

INTERPRETING, TRANSLATING & TRANSCRIBING SERVICES

In order for a service provider to supply any type of service to a client, the service provider in question needs to know all the facts pertaining to that particular event. Furthermore, both the service provider and the client should also be aware of what is expected from each other, their respective roles, and the roles of other parties / service providers, who will collectively contribute to the overall success of the event.

It is important for a potential user of this range of services to understand the differences between interpreters, translators and transcribers, and thus be very sure what service is actually required and what service is being offered. It is pertinent to mention that just because someone has completed a language course or a course in interpreting, translating or transcription, or is bilingual, it does not mean that they are competent to provide an interpreting, translating or transcribing service. It is normal for the service to be provided on the basis of teams, who work on the basis of fixed time sessions, in rotation with one another.

SOME QUESTIONS FOR A POTENTIAL SERVICE PROVIDER

- Are you yourself a translator / interpreter or an Agency, who will in turn sub-contract / organise the necessary individuals to provide the service?
- Will all the individuals undertaking the interpreting / translation or transcription be accredited by an appropriate professional body such as the SA Translators' Institute (SATI)?
- Can you provide any references?
- Can you provide a detailed cost breakdown which will include all management fees, commissions and associated costs for travel days, travel costs, accommodation, meals and per diem allowances?
- Can you provide a detailed specification of the equipment that you provide and what other equipment would the client have to provide?
- Do you only work with certain audio-visual service providers?
- Do you only work in some venues / cities?
- Who will be the on-site, full-time project manager, available to solve any problems?

INFORMATION TO PROVIDE TO A POTENTIAL SERVICE PROVIDER

- The dates, venue and working hours of the meeting.
- A Conference programme, clearly showing all parallel sessions and other satellite events, and marking those that require the specified service.
- Details on when copies of the papers, acronyms and a list of delegates will be available.
- Details of the type and scope of service required (interpreting, translation, transcribing).
- Details of the language combinations which are required.
- In regards to translating and transcribing, details of when the documents will be available and when the translated / transcribed documents are required to be finalised.
- Details of the Technical facilities that will be on-site – i.e. the audio-visual, recording facilities, interpreting booths etc., as well as the computers and the availability of technicians as back-up.
- Details on the set-up and layout of the Conference rooms, including the positioning of booths for interpreters and tables for translators / transcribers.
- Details on the Contact person who is available throughout the meeting, to solve any problems.

Be Informed

Services Chapter: Nigel Walker: Tel: +27 12 667 2074; E-mail: nigel@doctech.co.za

National Secretariat: Kasturi Naidu: Tel: +27 31 360 1282; E-mail: sec@saaci.co.za

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DETAILS OF ORGANISATIONS THAT REPUTABLE INTERPRETERS / TRANSLATORS MAY ALSO BELONG TO, AND WHO CAN PROVIDE FURTHER INFORMATION:

South African Translators' Institute (SATI), an accrediting body and professional organisation. Anyone can apply to join. Accreditation is voluntary. <http://www.translators.org.za/>

Translators and Interpreters Networks of Southern Africa (TINSA), a professional organisation. Membership is by invitation. <http://www.interpreter.org.za/>

International Association of Conference Interpreters (AIIC), a professional organisation. Some South African based interpreters are members. <http://www.aiic.net/>

PROUD SAACI MEMBERS PROVIDING A RANGE OF INTERPRETING / TRANSLATION / TRANSCRIBING RELATED SERVICES

Although a Member is listed under a specific Branch, in the absence of Members in specific geographic areas, you are encouraged to contact service providers from other Branches who are likely to provide a National-based service.

Eastern Cape Branch

Kwa-Zulu Natal Branch

NTB Branch

Conference Communications

Mr Martin Macphail

Tel: 0860 100416

Cell:

E-mail: martin@confcomm.co.za

Congress Rental SA

Mr William Polonia

Tel: +27 11 434 4722

Cell:

E-mail: william@conference.co.za

Joyce Trocki

Ms Joyce Trocki

Tel: +27 11 485 2511

Cell: 083 249 0010

E-mail: jtrocki@global.co.za

L & B Recordings

Ms Sandra du Trevou

Tel: +27 11 802 5440

Cell:

E-mail: landb@icon.co.za

Transcription Africa

Adv. Fay Mukaddam

Tel:

Cell: 083 918 8677

E-mail: fay@transcriptionafrica.co.za

Western Cape Branch

Bohle Conference & Language Services

Ms Barbara Bohle

Tel: +27 21 447 4935

Cell:

E-mail: barbara@bohleonline.com

Bohle Conference & Language Services

Ms Rabia Brey

Tel: +27 21 447 4935

Cell:

E-mail: rabia@bohleonline.com

Conference Communications

Mr Martin Macphail

Tel: +27 21 418 0205

Cell:

E-mail: info@confcomm.co.za

Congress Rental SA

Ms Lyn Jacobs

Tel: +27 21 851 5698

Cell: 083 704 7089

E-mail: lyn@conference.co.za

Folio Translation Consultants

Mr Philip Zietsman

Tel: +27 21 426 2727

Cell:

E-mail: pziets@folio-online.co.za

You are encouraged to view the SAACI web site on up to-date information SAACI Members

Members of the SAACI Service Chapter pledge to act with professionalism and integrity in all dealings with clients and colleagues within the MICE Industry and throughout, to maintain the highest possible standards in the best interest of all concerned and to uphold the SAACI Articles of Association, the Service Chapter Code, and the By-laws.

SAACI cannot endorse or warrant the services or products of any of its members

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