



# Working with Polaron

## Translators, interpreters and facilitators

Polaron was founded upon the principles of hard work, professionalism and respect. We consider our translators, interpreters and bi-lingual facilitators as colleagues, partners and collaborators. We value and appreciate your hard work. Thanks to you, essential, accurate, reliable information is made available to Australia's diverse communities. This guide has tips on how to work with Polaron in these challenging times. Many of you are real pros at working from home, whilst for others, for example interpreters, working remotely is something new. We want to work together with you so that our common passion for communication, translation and languages is put to good use.

### 1. GET THE BASICS RIGHT

#### • WORKING WITH YOUR POLARON PROJECT MANAGER

Your reputation as a translator is determined by the quality of the translations you produce. But how you work with your project manager will make it a steady, successful and stress-free relationship.

It is critical to meet your project manager's deadlines. Assignments delivered late affect various elements of a translation project but also the translation itself, which is destined to be used on a client's website, provide information to vulnerable communities or be included in someone's visa application. Your relationship with your project manager may also suffer. If you are likely to be late with a project, simply let us know ahead of time.

It is also very important to understand and follow instructions. We try to make them as clear as we can but feel free to ask if there is anything we can explain or clarify for you.

Translated documents usually appear in the same style and format as the source document so paying attention to proper formatting of your translation is also important.

Do not feel obligated to take all the work we send your way. We appreciate it when you say yes to the projects we offer but also understand that you may have other priorities from time to time. But why not buddy up with a fellow translator who can take on additional work when you're at capacity? Remember to let your project manager know if you are working with a colleague.

### 2. STAYING CONNECTED

#### • KEEP IN TOUCH

Apart from sending you emails and speaking on the phone, please remember that we're always available to chat. Project management – translator relationships benefit from nurturing so you're welcome to provide us with feedback and tips on how we can improve things at our end.

You can follow and support our project managers on social media (LinkedIn, Facebook etc), where we post interesting information and news.

#### • MORE TIPS

**Allow time for admin:** building in admin tasks such as invoicing, updating glossaries and follow ups is essential to smooth running of your freelance practice.

## Working from home guidelines

**Learn from feedback:** we all keep learning so it's important to ensure continuous improvement is built into our daily working lives; let us know if you've acquired any new skills or tools of trade.

**Manage time wisely:** prioritising our work is probably one of the biggest challenges; plan your day and week ahead as much as possible, including breaks, professional development activities and networking.

**Quality control:** basic things like spell checking, proofreading your work and checking numbers in order to maintain a high level of quality are important to focus on. You can also download software that will improve your quality control procedures automatically, some of these include ErrorSpy/ QA Distiller/ Verfika and Xbench.

**Virus protection:** keep your software up to date on your computer, don't click on links within emails that come from an untrustworthy source, use free antivirus software that is available (although most free antivirus software's are not as advanced as premium versions it is still a good level of security), back up your computer to ensure all data is kept safely, use strong passwords with uppercase letters, numbers and even symbols and lastly use a firewall (most PCs and Macs come with this, make sure you check that it is enabled).

**Computer and other tools of trade:** use all of the equipment available to you, including translation memory databases or automated translations tools such as Microsoft LocStudio | SDL Multi Term Desktop | Word fast | Tag Editor, MemoQ | SDLX and SDL Trados Studio | X-bench and other localization and translation tools to improve the efficiency and consistency of your work.

### 3. HOW TO CONTACT US

During working hours (Monday to Friday 9am – 5pm) you can call Travis or Agata on 03 9510 9661 should you have any queries you would like resolved. If you are calling after working hours you can contact us on our direct line at 0411 607 061.

Alternatively if your matter is not urgent, you can email Travis at [travis.e@polaron.com.au](mailto:travis.e@polaron.com.au) or Agata at [agata.d@polaron.com.au](mailto:agata.d@polaron.com.au)

If you have any issues with payment or contracting, please email this information to [translations@polaron.com.au](mailto:translations@polaron.com.au) with [production@polaron.com.au](mailto:production@polaron.com.au) in copy. A screenshot of your issue will help the matter to be resolved.

Although all these communications channels are available for work specific matters, if you'd just like to chat with one of our friendly staff members on any issue you can always call the Polaron helpline on 1300 88 55 61.

### 4. TOP TIPS

1. Review all documents and files before starting your translation. Read all the instructions that come with the assignment: they show you the way in which the translation must be approached.
2. Make sure that you are comfortable with the subject matter and the technical requirements of the job.
3. Contact your project manager immediately if you find any problems or have any questions at all.
4. Consider upskilling in areas such as document formatting, desktop publishing or voice recording.
5. Be proud of your achievements and enjoy positive feedback from project managers and clients.
6. Use all reference materials, style guides, glossaries and terminology databases.

### Working from home guidelines

7. Accept feedback graciously, bearing in mind that it was given to you with the view of improving the quality of the translation. You might not always agree with it but the final decision always rests with you so it is up to you how it is managed.
8. See your project manager as your partner in translation. Rely on them for information, support and everything to do with the project and remember that they have many jobs and priorities to juggle.