



D.A. Languages Limited

Interpreting & Translation Services

Client Welcome Document – Schools, Early Years Services and SCC Services for Children and Young People

Dear service user we are very pleased to be providing Somerset County Council, SCC Schools and Academies and Somerset Early Years providers with our language services (for all languages other than Polish). This document will provide you with an overview of the services we offer, your rates and other useful information to help make access and use of our service as easy and hassle free as possible.

Your main points of contact at DA languages are:

Booking co-ordinator: Rand Abdoun-Machaal somerset@dalanguages.co.uk 0161 928 2533 ext 252

Account Manager: Mr Asim Aziz asim.aziz@dalanguages.co.uk 0161 928 2533 ext 212

Services

- Face to face spoken language interpreting
- Telephone interpreting
- Document Translation & Proofreading

To make a job booking the quickest and easiest method is to log into the DA Languages client portal which is called DA Link. If you are not already set up on the DA Link system you can access it here and click the 'Request Invite' button' to obtain full access. <https://link.dalanguages.co.uk/>

Languages

We provide our languages services across 450 different languages and dialects – we can access very rare languages also. Please note that you can call to enquire about any language you have a need for – it is very likely we will be able to source a relevant linguist for you.

Simply log into the DA Link system to search the language list OR call/email your Booking co-ordinator: Rand Abdoun-Machaal somerset@dalanguages.co.uk 0161 928 2533 ext 252 with your language request and we will respond immediately.

Please note: We do not have a contract to provide Polish translation/interpreting for SCC – information on accessing support for this language has been provided by SCC (you can contact pnewman@somerset.gov.uk if you have not seen this information).



Service Rates

Please note – these are standard rates for SCC schools/academies/C&YP services – they do not apply to EYs settings as the service is FREE

Below you will find details of the rates we charge you including any cancellation charges for the various services you require. Please note that the charges below are inclusive of all travel costs and expenses.

We charge clients different rates depending upon the time of the request. ‘In-hour’ requests need to be sent by the client **between the hours of 09.00 to 18.00**. Anything outside of these hours will be classed as ‘out of hours’ and will be charged the appropriate rate, though for this contract we are pleased to say that rates will not vary.

Charges for Face to Face Interpreting Services Spoken languages	Standard Hours	Out of hours	Saturday, Sunday,
	Mon- Fri 09.00hrs to 18.00hrs	Mon-Fri 18.00hrs-09.00hrs	Public Holidays
First Hour	£29.00	£29.00	£29.00
After the 1 st hour you pay in increments (15 minutes for any additional hour(s))	£7.25	£7.25	£7.25
Travel Time Charges per hour	£0.00	£0.00	£0.00
Travel Time Charges per part of Hour (30 mins)	£0.00	£0.00	£0.00
Minimum Charge	£29.00	£29.00	£29.00
Cancellation charges (less than 24 Hours notice)	£12.00	£12.00	£12.00
Cancellation charges (more than 24 Hours notice)	£0.00	£0.00	£0.00
Telephone interpreting	No minimum charge - 52 pence per minute - then charged per second after the first minute has elapsed	No minimum charge - 52 pence per minute - then charged per second after the first minute has elapsed	No minimum charge - 52 pence per minute - then charged per second after the first minute has elapsed
Cancellation Charges - Telephone interpreting	NONE	NONE	NONE
Document Translation & Proofreading up to 5000 words	£75.00 per 1000 words	£75.00 per 1000 words	£75.00 per 1000 words
Document Translation & Proofreading over 5001 words	£74.00 per 1000 words	£74.00 per 1000 words	£74.00 per 1000 words
Minimum Charge for Document Translation	£15.00 up to 150 words	£15.00 up to 150 words	£15.00 up to 150 words



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Cancellation Charges - Translation	Variable	Variable	Variable
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Client Portal Access

As a DA languages service user; you have full access to our innovative new client portal called DA Link which enables you to:

- Request an interpreter – in hours or out of hours
- View online history of completed assignments
- View and create management information reports – these can be tailored to suit your needs
- 24 Hour customer feedback area
- Access for unlimited users across your organisation
- Provides full access to invoicing, expenditure monitoring and budget control.
- Provides staff guidance on booking methods, language identification and service glossaries
- Offers paperless workflow for document sharing within translation assignments
- Secure identification of interpreter profiles prior to assignment attendance □
Provide linguist feedback anonymously
- Check an interpreter's previous work history, credentials and previous work performance

To obtain access to the DA Link you will be sent an invite by your DA Languages account manager or booking co-ordinator. This email invitation will enable you to access the DA Link system and register your service user details

You can then access the user guide for the client portal from the resources section of the portal. Or alternatively request this from your account manager. The user guide will help you get the most from the portal such as accessing the management information reporting tool.

Please note that there are 3 levels of access to the client portal (but for this contract you will only need to have minimum access as invoices will be handled centrally by SCC):

Minimum Access – You can make bookings and also manage them (i.e cancel/amend), you can access the resources section and you can view completed job sheets.

Medium Access - You can make bookings and also manage them (i.e cancel/amend), you can access the resources section, you can view completed job sheets **and issued invoices.**



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Maximum Access - You can make bookings and also manage them (i.e cancel/amend), you can access the resources section, you can view completed job sheets, issued invoices **AND you have full access the management information reporting tool.**

Client Portal Access (continued...)

When you are contacting us to be set up as a user on the DA Link system; please ensure you advise us that you need minimum level access.

Cancelling or amending a booking

DA Languages require as much notice as possible for cancellations or amendments to job bookings.

Please see your service rates for details of cancellation charges where applicable. Also please see the separate cancellation procedure document in your welcome pack.

If you need to make a cancellation or amendment please contact your booking co-ordinator Rand Abdoun-Machaal somerset@dalanguages.co.uk 0161 928 2533 ext 252 via email or telephone as soon as possible to give as much notice as you can.

Complaints

D.A. Languages will do their very best to ensure the service we provide is of the highest standard. However we understand that sometimes when working in a 'live' situation things do not always go to plan. If you have a complaint about any aspect of our service; please contact your booking co-ordinator Rand Abdoun-Machaal somerset@dalanguages.co.uk 0161 928 2533 ext 252. **Please ensure when making any complaint that you state the job reference number.**

You can also send complaints emails to info@dalanguages.co.uk. You will need to outline your complaint and include the date, time, venue and nature of the complaint.

Please also see the separate complaints procedure document in your welcome pack.

In addition you can make a complaint for specific jobs via the DA Link portal. Each completed job has a complaint button next to it which gives you the ability to leave a complaint via the portal at any time.

Feedback

We would like to ensure your experience with DA Languages is fantastic in every way. If you have any thoughts or feedback in regards to how we can improve our service please do not hesitate in emailing your account manager



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Please note that for all F2F interpreting jobs – the linguist will provide a job sheet which you will be required to sign off and include details of the exact duration. This job sheet also gives you the opportunity to provide specific feedback for this particular job/linguist.

All of this feedback from job sheets is collated and can be reported upon if required.