

Good practice for translating documents

Requesting a Translator

The Wales Interpretation and Translation service operating times are 7am-10pm with an emergency service 10pm-7am Monday – Sunday. If you require an interpreter you contact us via:

- WITS Portal (if you have been set up)
- Telephone – 02920 537555
- [British Sign Language \(BSL\)](#)
- Email – WITS@cardiff.gov.uk

In cases where you require a translation urgently, please call us.

Please can the below information available prior to making the request:

- Organisation and Department
- Name, telephone number, email address
- Purchase Order number (if applicable)
- Nature of translation (This is so we can ensure the translator has appropriate qualification and/or experience to conduct the translation)
- Date and Time you require the translated document to be returned
- Language to and from IE English > Arabic
- Any special requirement

Consider the length and complexity of the document as this will reflect as to when the translation will be completed.

Once a translator has been confirmed, WITS will email confirmation to the requesting officer.

Please ensure you receive, if in any doubt please contact WITS

Once the translation is complete, the requesting officer will be sent a link to retrieve the document from our secure online portal. Following the translation completion, the requesting officer will be sent breakdown of costs.

Document

Please ensure the English document is written clearly, factually and if possible, in plain language. Avoid jargon wherever possible. This will aid the translator and ensure its accuracy.

Many words in English cannot be translated into other languages as there isn't a service or language equivalent, especially when they are words or jargon used by a specific service. Therefore we recommend such terms are explained.

Layout and formatting considerations

Text/Messages

Mobile phone messages are recorded as a Translation, the translator will translate from one language to required language

Audio Recordings

When translating audio recordings this is recorded as transcription. The translator will transcribe the document in the audio language; depending on audio quality/clarity will determine the length of time this takes. The translator will then translate the document into the requested language.

Example:

