

CFAT4

Translation support function - manage translation projects



Overview

This unit is about the management of translation projects. This involves managing not just your own work but also that of other people involved with the project, such as translator(s), designers and programmers. You take projects from the moment of first contact with a prospective client to its implementation and evaluation. You establish the 'big picture' of the project, i.e. what the purpose of the translation is and in what context and setting it will be used. You create realistic and cost-effective work schedules and review progress against milestones. You communicate effectively with clients, translators and other partners involved with the project, such as the client's production team. You evaluate the project and use your findings to further improve the delivery of translation services.

The unit is recommended for people who work at a professional or advanced professional translator level and whose job requires them to manage translation projects and services.

This unit complements all other units within the suite of National Occupational Standards in Translation.

This unit is about managing translation projects which involve teams of people. For managing tasks carried out by the individual translator, please see units PTra 1-4.

For an overview of the National Occupational Standards in Translation, principles of professional practice and a glossary of specialist terms, please go to www.cilt.org.uk/translationstandards/translation.htm

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Performance criteria

You must be able to:

- P1 you establish the nature of the project, the context in which the translation will be used, its target readership and the expected timescale for completion
- P2 you negotiate a realistic price and timescale for completion of the project
- P3 you allocate resources for implementation which are realistic and cost-effective, including the right combination of professional and advanced professional translators
- P4 you produce a plan to manage the work-flow, covering the production of the translated text, any checking and revision to be done in-house and by the client, layout, formatting and final sign-off
- P5 you set clear targets for delivery and identify who will do what against specific deadlines
- P6 you carry out a risk assessment to identify any weaknesses in the project plan and put measures in place to overcome these
- P7 once the project has started, you review progress against milestones on a regular basis and take action if problems arise
- P8 you make sure that the client's requirements, including localisation and formatting requirements, are met
- P9 you keep the client informed of progress on a regular basis
- P10 you make sure that the client has sufficient information to control the production process of which the translation forms a part
- P11 if more than one translator is involved with the project, you make sure that conventions, vocabulary and style are consistently applied both within and across languages
- P12 you make sure that the translated text is reviewed and revised internally before it goes to the client
- P13 you build in the opportunity for clients to carry out their own review
- P14 you evaluate the project on completion and feed back any comments on the quality of the translation and teamwork to translators
- P15 you use the outcomes of the evaluation to further improve the delivery of translation services, e.g. by amending procedures and updating glossaries

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Knowledge and understanding

You need to know and understand:

- K1 methods to plan for, cost and set milestones for projects
- K2 methods to monitor delivery and take effective action if slippage or problems arise
- K3 processes to make sure that the project is completed to a consistent standard
- K4 strategies for monitoring resource utilisation and costs
- K5 methods to evaluate the success of the project in terms of efficiency against set targets
- K6 strategies to use the outcomes of evaluations to improve quality assurance processes and documentation

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