIN2 Contractor's Development Centre

DG TAXUD = Directorate General for Taxation and Customs Union,
European Commission

Translation Manager = National Administration Translation Manager

QA = Quality Assurance (review)

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3. Translation Process Overview

Tasks	Process task description	Duration ¹	Resources
Invitation to translation project kick off call	Email user-guide and draft project plan to translator	1 day	Contractor
1. Kick-off call	<p>The purpose of this call is to:</p> <ul style="list-style-type: none"> - provide specific information about the course and how to best manage the translation - discuss and agree on a project plan (timeline and milestones) for the translation, - explain the translator and reviewer dependencies, and subsequent reviews to be executed by the national administration in charge of the translation and - answer any practical questions (e.g. use of the translation server etc.) - inform all parties of the communication channels that will be used throughout the project ie: <ul style="list-style-type: none"> ○ Designated work group on PICS for each of the localisation projects with a specific folder per language ○ Upload of review materials and instructions onto the designated work group on PICS. ○ Message via PICS to inform the reviewers a course is ready for 	1 day	DG TAXUD/Translator (National Administration)/Contractor

¹Please note that the duration is calculated on a standard 3 hours eLearning. The project duration may change according to the specifics of the course and the translation language output.

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	<p>review.</p> <ul style="list-style-type: none"> ○ Creation of task on PICS to assign a timeline for the review. - Course specific documents relevant for the translation work (eg course content in word (if available), process guide and instructions guide) will be sent out to the National Administration ahead of the call and be used as basis for the kick-off call. 		
2. Course content translation	<p>Perform the translation using the specific translation server's facilities and functionalities. An instructions guide to the translation server will be provided as part of the kick-off call documents. It is highly recommended this guide is consulted prior to starting any translation activities.</p> <p>It is highly recommended to consult the EN master version of the course while translating the course into each of the languages. This will allow the translator to confirm any contextual queries they may have during translation.</p> <p>The duration of the translation work is dependent on the course duration and availability of the National Administration translation team to perform the work. The work plan shared at the kick-off call will be validated at that time and the agreed work plan will be used as guideline throughout the project. Changes to this work plan after project kick-off can be considered but will most likely be impacting the overall timeline.</p>	15 days	Translator (National Administration)
3. Translation review (1st review cycle)	<p>A thorough review of the translation text in the translation server must be performed by the national administration prior to informing the Contractor of the translation completion.</p> <p><i>This is the most important review! Proper time and resources should be allocated to it to avoid errors and mistakes at a later stage of the</i></p>	5 days	Reviewer (National Administration)

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	<i>process. Only a limited number of updates (around 10 per learning hour so around 50 for a 5-hour course) will be accepted once the translation has been reintegrated. This is mainly due to the fact that any updates will have to be performed manually after reintegration with the risk of errors.</i>		
4. Technical re-integration	The translation is integrated in the course template.	10 days	Contractor
5. Send course for formal review	Depending on the translation server being used, the course will be uploaded and accessible as downloadable file (html version) on a designated work group on PICS or as an online version in the translation server.	1 day	Contractor
6. Formal course review (2nd review cycle)	<p>A second review of the translation has to be performed. At this stage, the reintegrated course (with EN audio if audio is applicable) will be available for a formal content review as well as the audio script (if applicable).</p> <p><u>Only a very limited amount of changes are allowed at this stage as the translation QA was already performed in the translation server prior to the reintegration into the course.</u></p> <p><u>Clear instructions on how to perform or document updates will be shared via instructions in the designated PICS group and supported by the creation of messages and tasks on PICS.</u></p> <p>Important note: <u>one of the most important checks at this stage will be to ensure the onscreen text is consistent with the audio script and vice versa in the case where the audio script repeats the onscreen text. If the audio script supplements the onscreen text, please make sure the script is accurate, correct and clearly reflect the “spoken” language. The validation of the audio script is critical as it will be the basis for the one-time recording.</u></p>	5 days	Translator (National Administration)
7. Implement further changes and updates	The updates are analysed. Further validations	5 days	Contractor

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(if any)	can be asked of the translator during this stage		
8. Send course for sign-off/acceptance and request for pronunciation instructions (if audio is included)	Depending on the translation server being used, the course will be uploaded and accessible as downloadable file (html version) on PICS or available as an online version.	1 day	Contractor
9. Course sign-off/acceptance	<p>This step is only for formal acceptance. No more changes are allowed at this stage</p> <p>Comments shared during the 2nd review will be uploaded onto PICS or available as an online version along with the updated course.</p> <p>The focus of this review would be to validate all updates were correctly implemented and the course content and audio script and pronunciation instructions (if applicable) is accepted and shared. If audio is included, the course will now be ready for audio recording. If there is no audio, the course is considered “accepted” and the deployment process can start.</p>	3 days	National Administration
10. Audio recording validation call (only applicable for courses with audio)	<p>Prior to having this call, voice samples and a course character gallery will be shared with the National Administrations for their selection. Once the voices are selected and availability of the voice talents is confirmed, an audio kick-off call can be scheduled.</p> <p>The purpose of this call is to validate the pronunciation instructions and allow the voice talent company to ask additional questions on the audio requirements.</p>	1 day	Translator (National Administration)/ Contractor/Voice talent company
11. Audio recording and re-integration of audio files into course (only applicable for courses with audio)	Once the audio recording has been completed, the CDC team will integrate all audio clips into the course..	20 days	Contractor
12. Send integrated audio in course for formal	Depending on the translation server being used, the course will be uploaded and accessible as	1 day	Contractor

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review	downloadable file (html version) on PICS or available as an online version.		
13. Formal course audio review and/or course acceptance (3rd review cycle) (only applicable for courses with audio)	At this stage, the reintegrated course (with recorded native audio) will be available for a formal audio review . <u>The focus of this review is on the quality of the audio in terms of audio volume, pronunciation and content recording accuracy (ie no deviation from the script in terms of too few or too many words that were recorded). Clear instructions on how to perform or document updates to the audio will be shared via instructions in the designated PICS group and supported by the creation of messages and tasks on PICS..</u> <i>No update requirements will be accepted to the content as the content has been accepted in step 9 already, but only on the quality of the audio!</i>	5 days	Translator (National Administration)
14. Update requirements analysed (in-scope/out-of-scope) and implemented upon acceptance <i>*only if there are update requirements</i>	Only if there are update requirements to the audio Examples of “in-scope” updates: <ul style="list-style-type: none"> - Incorrect volume - Incorrect recording (too few/too many words recorded and deviation from script) - Incorrect pronunciation although clear instructions were referenced in the audio script Examples of “out-of-scope” updates: <ul style="list-style-type: none"> - Mistakes found in audio script after audio script acceptance and recordings - On-screen updates to previously accepted on-screen content Please note that “out-of-scope” audio updates require funding approval from the Commission prior to being accepted for implementation.	10 days	Contractor
15. Send updated course audio for acceptance <i>*only if there are update</i>	Depending on the translation server being used, the updated course will be uploaded and accessible as downloadable file (html version) on	1 day	Contractor

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<i>requirements</i>	PICS or available as an online version.		
16. Final course audio acceptance	This step is only for formal acceptance of the audio if up. No more changes are allowed at this stage	3 days	Translator (National Administration)
17. Creation of publication versions (SCORM and standalone) and upload onto PICS (EC collaboration platform) and Europa (when applicable)	<p>Once the course is fully accepted, the CDC team will prepare the deployment versions of the translated course. These versions are:</p> <ul style="list-style-type: none"> - SCORM (to be uploaded onto an LMS (if applicable)) - Standalone versions: <ul style="list-style-type: none"> o Exe version o Html version o Iso version - One of the 3 standalone versions should run successfully. A Quick start guide will be uploaded together with these versions to select the most appropriate version for the pc that is being used. 	5 days	Contractor

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4. Success Criteria

A successful translation project has the following characteristics:

1. DG TAXUD owns the entire project and is empowered to take the decisions and delegate the translation tasks necessary to complete the project effectively.
2. Support from CDC team to National Administrations.
3. Realistic timelines to be agreed and kept to – that reflect situations where translators are working part-time or in evenings.
4. Content of the English Master version is not altered.
5. Multiple review cycles are built in the process as listed in section 3. Translation Process overview. The first review “Translation review” by the Translation Manager (or other reviewer if appropriate) is the **most critical** one and allows the Translation Manager or other designated reviewer to ensure the translation is correct and verified prior to communicating out the translation completion to the CDC and reintegration of the translation can commence. Only a limited number of content updates will be accepted as part of the second review.

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