



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.



Payment Methods

Option 1: Direct Deposit/Internet Transfer

You can process your payment by direct deposit/Internet transfer. Please your company name and send the receipt to info@sydneylanguagesolutions.com.au or call us at (02) 9283 9892

Bank: St. George
BSB: 112 879
Account Number: 4295 07411
Account Name: Sydney Language Solutions PTY LTD

Option 2: Payment By Cheque

You can process your payment by sending us a Cheque. Please address it to:

Account Name: Sydney Language Solutions
Postal Address: Suite 202/332-336 Pitt Street, Sydney NSW 2000

Option 3: Payment by Credit Card – Scan and email back to info@sydneylanguagesolutions.com.au

By returning this form, I agree to the following terms:

- I acknowledge that Sydney Language Solutions may use the following Credit Card to deduct payments from my account.
- I acknowledge as the legal holder of the Credit Card, I am acting as "guarantor" for payments made to this account until such time as alternative payment methods are arranged and a notice of change is provided to Sydney Language Solutions in written form.
- The applicable Terms and Conditions of service of Sydney Language Solutions can be found on sales invoice. Sydney Language Solutions Standard Terms and Conditions can be found by request to the office.
- I understand that it is my responsibility to ensure there is sufficient credit available on the above credit card to meet the payments indicated below. Should a credit card payment declined, I agree to reimburse Sydney Language Solutions for all bank charges arising from a payment declined.
- I understand that the service from Sydney Language Solutions will only be released once payment has cleared or alternative payment is made in full.

Credit Card Holder & Details

I authorise payment of \$ _____ on my:

☐ Master Card ☐ Visa

Card Holder's Name:

Card Number:

Card Expiry Date
(MM/YY)

____/____

Security
Code:

Signature:

Date (DD/MM/YY)

____/____/____

Sydney Language Solutions Pty Ltd
Suite 202/332-336 Pitt Street, Sydney NSW 2000 Australia
Ph: 02 9283 9892 Fax: 02 9283 5754 Email: info@sydneylanguagesolutions.com.au

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.

 SYDNEY LANGUAGE SOLUTIONS ABN 13 157 457 213 Suite 202, 302 Pitt St, Sydney NSW 2000 Phone: 02 9393 9802 - 9430815573 Email: info@sydneylanguagesolutions.com.au	QUOTATION Number 38 Dated 17/08/2012
Payer's Name Ashurst Level 36, Grosvenor Place, 225 George Street, Sydney NSW 2000, Australia	Payer's Name: SYDNEY LANGUAGE SOLUTIONS PTY LTD ABN 13 157 457 213 Phone: 02 9393 9802 - 9430815573 Email: info@sydneylanguagesolutions.com.au Website: www.sydneylanguagesolutions.com.au
About Sydney Language Solutions Sydney Language Solutions (SLS) is a language consultancy specialising in tailor-made language services for individual, corporate and government clients. Our services include language training programs and cross-cultural training solutions. We also provide professional editing, translation, interpreting, and other language-related services across various languages. The business draws from the collective experience of Dr Nia Pham and her team of NAATI-accredited translators and language teachers to deliver tailored solutions for their client's unique needs.	
Your Requirement Course: Japanese Course (For Business) - Group of 5-7 people Language: Japanese Level: Intermediate-Advanced Level: Speaking & Writing in Honorific Japanese (Keigo) Starting Date: As agreed between SLS and Ashurst Location: Level 36, Grosvenor Place, 225 George Street, Sydney NSW 2000, Australia	
<ol style="list-style-type: none">1. Onsite training for about 5 – 7 staffs at the office of Ashurst by Japanese Language Trainer of Sydney Language Solutions. The charge for the course remains the same if the student group include from 5 to 7 students.2. After the course of 10 hours (10 sessions), the learners will be able to improve their oral and writing skills in Honorific Japanese in Business context. The topics of the 10 week lessons will be recommended by Ashurst and/or by Sydney Language Solutions.3. The aim of the course is to help English-speaking staff of Ashurst to gain the language competence to speak and write in Honorific Japanese confidently in business transactions.4. The focus of the training course is on conversational skill and writing in topics related to business.5. The training will be conducted at the office of Ashurst.6. The package will include the training materials provided by Sydney Language Solutions, travel fee for the trainers, the hourly cost of the trainer and administration fee of Sydney Language Solutions.7. The training program can start any day from Monday 27.8.2012 with the time set by Ashurst.8. Sydney Language Solutions will be responsible for providing the learning content that best matches the learning need of Ashurst.9. Sydney Language Solutions will provide new trainer if the current student is not satisfied with the pace or training quality of the current trainer. Our trainers are very qualified native speaker teachers with excellent teaching method.10. Ashurst must give at least 72 hours of notice in case Ashurst wishes to change the class time so SLS can prepare and assign the teacher.	

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.
3. 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**