



# **LICS Certification Scheme**

## **Certification Procedure for Translation Service Providers**

**pursuant to**

**EN 15038**

**Language Industry Certification System**

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## 1 Scope

This certification scheme specifies the procedure employed by Certification Bodies under the auspices of the Language Industry Certification System to certify services of translation service providers with respect to their conformity with the European Standard EN 15038:2006-08-01.

This certification scheme applies also to the certification of One Person Enterprises (OPEs) in the case of which specific provisions may apply.

Certification is based on the principles of EN 45011; the terms and conditions of the LICS apply.

## 2 Application

**2.1** The Applicant must file an application using the form provided according to the terms and conditions of LICS.

**2.2** The Applicant must appoint a certification agent who will act as a contact person for the certification process and also during the entire term of validity of the certificate.

## 3 Documentation

Before the audit is carried out according to section 4, the Applicant must provide documentation on the service to be certified. This documentation must contain the following

- Name of the Applicant, including addresses for all business sites (if applicable),
- Description of the Applicant, including company profile, any specializations, etc.
- Documentation pursuant to Annex A regarding compliance with the requirements of EN 15038.

In case the applicant is an OPE and he/she wishes to apply the OPE audit conditions in accordance with clause 4.5:

- Documents proofing the qualifications and professional competence of the OPE owner in case if he/she acts as translator him/herself,
- Documentation on the facilities used by the OPE used for service provision; this documentation shall include a photographic documentation of the OPEs premises.

## 4 Audit

**4.1** The audit shall be carried out by a Lead Auditor. A Lead Auditor is a qualified auditor who has in-depth knowledge of EN 15038 and experience with translation services.

**4.2** The Certification Body and the Applicant will achieve consensus concerning the person of the Lead Auditor.

**4.3** The audit shall be carried out in accordance with Annex A. If the audit requires supporting documents based on reference orders executed by the service provider, it is the responsibility of the auditor to specify these from the orders executed within a 24-month period prior to the audit.

**4.4** The audit will be performed taking into account the size of the translation service provider.

**4.5** In case the Applicant is an OPE and upon the request of the OPE, the audit may be performed off the premises of the OPE provided that the Applicant is able to provide access to all relevant documents and records required in order for the auditor to evaluate the conformity of the OPEs services and the qualification of the OPEs

collaborators (e.g. revisers, reviewers). The access to the OPEs records provided by the OPE shall be such that sampling by the auditor is made possible.

## **5 Issuing the Certificate**

The positive assessment of the audit pursuant to section 4 is the prerequisite for the issuing of the certificate.

The certificate is valid for a period of 6 years.

## **6 Maintaining the Certificate**

In order to maintain the license to bear the issued certificate, intermediate audits shall be carried out by the Lead Auditor on a 2-year period bases.

The intermediate audit shall be carried out in accordance with Annex A.

## **7 Extension of the Certificate**

In order to extend the validity of the certificate, the steps set out in sections 2 through 6 must be followed.

## Annex A (normative) Checklist for the Certification Applicant and the Audit

| EN 15038 Requirements   | Certification Requirements   |
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| <b>Section 3 "Basic Requirements"</b>   |  |
| <b>Section 3.1 "General"</b>  | <p><b>The documentation shall contain the following:</b><br/>- if employed by the translation service provider, demonstration of procedures regarding subcontracting of orders and/or parts of translation projects to subcontractors.</p> <p><b>The audit shall include the following:</b><br/>- Examination of reference orders from an appropriate sample of clients.</p> <p><b>Compliance criteria:</b><br/>- The service provider is clearly seen to have final responsibility for the translation project as a whole, including all subcontracted elements.</p>  |
| <p><b>Section 3.2.1 "Human resources management"</b> Section 3.2.2 "Professional competence of translators" Section 3.2.3 "Professional competence of revisers" Section 3.2.24 [sic] "Professional competence of reviewers" Section 3.2.5 "Continuing professional development"</p> | <p><b>The documentation shall contain the following:</b><br/>- Demonstration of procedures and criteria regarding the selection of translators, revisers and reviewers for translation projects.</p> <p><b>The audit shall include the following:</b><br/>- Examination of records, databases, etc., regarding the selected translators, revisers and reviewers.<br/>- if available: Interviews with translators, revisers and reviewers<br/>- Examination of reference orders from an appropriate sample of clients.</p> <p><b>Compliance criteria:</b><br/>- The service provider has defined criteria for the selection of translators, revisers and reviewers.<br/>- The service provider takes measures to assess the selected translators.<br/>- The qualifications of the selected translators meet at least one of the following formal requirements: -<br/>    - formal higher education in translation (recognized degree);<br/>    - equivalent education in any other subject plus a minimum of two years of documented experience in translation;<br/>    - at least five years of documented professional experience in translation.</p> |
| <b>Section 3.3 "Technical resources"</b>  | <p><b>The documentation shall contain the following:</b><br/>- Description of available technical resources (hardware, software, communications equipment, etc.)</p> <p><b>The audit shall include the following:</b><br/>- Examination of the technical resources in use with regard to their availability and suitability for the translation projects carried out.</p> <p><b>Compliance criteria:</b><br/>- The service provider has the appropriate technical equipment available for the translation projects carried out.</p>  |
| <b>Section 3.4 "Quality management"</b>   | <p><b>The documentation shall contain the following:</b><br/>- Demonstration of procedures and measures regarding quality management.<br/>- Identification of an employee of the translation service provider who is responsible for quality management.</p> <p><b>The audit shall include the following:</b><br/>- Examination of the applied quality control procedures and measures, including customer satisfaction.<br/>- Interviews with the appointed quality management agent and with project managers, translators, revisers and reviewers.<br/>- Examination of reference orders from various clients.</p> <p><b>Compliance criteria:</b><br/>- The documented system for quality control is being applied ensuring that the required checks for each translation project are carried out.</p>  |

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| <p><b>Section 3.5 "Project managers"</b></p>  | <p><b>The documentation shall contain the following:</b></p> <ul style="list-style-type: none"> <li>- Demonstration of the criteria regarding the selection of project managers for translation projects.</li> <li>- Identification of the translation service provider's employees who are responsible for project management.</li> </ul> <p><b>The audit shall include the following:</b></p> <ul style="list-style-type: none"> <li>- Examination of the applied procedures and measures of project management.</li> <li>- Interviews with specified project managers.</li> </ul> <p><b>Compliance criteria:</b></p> <ul style="list-style-type: none"> <li>- The service provider assigns project managers to supervise translation projects.</li> </ul>   |
| <p><b>Section 4 "Client relations"</b></p>  |  |
| <p><b>Section 4.1 "General" Section 4.2 "Processing of enquiries" Section 4.3 "Quotation" Section 4.4 "Agreement"</b></p> | <p><b>The documentation shall contain the following:</b></p> <ul style="list-style-type: none"> <li>- Demonstration of the procedures for handling enquiries, analysing project feasibility, preparing quotations, entering into an agreement with the client and billing.</li> </ul> <p><b>The audit shall include the following:</b></p> <ul style="list-style-type: none"> <li>- Examination of the applied procedures for handling enquiries, preparing quotations and entering into an agreement with the client</li> <li>- Interviews with the specified project managers and translators (if available).</li> <li>- Examination of reference orders from various clients.</li> </ul>  |
|   | <p><b>Compliance criteria:</b></p> <ul style="list-style-type: none"> <li>- Procedures for handling enquiries, preparing quotations and entering into an agreement with the client are in place.</li> <li>- The service provider offers quotations that are commensurate to the enquiries and contain at least the price and delivery terms.</li> <li>- For the execution of the order, the service provider enters into an appropriate, documented agreement with the client.</li> </ul>  |
| <p><b>Section 4.5 "Project-related client information"</b></p>  | <p><b>The documentation shall contain the following:</b></p> <ul style="list-style-type: none"> <li>- Relevant demonstration of basic working methods</li> </ul> <p><b>The audit shall include the following:</b></p> <ul style="list-style-type: none"> <li>- Interviews with the specified project managers and translators (if available).</li> <li>- Examination of reference orders from various clients.</li> </ul> <p><b>Compliance criteria:</b></p> <ul style="list-style-type: none"> <li>- The service provider maintains contact with the client in order to obtain any necessary clarification with respect to the source text.</li> <li>- All information and documents are kept and treated in accordance with the client's specifications.</li> </ul>  |
| <p><b>Section 4.6 "Project conclusion"</b></p>  | <p><b>The documentation shall contain the following:</b></p> <ul style="list-style-type: none"> <li>- Demonstration of the procedures and methods for releasing projects</li> <li>- Demonstration of the procedures for archiving and ensuring traceability of translation projects</li> </ul> <p><b>The audit shall include the following:</b></p> <ul style="list-style-type: none"> <li>- Examination of the applied procedures for releasing, archiving and traceability of translation projects</li> <li>- Interviews with the specified project managers and translators (if available).</li> <li>- Examination of reference orders from various clients.</li> </ul> <p><b>Compliance criteria:</b></p> <ul style="list-style-type: none"> <li>- Translation projects are released by the service provider.</li> <li>- The traceability of translation projects is ensured by means of documentation and archiving.</li> <li>- The service provider assesses client satisfaction.</li> </ul> |

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| <b>Section 5 "Work procedures"</b>                       |   |
| <b>Section 5.2 "Management of translation processes"</b> | <p><b>The documentation shall contain the following:</b></p> <ul style="list-style-type: none"> <li>- Demonstration of the procedures and methods regarding management of translation projects.</li> </ul> <p><b>The audit shall include the following:</b></p> <ul style="list-style-type: none"> <li>- Examination of the procedures and methods regarding management of translation projects based on completed and in-process translation projects.</li> <li>- Interviews with project managers and translators (if available).</li> </ul> <p><b>Compliance criteria:</b></p> <ul style="list-style-type: none"> <li>- The service provider has a project management system in place that is adequate to the order and ensures the service provided complies with the client's requirements.</li> </ul>   |
| <b>Section 5.3 "Preparation"</b>                         | <p><b>The documentation shall contain the following:</b></p> <ul style="list-style-type: none"> <li>- Demonstration of the procedures and methods regarding the preparation of the translation.</li> </ul> <p><b>The audit shall include the following:</b></p> <ul style="list-style-type: none"> <li>- Examination of the procedures and methods regarding the preparation of the translation based on completed and in-process translation projects.</li> <li>- Interviews with project managers and translators.</li> </ul> <p><b>Compliance criteria:</b></p> <ul style="list-style-type: none"> <li>- The service provider takes the necessary preparatory measures for the translation to be produced.</li> </ul>  |
| <b>Section 5.4 "Translation process"</b>                 | <p><b>The documentation shall contain the following:</b></p> <ul style="list-style-type: none"> <li>- Demonstration of the procedures and methods used to produce the actual translation.</li> </ul> <p><b>The audit shall include the following:</b></p> <ul style="list-style-type: none"> <li>- Examination of the procedures and methods regarding the preparation of the translation based on completed and in-process translation projects.</li> <li>- Interviews with translators (if available).</li> </ul> <p><b>Compliance criteria:</b></p> <ul style="list-style-type: none"> <li>- The service provider ensures the necessary procedure for the translation to be produced.</li> <li>- In particular, the translation process includes: <ul style="list-style-type: none"> <li>a) Producing the translation</li> <li>b) Checking of the translation by the translator himself/herself</li> <li>c) revision by a different translator</li> <li>d) Review, if agreed with the client</li> <li>e) Correction of galley proofs, if agreed with the client</li> <li>f) Release</li> </ul> </li> </ul> <p>With regard to clause 5.4.3 "Revision" the following compliance criteria apply:</p> <ol style="list-style-type: none"> <li>1. the service provider has the necessary human resources available (i.e. translators) to revise translations</li> <li>2. revision of translation projects takes place as default case if no specific agreement with clients exists</li> <li>3. revision may be omitted if explicitly requested by the client, provided it is part of the client/TSP agreement</li> </ol> |