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## National Standard of Canada

# Translation services

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## Translation services

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## Foreword

Translation is an important component of the Canadian language industry. Official bilingualism, multiculturalism and the communication needs of an outward-looking economy have nurtured a strong and innovative translation sector made up of in-house language service departments, translation firms and independent translators. A number of Canadian users of translation services can be described as having an appreciation of the challenges involved in providing good translation.

Educational institutions play a key role in supporting the development of the Canadian translation industry with Canadian universities providing specialized education in translation, terminology and interpretation.

Translators, terminologists and interpreters in the various provinces and territories have formed associations to promote their professions, professional ethics and the protection of clients and consumers. They have worked together to create and promote the professional designation of certified translator. The provincial associations of British Columbia, Ontario, Quebec and New Brunswick are now recognized by provincial statutes that give them the responsibility to protect the public.

Canada is playing an important role in the development of international standards for translation services. In 2006 the International Organization for Standardization (ISO) initiated the development of international standards for translation services under ISO technical committee ISO/TC 37, Terminology and other language and content resources. Canada is an active participant member of the subcommittee developing the standards. Canadian input is co-ordinated through the SCC Mirror Committee (SMC/ISO/TC 37/SC 5), which is administered by the Standards Council of Canada. The resulting ISO standards will influence the Canadian language industry in meeting national and international needs.

## Introduction

This National Standard of Canada establishes and defines the process requirements for the provision of translation services by translation service providers (TSP). This standard is applicable to organizations as well as individuals providing the translation services described herein.

This document was prepared with the intent to harmonize where possible with the provisions of EN 15038, *Translation Services — Service Requirements*<sup>1</sup>. Variances in wording and content with EN 15038 reflect the Canadian perspective.

Conformity assessment and TSP certification based on this standard are envisaged. With the recent development of national and regional standards for translation services, many translation service providers, nationally and internationally, are now in the process of either considering or seeking certification of the services they provide in meeting the demands of the marketplace.

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<sup>1</sup> The European Committee for Standardization (CEN) has granted CGSB copyright permission to reproduce pertinent parts of EN 15038. A copy of EN 15038 can be purchased from IHS Markit, 200-1331 MacLeod Trail SE, Calgary, Alberta T2G 0K3, telephone 613-237-4250 or 1-800-267-8220, fax 613-237-4251, Web site [www.global.ihs.com](http://www.global.ihs.com).

# Translation services

## 1 Scope

This standard specifies the process requirements for the provision of translation services by a translation service provider (TSP).

This standard does not apply to interpreting or terminology or additional services or to professional designation of individuals as certified translators.

## 2 Terms and definitions

For the purposes of this National Standard of Canada, the following terms and definitions apply.

### 2.1

#### **additional services**

services provided by a TSP in addition to translation services. See Annex C.

### 2.2

#### **client**

individual or organization contracting with a TSP.

### 2.3

#### **competence**

demonstrated knowledge and ability to do the tasks.

### 2.4

#### **computer-assisted translation**

translation in which a variety of computer programs (tools) are used to support the task of human translation.

### 2.5

#### **correction**

action to eliminate a detected non-conformity.

### 2.6

#### **corrective action**

action to eliminate the cause of a detected non-conformity or other undesirable situation.

### 2.7

#### **document**

information and its supporting medium.

### 2.8

#### **domain**

field of activity characterized by a specific body of knowledge, terminology and phraseology.

### 2.9

#### **end user**

individual or organization for whom the client is contracting with a TSP; the end user can be the same as the client or target audience.