



Expert
Translation Services

2024

Services CATALOGUE



Experts Translations Services

إكسبرتييس لخدمات الترجمة

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OUR STORY


WHO WE ARE TODAY

SERVING THE VULNERABLE POPULATION

Since its inception in 2010, Experts Translation Services (ETS) has maintained its commitment to vulnerable persons and their rights to access critical information and services in their languages. Our organization was initially created to remove language barriers for victims of domestic and sexual violence, with high-quality interpretation services in a responsive manner.

Throughout the years ETS has evolved into a world class organization which now offers over 50 professional language services. Some of these services include: interpretation, translation, transcription, training, testing, accessibility and consulting which we offer globally in over 300 languages 24/7/365.

Although ETS has branched out into new market segments such as business, technology, insurance, banking, legal, medical, pharmaceutical and retail, we have never forgotten our humble roots and are still proud to identify ourselves as a Non-Profit Social Enterprise. All net profits generated from our business are re-invested into social initiatives which assist limited English speaking vulnerable populations.



Our MISSION is simple

Connecting people globally through languages.

Our VISION is clear

Improve access to critical information and services through high quality language solutions.

Our VALUES are firm

- > Respect
- > Quality
- > Accountability
- > Collaboration
- > Learning



TRANSLATION SOLUTIONS

We work collaboratively with our customers to develop translation solutions that meet your unique needs in an efficient and cost-effective way.

WHY CHOOSE OUR TRANSLATIONS SERVICES?

- > Over 750 translators, both in-house and off-site
- > Certified translators
- > Translations in more than 250 languages
- > Quotes within 24 hours
- > A dedicated project manager
- > 3rd Party Liability Insurance for Errors and Omissions
- > Rigorous quality assurance process
- > Real-time project monitoring via customer portal



TRANSLATION SOLUTIONS WE OFFER

TRANSLATION	REVISION & PROOFREADING	TRANSCREATION
<p>ETS translates all types of written documents for a wide range of sectors including government, business, technology, insurance, banking, legal, medical, pharmaceutical and retail. All our translations are revised by a second language professional.</p>	<p>We providing revision and editing services for your content to ensure it is accurate, appropriate for your target audience, and achieves the impact you require. We provide proofreading services to ensure proper spelling, punctuation, line breaks and font display for the content you are about to publish.</p>	<p>We offer creative translation services for all your advertising and marketing needs. This helps ensure the content is not only accurate, but also that it achieves the desired impact on your audience, through cultural adaptation for the market you are targeting.</p>
CERTIFIED/NOTARIZED	MACHINE TRANSLATIONS	LOCALIZATION
<p>Our team provides certified and notarized translations of documents for official purposes, such as credential assessments, citizenship applications, or in order to be submitted as evidence in court.</p>	<p>In machine translation, documents are translated automatically with computer software where human intervention only takes place at the proof reading stage. This service enables organizations to translate large documents quickly and cost-efficiently. If you are primarily looking at price and quick turnaround times, machine translation may be a service that supports your entire translation workflow.</p>	<p>ETS can help you localize your website, mobile applications, or software for a multicultural audience, by not only translating the text to get the meaning across, but also adapting the content to the locale of the target audience.</p>



INTERPRETATION SOLUTIONS

ETS will find the right professional for your assignment. We have an extensive network of over 4,000 interpreters working in more than 300 languages including American Sign Language (ASL) and Aboriginal Languages.

Our organization prides itself in observing some of the highest quality standards in the market when it comes to training and recruiting language interpreters. Some of the combined credentials of interpreters in our roster include:



- > Community interpreter training from a recognized post-secondary academic institution or a community-based agency (A minimum of 100 instructional hours)
 - > Fundamentals or language interpretation
 - > Role of the interpreter and code of ethics
 - > Interpreting in general legal, medical and social services settings
- > Interpreter skills assessment (ILSAT or CILISAT)
- > Advanced interpreter training in medical and legal settings
- > Court interpreter accreditation from the Ministry of the Attorney General (MAG)
- > Immigration interpreter accreditation from the Immigration and Refugee Board

OUR INTERPRETERS ARE CONSTANTLY MONITORED THROUGH CUSTOMER FEEDBACK, COVERED BY ERRORS & OMISSIONS INSURANCE AND AVAILABLE 24/7/365.

INTERPRETATION SOLUTIONS WE OFFER

CONSECUTIVE INTERPRETATION	SIMULTANEOUS INTERPRETATION	REMOTE SIMULTANEOUS INTERPRETATION
<p>Also known as dialogue interpreting, it is commonly used in small meetings, as well as in appointments between 2 to 3 people, generally in legal, medical, and social services settings. In consecutive interpreting there are pauses every two to three sentences to allow the interpreter to convert the message from the source language and verbalize into the target language.</p> <p>MODE OF DELIVERY: In-person, telephone (immediate/scheduled) or video</p> <p>MINIMUM: 2 hours in person, 1 hour video and telephone by the minute</p>	<p>Ideal for small group sessions or for larger audiences as the ones found in conference settings. The interpreter follows the speaker and conveys the message almost instantaneously. The interpretation can be whispered like in a small group session, or with the use of conference interpretation equipment (a soundproofed booth with microphones, an interpretation console, and receivers).</p> <p>MODE OF DELIVERY: In-person</p> <p>MINIMUM: 4 hours for both</p>	<p>Simultaneous interpretation is the process of translating speech from one language into another in real-time. Remote Simultaneous Interpretation (RSI) eliminates the need for on-site interpreters and equipment—reducing costs, bypassing event organizers and minimizing carbon emissions. This service can be customized to meet your specific needs.</p> <p>Please contact ETS for more information.</p> <p>MODE OF DELIVERY: Video</p> <p>MINIMUM: 2 hours</p>



ACCESSIBILITY SOLUTIONS

We continuously strive to make sure all language and communication barriers are removed through the services we provide. We offer a range of solutions that can support your organization in ensuring your services are accessible and comply with the Accessibility for Ontarians with Disabilities Act (AODA).



ACCESSIBILITY SOLUTIONS WE OFFER

ASL	TACTILE SIGNING	CART
American Sign Language - Communication between English speakers and deaf, deafened, or hard of hearing persons that have learned to sign in ASL. Also available in video. VRI - Video Remote interpretation.	Communication for individuals who are both sight and hearing impaired (deafblind).	Communication Access Realtime Translation -Live, word-for-word transcription of speech to text so that individuals can read what is being said in group settings or at personal appointments on a laptop or a larger screen.
LSQ	DEAF INTERPRETING	BRAILLE PRINTING
La langue des signes québécoise – Communication between French speakers and deaf, deafened, or hard of hearing persons, that have learned to sign in LSQ.	Needed when trying to communicate with a deaf person who has limited communication skills or uses non-standard ASL gestures.	We provide Braille translation and printing services to help your organization produce print materials that are accessible to the visually impaired.



LANGUAGE CONSULTING

ETS Language Solutions can remove any potential language barriers by providing you with a complete solution.

ETS caters to international corporations all the way through to small local firms. No job is too big or too small for us to handle!



We offer a broad spectrum of customized language solutions for your specific needs. Our language consulting services are ideal for: businesses dealing with multilingual or multicultural clients, corporations operating internationally, public sector clients and companies looking to expand abroad. Our team of professional consultants are ready to assist you expand your business anywhere globally.



TRAINING & TESTING

STAFF TRAINING AND TESTING

Require customized training and testing for your employees?

ETS' subject-matter experts in languages services will work with your organization in order to create and deliver on-target instruction for your very specific needs. Your organization will benefit from detailed assessment of the learning and development needs of staff, with attention to the company culture and strategic plans.

All training courses can be further complimented with customized assessment and testing tools. Please contact ETS for more information.



LOOKING TO BECOME A LANGUAGE PROFESSIONAL? TRAINING PROGRAMS WE OFFER:

COMMUNITY INTERPRETING	<p>Ideal for candidates who are new to the industry, or for those seeking to obtain a proof of training in general or community interpretation.</p> <p>These courses focus on the fundamentals of language interpretation, as well as interpretation in general legal, healthcare and social services settings. The program is available both on-site and online.</p>
OTTP - ONLINE TRANSLATOR TRAINING PROGRAM	<p>By integrating theoretical concepts and principles together with practical application and skills development, this language-independent program aims to develop the competencies, skills, knowledge and attitudes required to become translators. The program will benefit individuals who wish to begin a career in translation, as well as those already working as translators but who do not have previous training and/or who wish to upgrade their translation skills. The program will cover fundamentals of translation, steps in developing translation competence, the industry best practices and information about growing a translation business.</p>
ADVANCED INTERPRETER TRAINING	<p>These courses are ideal for professional interpreters who are already actively working in the field, or for those looking to further their skills and opportunities to work in legal and medical interpretation settings.</p>
CUSTOMIZED TRAINING AND TESTING	<p>Require customized training and testing for your employees? ETS' subject-matter experts in languages services will work with your organization in order to create and deliver on-target instruction for your very specific needs. Your organization will benefit from detailed assessment of the learning and development needs of staff, with attention to the company culture and strategic plans. This training can be further complimented with customized assessment and testing tools.</p>



KEY SOLUTIONS

Interpretation

In-person interpretation
 Telephone interpretation
 Video Remote interpretation
 Group interpretation
 Remote Simultaneous interpretation
 Conference interpreting
 Court interpreting
 Subpoena attendance
 Message relay
 Liaison interpreting
 Sight translation

Translation

Translation
 Machine translation
 Editing
 Proofreading
 Update of a translation
 On-site translation
 Certified or notarized translation
 Transcreation
 Desktop publishing
 Layout formatting
 Typesetting
 Localization

Accessibility

American Sign Language (ASL)
 La langue des signes québécoise (LSQ)
 Tactile signing
 Deaf interpreting
 Closed Captioning
 CART (Communication Access Real-time Translation)
 Braille printing
 Accessible document formatting

Other Services

Transcription
 Recorded interpretation
 Subtitling
 Voiceover
 Project management
 Language consulting
 Language proficiency training & testing (Staff)
 Interpreter and translator training & testing

