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| POLICY | Translation and Interpretation |
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| RELATED POLICIES | N/A |
| REVISION DATE | 26 April 2021 |
| REQUIREMENTS | <p>As a global organization, Special Olympics needs to reach as wide an audience as possible. Our policy is to translate as many of our documents, videos, e-learning modules, and other materials as we can. In addition, we aim to provide interpretation services suited to the participants in meetings, webinars, and conferences.</p> <p>Our official working language is English. Our approved languages for translation and interpretation are Arabic, Chinese, French, Russian, and Spanish. We also aim to have an easy-read version of key content, and translate or interpret additional languages whenever possible and feasible.</p> <p>Critical content (text, videos, e-learning modules, audio, etc.) must be:</p> <ul style="list-style-type: none">• Easy to read or understand: this means it can be understood by someone with six years of public education, or a score of 80 or higher on the Flesch-Kincaid Reading Ease Scale (you can check a readability score within MS Word)• Graphical: We will implement a standardized, universal set of pictures and pictograms that would improve accessibility of content• Short: we will use as few words as possible to explain key ideas - if the content is lengthy, we will include a summary and translate it• Global: we will use words and phrases that people around the world will understand and avoid words, phrases or abbreviations that are only meaningful to some people and not to others• Consistent: We will avoid changing words, phrases, and definitions so that our audiences can get used to them• Branded: We will follow Special Olympics branding guidelines <p>The Department or Region that creates content must provide the budget for translation, easy-read and/or interpretation to official languages. It is expected to do so in order to ensure the content is accessible to as many people as possible. This means making bigger provisions in funding proposals, award budgets and operating budgets than has been the case up to now. If the Department or</p> |



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| | <p>Region that creates the content does not have sufficient budget, it should seek help from another Department or Region to cover costs, and/or agree which languages are priority for translation.</p> <p>SOI will have an approved translation and interpretation vendor. The aim is for Regions to work with the vendor’s regional offices, so they get familiar with Special Olympics and can use ‘Translation Memory’ (a glossary of words, phrases and terms that builds up over time which translators or translation software can reference to save time and money). However, Regions may select a preferred local vendor if the quality of translations or service from the approved global vendor is unsatisfactory over time and if they show that using the local vendor will save time and money and meets baseline requirements (e.g. ability to work with JSON, InDesign file formats). In this situation, the local vendor will become the preferred vendor for the relevant language.</p> <p>The primary owner for translation to and interpretation in each of the approved languages is:</p> <p>Arabic – SO Middle-East North Africa Chinese (Mandarin) – SO East Asia French – SO Africa Russian – SO Europe-Eurasia Spanish – SO Latin America</p> <p>Each of these Regions will have a designated ‘Language Owner’ responsible for coordination and prioritization related to the particular language, including reviews. In addition, other Regions and relevant Departments will nominate a ‘Translation Coordinator’ to manage and coordinate translation needs and requests for their team.</p> |
| STEPS | <p>Translation</p> <ol style="list-style-type: none">1. Content creator makes the initial decision about whether the content needs to be translated and, if it does, consults with other Regions/Departments about which languages are necessary and/or priority (which may include other regionally important languages outside of the official languages)2. Content creator checks with Translation Coordinator in their own Department/Region, and potentially with Translation Coordinators in other teams, to agree on prioritization compared with other translation requests being made. |



3. Content creator discusses with each language owner (and others if additional languages beyond official languages are required):
 - a. Amount of budget required, including ‘easy-read’ and potentially cost of a designated Special Olympics reviewer, if Regional staff do not have capacity to review the translation and a suitable alternative is available
 - b. Level of priority compared to other translation requests (which may require checking with the relevant functional area lead at the Regional level)
 - c. Timeline for completion of translation bearing in mind other translation requests pending and Regional priorities
4. Content creator secures budget, either from own resources or other Departments/Regions, and agrees translation plan and timeline with their line manager
5. Relevant language owner arranges translation with SOI approved vendor’s office in that Region or with the preferred local vendor. Language owner may also give content creator the green light to deal directly with SOI approved vendor’s office in that Region or preferred local vendor
6. Staff or designated reviewer from language owner Region reviews translation when provided by the vendor. Regional language owner decides on the amount of reviewing time available based on other staff workloads, and provides an estimated delivery date of reviewed translation to content creator.
7. When the translation is ready, the Regional language owner sends it to the content creator for distribution using relevant channels (e.g. on the website)
8. Content creator ensures translations are made available to other Regions where the language is used, either for direct use or to save time/money on further translation if the language used in another Region is different (e.g. French in West Africa vs in Europe or Canada)

Interpretation

1. Event owner makes the initial decision about whether the content needs to be interpreted and, if it does, into which languages
2. Event owner discusses with each Regional language owner:



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| | <ol style="list-style-type: none">a. Whether content should be interpreted to that languageb. Amount of budget requiredc. Timing of event and planning timeline <ol style="list-style-type: none">3. Event owner requests interpretation cost proposals from:<ol style="list-style-type: none">a. SOI approved vendorb. Relevant preferred Regional vendor(s) if they provide the service in the languages required4. Event owner decides on the interpretation provider and works with relevant Regions, if required, to implement the service |
| USAGE | Every time a key piece of content that is relevant to a global audience is produced, whether in text, video, e-learning, audio or other format |
| AUTHORITIES | GLT members have ultimate responsibility for content creation and for improving use of translation, easy-read and interpretation to expand Special Olympics' reach and impact around the world |
| RATIONALE | <p>Translation, easy-read and interpretation are critical to achieving the Special Olympics mission. One of the main priorities in the strategic plan is to 'improve quality and reach of local programming'. To do this, and to achieve all other parts of the strategic plan, we need to translate relevant documents, videos and other materials. We also need to provide interpretation during meetings, webinars and conferences to enable full participation by those who are involved.</p> <p>The biggest current issues are poor translation quality for some languages, the amount of Regional staff time being taken up checking translations (ranging from 20% to 45% in some cases), and lack of budget allocation for translation.</p> <p>Decentralizing translations to Regions will enable them to build relationships with local translation offices (whether the SOI approved vendor or a preferred local provider). It is hoped that this will increase accuracy and decrease the amount of staff time required to review translations. It may also help to reduce costs.</p> <p>Preparing content in 'easy read' format whenever possible (including for videos, e-learning content, etc.) should also reduce costs, and should make it possible to translate to a wider range of languages and provide information to a larger audience.</p> |



ADDITIONAL DETAILS

Translation vendors will be asked to provide content for transfer into the e-learning system in a word document. While translation vendors are not required to be experts in e-learning software or our particular e-learning platform, they do need to be able to view a JSON file.

It will be a requirement that the SOI approved vendor and preferred local vendors will use Translation Memory. Special Olympics will own Translation Memory used by any vendors, including preferred local providers. All vendors will be required to be able to work JSON and InDesign file types.

The aim will be to have a rolling contract arrangement with designated non-staff reviewers.

Examples of content that should be translated include content that:

- Announces movement-wide important news
- Guides action on Special Olympics goals
- Guides action on Special Olympics policies
- Sets rules for governance or participation, e.g. General Rules, Sport Rules
- Promotes the success, safety, or health of athletes
- Asks for information to improve our operations
- Helps understand legal documents
- Helps improve marketing or fundraising efforts
- Has a global marketing purpose, such as the Annual Report, Reach Report, press releases, brochures, and website content
- Is a story or video that is an outstanding example of our work and strongly shows our mission