UNIVERSITY
OF
JOHANNESBURG

Policy: Language Editing and Translation	
Document number	
Custodian	Registrar
Responsible division	
Status	Draft 1 (13.08.2008)
Approved by	
Date of approval	
Amendments	
Dates of amendments	
Review date	

Related documents	
UJ documents (e.g. Policies, Regulations, Guidelines, Contracts) • UJ Vision, Mission and Values	**Other** (e.g. Legislation, DoE and HEQC directives and guidelines) • CHE: Higher Education Quality Committee (HEQC), Criteria for Institutional Audits, November 2004;

Stakeholders affected by this document (units and divisions who should be familiar with it):
- Management Executives
- Executive deans/directors
- Directors and heads of:
  - Academic departments
  - Central, Academic and General Administration
  - Support divisions
- Staff in the:
  - Academic departments
  - Central, Academic and General Administration
  - Support divisions
- Language specialists.

Website address of this document:

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1. PREAMBLE

Integral to the University of Johannesburg's commitment to excellence is the assurance that language usage in all official documentation reflects its image as a premier university, in compliance with the tenets of quality, efficiency and effectiveness. In this regard, provision of clear directives concerning responsibilities for the translation and language editing of all University documents is essential.

2. PURPOSE

The purpose of this policy is to:

a)   provide clear guidelines for the translation and language editing services offered by the Language Unit;

b)   identify the categories of documents as produced by the associated managerial levels for purposes of determining priorities in respect of availability of "in-house" translation and language editing services;

c)   identify alternative support measures open to constituents or stakeholders if their specific language editing and translation needs cannot be met "in-house".

3. SCOPE

This policy applies to all University employees requiring translation or language editing services across all managerial, faculty, academic support, administration and support divisions across all campuses.

4. PRINCIPLES

4.1   All official University documents – both external (e.g. potential students, alumni, government institutions, the media, industry, donors and other educational institutions) and internal (e.g. students, staff, faculties and administrative departments) – must reflect the University's image as a premier African university in respect of language usage and layout.

4.2   Translation and language editing services provided by the Language Unit are determined by the following:

a)   prioritisation in accordance with the categories of documentation outlined in section 5;

b)   reasonable limitations set by availability of human resources;

c)   outsourcing to competent external translators/editors when required;

e)   recognised editorial guidelines set out in the guides for English, Sesotho sa Leboa, Afrikaans and IsiZulu house styles to which documents must conform before being submitted for translation and editing.

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4.3   The scope of responsibility covered by the language services office is limited to translation (writing a word, phrase or text in another language that has a meaning equivalent to that of the original/source language) and language editing (preparing a text by correcting errors and ensuring clarity and accuracy) only.

5.   THE PRIORITISATION PROCESS

Prioritisation of documents for translation and language editing takes place on the basis of indicators stipulated in the following categories. Key to this is that requests are attended to on a first-come first-serve basis:

5.1   Category A Documents

5.1.1   These comprise official high-level documents and include a wide range of material such as high-ranking correspondence, internal and external reports, constitution and policy documents, official publications, press releases, marketing documents, advertisements and forms.

5.1.2   These documents are generated by:

a)   the MEC.

5.1.3   If the workload of the language specialists and urgency of service required are such that the work cannot be completed before the required deadlines, the work will be contracted to competent external translators/editors. Contracting out to specialists may also be done when highly specialised documents (containing a high degree of subject-specific terminology) are received for which University language specialists do not have the requisite expertise. The final product from outsourced translators/editors is checked by the University language specialists.

5.2   Category B Documents

5.2.1   While this category comprises material that is strictly official, Category B documents have second priority and will not be accepted if they interfere with work on Category A documents. Category B documents include a wide range of material such as internal and external faculty and division reports, learning guides, websites, minutes and agendas.

5.2.2   Category B documents are generated by:

a)   executive deans, heads of departments, academic and administrative employees of faculties;

b)   executive directors, directors and heads of departments of the various administrative and support divisions.

6. MAKING REQUESTS FOR LANGUAGE EDITING AND TRANSLATION

6.1 All language service requests are sent to the Language Unit's Administrative Assistant for control and recording. To maintain effective control, accurate recording and in order to render efficient services, it is important to follow the procedure outlined below:

a) Requests are sent electronically to the Administrative Assistant.

b) S/he records, places the request on the queue and electronically sends an acknowledgement of receipt plus the job queue number to the client.

c) S/he forwards the request as a task to the appropriate language specialist.

d) On completion the language specialist returns the task to the Administrative Assistant and copies it to the client.

e) Queries are addressed to the Administrative Assistant for recording upon which she/he refers them to the relevant Language Specialist.

f) The Language Specialist resolves the queries with the client and notifies the Administrative Assistant of this for recording purposes.

NB. Refer to the workflow chart on the last page of this document.

7 FREELANCE RESOURCES

7.1 Freelance resources are listed at http://www.translators.org.za.

7.2 Responsibility for liaising with and remuneration of freelancers lies with whoever requires these services.

8 LANGUAGE STYLE GUIDES

University house-style guides are available in English, Sesotho sa Leboa, Afrikaans and IsiZulu and are placed on the Intranet and the Language Unit website. These guides are revised annually. Each division and faculty within the University shall be provided with a set consisting of four copies (in all UJ official languages) in 2010. The revised copies shall thereafter be electronically available on the Intranet and Language Unit website.

9. WORKFLOW CHART

Translation and Language Editing

| Email request is sent to the Language Unit's Admin. Assistant. | → | Request recorded and placed on the queue. | → | Admin. Assistant sends acknowledgement of receipt and job queue no. to client. |

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| Request forwarded to the relevant language specialist. |

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| Language specialist resolves query with client and then notifies the Admin. Assistant for recording purposes. | ← | Queries emanating from the tasks are addressed to the Admin. Assistant upon which they are referred to the relevant Language Specialist. | ← | Admin. Assistant records completed task. | ← | The language specialist returns completed task to Admin. Assistant and copies it to the client. |

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