

WASCLA Tools for Health

Translation Protocol for Quality Assurance

WASCLA's Tools for Health project will adhere to the following protocol for procuring and vetting translations:

1) Translators

The English original materials for Tools for Health will be translated and reviewed only by qualified translators vetted by the Project Director Joana Ramos.

A qualified translator is defined as an individual with native, or verified near-native fluency, in English and one or more of the TFH target languages, who has documented experience as a translator of lay materials for the specific language pair. For this project, translators must reside in the USA and have experience translating consumer materials and subject matter knowledge about domestic health and healthcare topics.

We will seek translators with relevant background and/or credentials including, but not limited to:

- Diploma, degree, or certificate from an institution in the USA or in another country
- ATA certification, if available in translator's target language(s)
- DSHS translator certification or authorization
- Translator credential from a state or federal government agency
- Documentation of translation service skills as a contractor or employee

2) Reviewers

Qualified reviewers shall possess the same skills and experience as translators.

3) Translation process

The translation process will include the following steps:

- TFH Project Director will verify translator and reviewer qualifications.
- Project Director will send the material to be translated to each translation vendor or freelance translator or team of translators.
- Translators will submit their draft translation for review by a designated reviewer
 - Vendors will arrange for reviews as part of translation process
 - Review arrangements will be made with freelancer translators

- Reviewer will evaluate the translation for accuracy and consistency with the English version text and format.
- Suggested revisions will be sent back to the translator, and a meeting of the Reviewer, Translator, and Director may be held to work through the edits.
- A second review will be conducted following the edits.
- The Project Director will review the document with the vendors/ translator(s) for consistency across translations in terms of formatting prior to publishing the document.

4) Plain Talk principles

Tools for Health publications for consumers shall be written in both English and each target language, to be understandable at a 4th-5th grade reading level.

5) Community assessment

WASCLA will seek out language-specific target audience reviewers to review translated draft TFH materials to assess their readability and ease of comprehension by lay audiences.

- The Project Director will collect feedback from community reviewers and share results, with reviewer names redacted, with translation vendors and/or freelance translators, as indicated
- Requests for revisions and editing will be made to vendors and/or translators, to fulfill their contractual terms for final quality products
- At the discretion of the Project Director, following the community assessments, arrangements may be made for revised translations to be done by different translators.

6) Publication logistics

To prepare for printing and online publication, WASCLA will coordinate design and formatting of products with extra attention to versions utilizing non-Roman alphabet scripts which may have different spacing requirements

- The Project Director will select a printing vendor experienced with production of multilingual works.
- Sufficient time will be allocated for additional pre-publication proofreading of translations

The Project Director will create a plan for post-publication updates of translations as needed for changes in content and/or editing and corrections, after careful vetting of user feedback.