

Employees reviewing translations and those requesting internal reviews should follow these guidelines to ensure quality and to record translation vendor performance.

Please forward to your internal reviewer: the translated documents, a copy of the English originals, these guidelines, and the OPHSC Translation Quality Assurance form.

- **Peer reviewers should focus on two areas: errors and context barriers.** The reviewer's task is to correct mistakes and to point out contextual barriers by offering constructive feedback and suggestions for improvement. Reviewers should not concentrate on style. Ask yourself: is this really an issue or is it a matter of taste?
- **Peer reviewers should be native speakers.** Please consider regional differences of the language. For example, Spanish varies greatly among countries and regions. Before deciding that a word or expression is incorrect, double check to make sure that word is in fact incorrect and not a word that sounds foreign only because you are not accustomed to using it. Remember that our US audience comprises a variety of speakers from different countries and regions. Therefore, we must make a conscious effort at including those variations in our translations.
- **Observe language level.** Most materials are written in a low reading level (below 8th grade). Make sure the translation maintains the same tone and reading level as the original, as long as this is not inappropriate or offensive for your audience. Look for words and phrases that our US immigrant population may not understand because of literacy issues.
- **Use the track changes and commenting tool to annotate your changes.** Click on the "tools" menu and choose "track changes". If your computer doesn't have the capacity for certain alphabets and characters, contact the OPHSC for assistance. If you are reviewing PDF documents, Adobe complete has commenting tools. If you do not have the full version of Adobe, print out the documents and hand mark them clearly. Most translators/translation agencies accept hand written comments as long as they are legible.
- **Maintain consistency.** The OPHSC keeps glossaries of terms in Spanish, Portuguese, and French commonly used by DPH programs. Visit: [www.mass.gov/dph/healthequity](http://www.mass.gov/dph/healthequity). The OPHSC has dictionaries and reference materials.
- **Footnotes.** You may suggest the use of a translator's footnote to clarify difficult concepts.
- **If you have many concerns or extensive comments,** write them down and contact the translator/translation agency to discuss them further.

For questions or technical assistance, contact the Office of Public Health Strategy and Communications.