



Using Language Factory Services

Last Update on June 2007

OVERVIEW

- To book Language Factory's services, go to our online booking form accessible on the *Booking* page of the Language Factory website. It can also be downloaded as the *Language Factory Booking form* of the *Library* page of the Language Factory website
- We will respond to your booking request by email within 48 hours. All bookings are considered tentative until confirmed by mutual agreement between the client and Language Factory
- To assist Language Factory to assign the most appropriate employee, we ask clients to provide us with detailed information when filling out a Language Factory booking form
- If necessary, Language Factory will request more specific information about the booking to ensure the interpreter or translator is fully prepared to take on the job
- In the case of an interpreting job, Language Factory will confirm the details and name of the employee by email with the client
- Although Language Factory makes every attempt to meet your request, there are times when we may not be able to take on a job due to non-availability of a suitable interpreter or translator for the job
- If an interpreter cannot be found for the client's request, the client will be notified as soon as this becomes apparent and not less than within 48 hours of the commencement of the booking
- Bookings taken on short notice will be dealt with on a case by case basis and an additional surcharge may apply in addition to the standard booking fee provided on our *Language Factory Rate Card* which can be downloaded of our website

RATES FOR SERVICES

- Language Factory maintain reasonable and competitive rates for services and these may vary depending
 - For an Interpreter,
 - on the length of time expected from an interpreter
 - charges are based an initial 1.5 hrs session, followed by 30 minute increments
 - Clients may also be charged for reimbursable costs incurred by interpreters and translators such as those incurred during travel (including kilometer reimbursement, meals and accommodations)
 - For a Translator,
 - on the technical complexity of the text, legibility and the volume of the material(s) required

- Fees are subject to change due to public liability and other costs without notification
- For amounts, refer to our *Language Factory Rate Card* available for download on the *Library* page of the Language Factory website.

SERVICE TIMES

- Standard Hours are defined as 8am to 6pm Monday to Friday
- After Hours are defined as 6pm to 8am Monday - Friday, all day Saturday, Sunday & Public Holidays.

FEES FOR CHANGES & CANCELLATIONS

- Language Factory understands that clients sometimes need to make changes to their bookings either in the form of a change or cancellation
- In this event, please notify Language Factory coordinator as soon as possible either by email, phone or fax
- There are charges, however, that apply for changes and / or cancellation that differ for Interpreters and Translators, so please review the section below carefully
 - For an Interpreter,
 - For changes to booking date / time,
 - Interpreters charge Language Factory a rescheduling fee since it represents an opportunity cost to them
 - This will be passed on to the client and Language Factory will advise the client as to this fee when the change has been made
 - For Job cancellations with more than 24 hrs notice of the Job booking date & time,
 - Interpreters charge Language Factory a cancellation fee since it represents an opportunity cost to them.
 - This will be passed on to the client and Language Factory will advise the client as to this fee when the cancellation has been made
 - For Job cancellations with less 24 hrs notice of the Job booking date & time,
 - Client will be charged the total job fee as agreed upon during booking
 - For a Translator,
 - For changes to job information (content, output formats, etc..) once the booking has been made or after the job has been completed,
 - additional charges may apply
 - For cancellations after the booking has been made and irrespective of when the notice is provided
 - the cancellation charge will be the *total job fee* as agreed upon during booking

QUOTATION REQUESTS

- Quote can only be given after reviewing the needs of the clients
- Language Factory requires our clients to send us the material to be translated or the time frame for an Interpreter booking so that we can provide an exact quote. This can be done on the online booking form in the case of interpreting or via email for a translation.
- A standard document is defined as one that requires a straight text translation from one language to another, where the source document is provided in a common format such as Word, and converted documents need to be in either Word or Portable Document Format (PDF)
- Translation rates vary based on the type of translation. For non-standard jobs, we must first call upon Translators with the requisite skills, obtain quotes from them, and provide you your quote

ACCOUNT PAYMENTS

- Payment to Language Factory can be done through cheque, money order or funds transfer. These details will be provided on confirmation of the booking.

CLIENT LATENESS OR ABSENCES

- If a client fails to appear at the appointment, the Language Factory employee must receive permission from the on-site contact or Language Factory before leaving
 - For short assignments of 1.5 hours or less, employees should wait at least 30 minutes prior to leaving
 - For longer assignments, employees should wait 60 minutes before leaving
- The Language Factory employee should have a copy of the *Job Order Form* on hand and the *Job Order Form* is to be signed by the on-site contact before leaving the premises
- The Language Factory Coordinator is responsible for making the final decision on whether to cancel the assignment

GRIEVANCE PROCEDURE FOR CLIENTS

- A grievance arises when two parties disagree over a course of action and after negotiation, a solution is not reached
- This requires a mechanism for reaching a fair and equitable resolution. The purpose of the Language Factory grievance procedure is to provide a process whereby a client can register a grievance against Language Factory interpreter or translator
- Factory without fear of discrimination and in the knowledge that a resolution in -- the interests of both parties will be pursued
- Usually a grievance can be resolved by discussion between the client and the coordinator. However, in some instances, a grievance process based on conciliation may be required

- The policy is based on conciliation, rather than confrontation and is achieved through a process of mediation
- The process is to be conducted in a non- threatening manner and for a fair and equitable solution to be sought
- The rights of all parties are respected, including the rights of privacy and confidentiality

SERVICE AGREEMENT

- The Language Factory agreement explains our obligations to the clients and explains the client's obligations to us for our various services
- By selecting the services provided by Language Factory, the clients is agreeing to establish an account with us for such services
- By using the services provided by Language Factory under this Agreement, clients acknowledge that they have by all terms and conditions of this agreement and any pertinent rules or policies that are or may be published by Language Factory

CONFIDENTIALITY AND DISCLOSURE OF INFORMATION

- Under this Agreement, all Language Factory clients are acknowledging and agreeing that they will not be given the authority to personally contact Language Factory employees / suppliers, under any circumstances
- All queries are to be communicated directly to the Language Factory Coordinator

SERVICE EVALUATION AND FEEDBACK

- Your feedback is very important to us in helping us to improve future service, systems, policies, and practices
- Language Factory has a *Feedback* form on the *Library* section of the website
- Please complete and return this form using the contact details below and it will be attended to promptly

FOR FURTHER INFORMATION :

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