



Translation Guidelines

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1. Purpose

The Faculty of Medicine has the distinction of being the only bilingual medical school in North America. As part of the University of Ottawa, the Faculty of Medicine conforms to the [Regulations on Bilingualism](#). The Faculty's Translation Services are there to help facilitate teaching and communication, in both official languages, by offering translation, editing and proofreading services to Faculty members as well as administrative staff of the Undergraduate Medical Education Office. Therefore, the purpose of this document is to ensure that our clients receive quality translation services.

2. Authority

The Undergraduate Medical Education Office, under the supervision of the Operations Manager, is responsible for providing translation, from English to French and from French to English, editing and/or proofreading services for Faculty of Medicine documents pertaining to the undergraduate

studies. The Translation Services' staff is responsible for the management of translation requests and the coordination of external support services provided by freelance translators.

3. Translation procedures

a) Setting priorities

In general, the Translation Services process requests according to the order in which they arrive. However, the Office reserves the right to make exceptions to this rule if circumstances so require.

In such circumstances, materials received for translation will be prioritized based on the following factors: time-sensitivity, importance of the document, nature of the texts as well as target audience.

NOTE: Users are responsible for setting aside the necessary translation and editing time in the production of their texts (see section *f*) *Time required for translation and editing* for more details).

b) Preparing your document for translation or editing

It is important that only the **final version** of your text be sent to the Translation Services. If needed, ensure that all necessary consultation with other relevant persons was undertaken and appropriate approval process is followed prior to sending any translation request.

All documents for translation or editing, including reference documents, should be sent in electronic format. The softwares mainly used for translation are Word and PowerPoint.

It is strongly recommended to avoid using unexplained abbreviations in documents. If an abbreviation must be used, it is recommended that it be accompanied by the full name the first time it appears in a document, unless it is a very well-known abbreviation for which there can be no mistakes made (e.g. HIV, DNA, etc.).

c) Naming your files

Naming your files correctly is very important. The goal when naming files is to be able to tell what the file contains without having to open it and look. Use a title that clearly describes the content of the document. When creating multiple versions, use the same title for all versions. Documents in English and French (i.e. the original document and its translation) must always have the same name. Never translate the name of your documents. Simply add a language tag (e.g. *-en* for English and *-fr* for French) at the end of the name to avoid incorrect sorting.

We suggest the following structures:

Lectures: Unit_Lecture title_Year-Language tag

Ex.: Unit 2_Diabetes Prevention_2012-en

Exams: Unit_ Part of the exam_Type of exam_Year-Language tag
Ex.: Foundations_CDMQ_Midterm_2012-fr

Learning modules: Unit_Type of module_Module title_Year-Language tag
Ex.: Unit 1_CBL_Lymphoma_2012-eng

d) Sending requests

Requests must be submitted by email to Martine Trudeau at Martine.Trudeau@uottawa.ca.

Requests concerning learning objectives, Case-based learning (CBL), Self-learning modules (SLM) and Comprehensive patient modules (CPM) can be submitted directly to Tanya Simard at tsimard@uottawa.ca.

NOTE: It is strongly recommended that you advise the Translation Services by telephone or email of incoming large projects. This will allow the office to plan accordingly and as such, meet the user's deadline more easily.

e) Making changes to previously translated or edited texts

If you are submitting an updated version of a document that has been translated or edited in the past:

Indicate all changes requiring translation with highlighting, underlining, bold font or using the Track Changes function under Tools – preferably in both languages.

If you do cut and paste from one or several English documents that have already been translated to produce a new text, please also cut and paste from the equivalent French documents if you can. In the resulting document, highlight the remaining text to be translated. Of course, the same rules apply to those who write their texts in French.

Please note that changes made to previously-translated texts can sometimes take much longer than estimated because such changes may affect the text as a whole. Moreover, in cases where we have been asked to make only those changes indicated by the client, we often discover during processing that many additional, unidentified changes also need to be made. In cases such as these, we must proofread the entire text in order to ensure that the French matches the English.

NOTE: The Translation Services are not responsible for any changes that individuals make to their documents once the translation has been returned.

f) Time required for translation and editing

The following table has been provided for your information only. Heavy workload may prevent the Translation Services from being able to provide a translation even if your deadline is "reasonable".

Translation Services can postpone deadlines, after consulting the clients concerned, according to organizational priorities. For more information on this topic, please consult section *a. Setting priorities*.

If the deadlines below do not work for you, please contact the Translation Services to work out a realistic, suitable deadline.

Number of words*	Minimal turnaround time
≤100	Within 24 hours, if needed
101-1,000	3-5 working days
1,001-3,000	7-10 working days
3,001-5,000	11-15 working days
>5,000	15 working days or more
<i>*The number of words to be translated does not always reflect the amount of work that needs to be done. Some examples: slogans, document titles, terms or expressions without contexts and highly technical texts. In these cases, reference documents can sometimes speed up the translation process.</i>	
Due to their technical/specialized nature, the following documents have different turnaround times.	
Type of document	Minimal turnaround time
Lectures*	10 working days
Learning modules	15 working days
Exams	8 weeks (translation/revision of new questions) 6 weeks (revision of existing questions)

**Please limit your lectures to a maximum of 50 slides per hour of presentation.*

NOTE: Failure to comply will result in delays in the translation process.

g) Freelance translation

The Translation Services sometimes call upon freelance translators to translate eligible texts, especially when its workload is heavy. The freelance fees are covered by the Undergraduate Medical Education Office only when the texts pertain to undergraduate medical education. The work is reviewed by the Translation Services personnel when time permits.

Ineligible texts – Access to freelance translators. Persons, units, departments or organizations who are not eligible for the offices' services can however ask to use the services of a freelancer. In this case, clients will receive an invoice from the service provider. Please contact the Translation Services to inquire about applicable rates.

4. Translation tips

To ensure the best quality of service, please follow the translation guidelines and read carefully the tips below.

Before sending a document for translation, make sure it has not been translated previously and that it is the final version of your text.

Anyone who submits a document for translation in which there is material taken from other publications (e.g. images, text, etc.) must cite its original source. Only the material having obtained the authorization of the owner(s) of the copyright in writing will be translated.

Although the Translation Services are not responsible for any changes that individuals make to their documents once the translation has been returned, it is recommended that you inform the Translation Services of changes made in the final documents so that we can modify our documents accordingly and to inform us of preferred terminology, etc.

5. Contact information

Comments, questions or concerns?

Please feel free to get in touch with us! You can drop by our office, give us a call or send us an email.

Translation Services
Roger Guindon Hall
451 Smyth Road
Room 2036
Ottawa, Ontario
K1H 8M5

Martine Trudeau, Translator-revisor
Tel.: 613-562-5800 x8624
Email: Martine.Trudeau@uottawa.ca

Tanya Simard, Translator-revisor
Tel.: 613-562-5800 x6954
Email: tsimard@uottawa.ca