

## Interpreting Service Instructions

# Q: What is the difference between Mandarin used in China and Mandarin in Taiwan, Macao and Hong Kong?

## A: Terms, vocabularies and expressions.

The fundamental difference between Mandarin used in mainland China and Mandarin used in Taiwan, Hong Kong and Macao lies in some of the particular terms and vocabularies, especially in the fields of politics, literature and religion.

Sometimes daily conversational expressions might differ as well whereas the essential syntax remains quite similar. In terms of spoken discourse, one of the most prominent features of Mandarin Chinese, the four tones system, is basically identical between the two dialects of Mandarin.

## Q: Should we choose a NAATI interpreter? When? Why?

#### A: It is highly recommended.

The relevant legislation requires that the work of interpreting be done, processed and proofread by a NAATI certified interpreter, which is why clients should assign their work to a professional certified interpreter.

NAATI's primary purpose is to strengthen inclusion and participation in Australian society by assisting in meeting its diverse and changing communication needs and expectations, through:

- Setting, maintaining and promoting high national standards in translating and interpreting, and
- Implementing a national quality-assurance system for credentialing practitioners who meet those standards.

NAATI credentialing provides quality assurance to the clients of translators and interpreters. It also gives credibility to agencies that employ practitioners who are credentialed appropriately.

# Q: Should you always listen to a complaint from your customers or your bilingual staff that the interpreting is not correct?

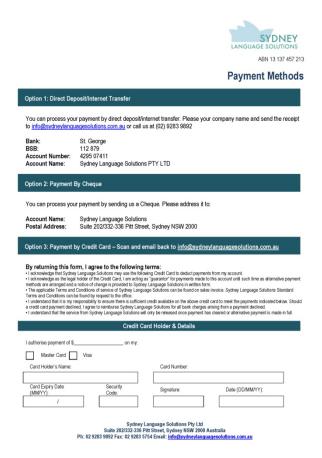
The notion that any bilingual individual can be a qualified interpreter or a proof reader is a falsified one in that the professional competence of an interpreter entails much more than mere bilingualism.

The fundamental requirements of a professional interpreter comprehend bilingualism, biculturalism, proficiency in practical interpreting skills and preferably some basic interpreting theories as well as massive experience in speaking. It takes years of professional training and practice to achieve all these requirements. As a result, customers or normal bilingual individuals are probably not in a position to offer unbiased, professional and accurate opinion on the work of a professional certified interpreter.

## Q: Can you receive the interpreting if you only pay 50% of the fee?

#### A: No, you cannot.

In accordance to our payment policy and as mentioned in any of Sydney Language Solutions' quotes, you will not be able to receive the interpreting without paying the remaining 50% of the fee.



## Q: What is the difference between simultaneous and consecutive interpreting?

#### A: Simultaneous interpreting is the most difficult in all kind of interpreting.

With this kind of interpreting, the speakers give their speech on stage non-pause while the interpreter at back stage translates the speakers' comments instantly.

Consecutive interpreting is the more common one. In this kind of interpreting, the speaker will pause frequently to permit the interpreter to have sufficient time to translate what he just said.

## Q: How many interpreters do I need for simultaneous interpreting?

#### A: It mostly depends on the nature of the session

Generally speaking, simultaneous interpreting sessions are tremendously exhausting work. Therefore, for the quality and effectiveness of the interpreting, it is essential that the interpreters have a break at least in every 45 minutes.

If you need interpreters for more than half day then it is highly recommended that you should have two interpreters.

## Q: Which skills does a professional interpreter need?

#### The essential skills of an interpreter:

- Has to be qualified and accredited.
- Must have broad experience in the interpretation field.
- Must have social and cultural awareness and understanding.
- Must have ethics and the morality of the profession.
- Must have professionalism, codes of ethics and the law.
- Has to be a great communicator with high levels of motivation and initiative.
- Must have a great memory.

## Q: How do I know if I need a Sydney Language Solutions interpreter?

As English is not a native language for some speakers, they may have difficulty conversing in English. Therefore, the presence of an interpreter is needed.

If you come to a decision that an interpreter is necessary, you will need to discuss this with our friendly staff for further information.

## Q: Why choose Sydney Language Solutions interpreting?

We are proud to provide onsite interpreting, conference (simultaneous) interpreting, instant telephone interpreting, sign interpreting, and trilingual interpreting in a wide range of areas including video interviews, conferences, meetings, events, trade shows, workshops and seminars, on top of business traveller and tourist assistance. Our interpreters are highly-trained, skilled and qualified native speakers. We guarantee that you have the most appropriate interpreter for your project.

Our major languages are Mandarin, Cantonese, Japanese, Vietnamese, Korean, Indonesian, French, Russian, Italian and Spanish. We also offer translation in all other major European and Asian languages.

#### Our clients include:

- Australian Trade Commission- Austrade
- Babylons- National Achievers 2011 Congress
- Big Stick Adventure
- Brains Intelligent Design & Writing Pty Ltd
- Maccquarie Applied Finance
- Realtime Health

#### Q: Why do you need to sign a quote?

#### A: To protect both parties from potential issues.

Our quote is a legally binding document that states all the rights that you are entitled to as a customer, terms and conditions that we are obliged to provide as the interpreting provider. These terms and conditions are to protect both parties from potential issues and misunderstandings that might arise in regards to the interpreting job.



# Q: Which criteria should you always mention to Sydney Language Solutions when ordering an interpreting service?

When ordering a interpreting service, you should always mention:

- 1. The language you require
- 2. The date, time, duration and venue for the interpreting job.
- Whether you need NAATI or non-NAATI accredited interpreting.
- 4. Any information regarding the nature of the interpreting.

## Q: How to book Sydney Language Solutions interpreting service?

You can book your interpreting job by:

- emailing Sydney Language Solutions on info@sydneylanguagesolutions.com.au
- calling Sydney Language Solutions on 02 9283 9892
- in person at Sydney Language Solutions office: Suite 202, 332 Pitt Street NSW 2000