



Quality Assessment Service

1. Introduction

The Complaints Procedure stipulates that Cymdeithas Cyfieithwyr Cymru offers a quality assessment service should there be a complaint about a translation rather than the conduct of a member. There is a fee for this service. The service provided could lead to disciplinary action for breaching the Code of Professional Conduct depending on the frequency of complaints against a member's work, level of membership and severity of errors.

2. Cymdeithas Cyfieithwyr Cymru

Cymdeithas Cyfieithwyr Cymru is the professional body for English/Welsh translators and interpreters.

Cymdeithas Cyfieithwyr Cymru has three levels of individual membership: Full and Basic for translators and an Interpreting Membership. By subscribing to Cymdeithas Cyfieithwyr Cymru, each member adheres to its Code of Professional Conduct. Cymdeithas Cyfieithwyr Cymru also recognizes translation companies and translation units within public bodies and organizations.

The aim of Cymdeithas Cyfieithwyr Cymru is to uphold, promote and ensure the highest possible standards in English/Welsh translation/interpreting and also ensure that the industry develops effectively as part of promoting the Welsh language and bilingualism.

Cymdeithas Cyfieithwyr Cymru is part funded by the Welsh Government in 2016-17.

For further information on Cymdeithas Cyfieithwyr Cymru:

www.cyfieithwyr.cymru

3. Quality Assessment Service

3.1 Cymdeithas Cyfieithwyr Cymru offers the service to any individual, company or organization who judges a translation to be unsatisfactory or inaccurate. The service offers quality assessment on a document or a sign's translation. There is a fee for this service.

3.2 The service offers quality assessment on translations of no more than 300 words (original text). The report will include concise comments and will refer to up of 4 examples endorsing the assessor's opinion on the translation. The assessor will not offer a detailed report on the full translation.

The 3 criteria used in assessing the translation are:

- i) The translation is of a satisfactory, successful standard.
- ii) Even though the translation might be satisfactory in general, the work includes some errors.
- iii) The translation is of an unsatisfactory standard because it includes vital errors.

The fee for this service is £50. No VAT will be charged.

If you would like an assessment on more text than the maximum offered in the basic fee, there will further cost depending on the work presented. The fee will be agreed upon before any assessment takes place.

Should you also require a more detailed feedback, a further fee will be charged and agreed upon based on the information required.

3.3 The Quality Assessment Service can offer a concise feedback on miss-translated signs.

The fee for this service is £25. No VAT will be charged.

4. Who are the assessors

The work will usually be undertaken by a member of Cymdeithas Cyfieithwyr Cymru's Register of Markers, however in some circumstances the work might be undertaken by any other Full Member.

Members of Cymdeithas Cyfieithwyr Cymru's Register of Markers are responsible for marking text examinations' scripts in accordance with its marking guidelines. They also undertake some training work (including the translation e-workshop). Members have to be an experienced Full Member to be included on the Register and will have undergone a training programme before becoming a full member.

5. Using the Quality Assessment Service

The translation to be assessed using this service and the original text should be sent to the Chief Executive:

geraint@cyfieithwyr.cymru

The request should briefly explain why the translation is deemed unsatisfactory or inaccurate.

Cymdeithas Cyfieithwyr Cymru will deal with the complaint using this service within 21 working days. Should more time be required, the complainant will be informed and reasons given for the delay.