

- 2.1.20 Quotes provided within the same day;
- 2.1.21 100% Translations delivered between 1 – 3 weeks;
- 2.1.22 All translators are CRB checked;
- 2.1.23 All translators are UK based;
- 2.1.24 All translations are proofread;
- 2.1.25 Lay out of translation work is identical to original;
- 2.1.26 Customer support during DTP process;
- 2.1.27 Competitive market prices;
- 2.1.28 99% satisfaction from customers working with our interpreters ;

d) VLS recruitment standards:

- 2.1.29 The minimum registration criteria for all interpreters is level 3 for units 1 & 2 and Level 2/3 for unit 3 of community interpreting courses (Note that a considerable number of existing interpreters and translators surpass the minimum standard and are holders of level 4 and higher qualifications in interpreting and/or translation in addition to a bachelor's first degree or above in their other area of work/expertise)
- 2.1.30 Additional entry criteria for all interpreters/translators is to have a current and clean CRB check
- 2.1.31 Since January 2008, all interpreters are now required to sign the internal Confidentiality Policy prior to commencing work with our company.
- 2.1.32 Interpreters will aim to arrive at any interpretation session at least 5 minutes before the start.

2.2 OUR RESPONSIBILITIES:

- 2.2.1. To provide qualified and competent interpreters who will fulfil the criteria as stated in the Code of Practice (see Interpreters Handbook).
- 2.2.2. To ensure interpreters have the languages and skills required to and are available at all reasonable times to provide the Service.
- 2.2.3. To act on reasonable feedback received from you about our services.
- 2.2.4. To comply with professional codes and standards. VLS is committed to high professional standards and to meeting its obligations on issues of Equal Opportunities, Health and Safety and performance management.
- 2.2.5. To ensure that adequate and appropriate professional indemnity insurance is in place for the Service(s) provided.

2.3 YOUR RESPONSIBILITIES:

- 2.3.1. To clearly and fully inform us of your requirements, including the language(s) required, contact details, details of whom should be invoiced and whether there are any special needs your client has (such as requiring a female interpreter).
- 2.3.2. To provide us with a reasonable period of notice in advance of sessions and assignments.
- 2.3.3. Pay our costs as set out in price list.
- 2.3.4. Pay a minimum charge of one hour and rounded up in increments to the next ¼ hour thereafter, travel time and travel cost as set out in the price list.
- 2.3.5. To settle our invoices within 30 days of issue.



2.3.6. Respect interpreters and their work – interpreters should be treated as fellow professionals. They should be briefed about the session but not given unnecessary information or asked for their views. If a session is delayed, cancelled or extended, please inform us as soon as possible.

2.3.7. Help us to improve our service – please complete our evaluation forms and give us direct feedback about the Service. This will enable us to monitor performance and provide a better service.

2.4 COMPLAINTS:

If you believe that our service has not met the required or expected standard and you wish to make a complaint, please contact us to request our Complaints Handling Process.

3. **BOOKING**

3.1 Bookings may be made by:

3.1.1 **Telephone** between the hours of 9am and 5pm Monday to Friday on 01273 473 986. This telephone number is diverted to the out of hours line for emergencies and, if outside of office hours and bank holidays, we will endeavour to assist as far as possible. We will forward you the Booking Form and ask you to complete & sign it and return to us by fax/e-mail/post.

3.1.2 **Fax** a completed Booking Form to us (your request will be dealt between the hours of 9am and 5pm Monday to Friday) on 01273 488 701.

3.1.3 **E-Mail** a completed Booking Form to us (your request will be dealt between the hours of 9am and 5pm Monday to Friday) at info@vslanguages.com.

3.1.4 Completing our Booking Form via our secure **online** booking system at www.vslanguages.com.

3.2 To book an interpreting service you will need to complete our Booking Form and provide:

3.2.1 Your name

3.2.2 Your Telephone number and extension number (if applicable)

3.2.3 The name of the department/team you are calling from.

3.2.4 The language/dialect requested.

3.2.5 The name of the client or a reference number.

3.2.6 The time, date, venue and nature of the service/session.

3.2.7 The purpose of any meeting.

3.2.8 Any special needs such as the need for an interpreter of a specific gender or cultural background.

3.3 To order a translation, we will need you to complete the booking form or sign the approved quotation form before we can proceed. We will ask for the following information:

3.3.1 A sample or the complete text

3.3.2 The total number of words

3.3.3 Language(s) and dialects required

3.3.4 Desired turnaround/deadline

3.3.5 Particular requirements (certification/noterisation/apostille certificate)

3.3.6 Form of delivery (hard copy or e-mailed)

3.4 Upon receipt of your Booking Form, we will confirm your instructions by fax, e-mail or another agreed method.

3.5 If you wish to change or amend your booking at any time please provide us with the details of the change(s) and we will confirm them in writing.

Vandu Language Services LTD formerly South East Interpreting and Translation Service
Registered office as below Company Reg No 4545688 VAT No: 807 397310



36 St Nicholas Lane, Lewes, East Sussex, BN7 2JZ
Phone: 01273 473986 Fax 01273 488701
E-mail: info@vslanguages.com
Web: www.vslanguages.com
24 hours emergencyfreephone: 0800 0087650

3.6 You may cancel your booking at any time up to 24 hours prior to the session by completing our Cancellation Form and sending it to us by e-mail, fax or post. Bookings cancelled within 24 hours prior to any agreed session will incur a cancellation fee of £40.00 plus VAT. You will not be charged for travel time or expenses for cancellation but if the interpreter has begun their journey to the session venue a minimum fee of 1 hour plus travel time and expenses shall be charged instead of the standard cancellation fee of £40.00 plus VAT. If the interpreter attends an agreed session as arranged and you or your client do not, this will be treated as a cancellation and charged accordingly.

4. INVOICES

- 4.1 We aim to issue invoices within 5 working days of the Service being provided.
- 4.2 Invoices are payable within 30 days of issue.
- 4.3 We reserve the right to charge interest on outstanding invoices at a rate of 5% and legal action may be brought against you if invoices remain outstanding for an unreasonable period of time.
- 4.4 We reserve the right to withhold further services and retain any documentation we are holding on your behalf until our invoices are settled.

5. Health and Safety

If personnel supplied by VLS are to provide services away from VLS premises, the Service-user accepts full responsibility for all matters concerning their Health and Safety at the agreed venue and for supervising them in all matters outside their professional duties.

If you have any queries about this document or our services, please contact:

Name	Role	Telephone/e-mail	Fax
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