



Hints and Tips for HMPS Transcription Projects

Urgency

UT1 (Urgent)	3 hours or less	15% increase in charge
UT2 (Short)	Up to 24 hours	10% increase in charge
UT3 (Standard)	24 - 48 hours	No additional charge
UT4 (Long)	Between 48 hours and 7 days (or more)	

Is the deadline reasonable and meets your needs? ie. if all projects are submitted as 48 hours, then none of your projects will take priority over another *

Length of transcription project

A linguist can complete one audio minute in 5-10 minutes of real time, depending on the clarity of the audio file and dialects spoken.

Length of translation project

A linguist can complete between 1500-2000 words per day depending on the document type and quality of copy.

Security level

S1 - all prisoners not related to terrorist charges
S2 - prisoners related to terrorist charges or affiliations = 5% increase in charge.

Bulk submissions

Submitting more than 5 projects for the same language and turnaround time, will result in an extension request being sent **

High volume submission across the prison service

Submitting more than 5 projects for the same language and turnaround time, will result in an extension request being sent **

If you have any questions please visit

thebigword.com/moj

Email mojinterpreting@thebigword.com or call 03333 445 701



Weekend deadlines

When submitting a project and the deadline falls over the weekend, is this required? Please request the next working day if not.

Unknown language

If a project is submitted without a language, an extension request will be sent whilst the language is being identified ***

Incorrect language

If a project is submitted with an incorrect language, an extension request will be sent whilst the language is being identified ***

Multiple languages

If a project is submitted with multiple languages, an extension request will be sent whilst the languages are being identified ***

Rare language

If a language is requested that is considered as 'rare' then a 10% additional charge will be applied.

* - Please bear in mind that there are over 50 different prisons that submit projects on a regular basis and no prison will take priority over another.

** - Please refer to the urgency section above.

Can the turnaround times be staggered and still meet your needs so that your urgent projects take priority? When the deadline falls on a weekend day, please consider if this is necessary and amend the deadline to the next working day if possible. Please note there are more linguists available throughout the week to complete your projects on time, and therefore it is suggested that projects are not all submitted on one day to ensure a high standard of service is received.

*** - Please provide as much information as possible to enable the search to be successful. ie. Prisoner number, name, Nationality and any other useful information .

Also consider if appropriate, to have a conversation with the prisoner to identify the language spoken, which will ensure it is sent to the correct linguist first and improve the time taken to return it to you

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