

CAPITA

Multilingual training and development

Your global e-Learning solution



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About Capita Translation and interpreting

As our name suggests, we offer a comprehensive range of translation and interpreting services such as website translation, face-to-face interpreting, document translation and multimedia localisation. We are the chosen partner of blue-chip corporations, SMEs, government ministries and agencies as well as NGOs and third sector organisations.

We don't just want to sell solutions though. We want to work in partnership with you as we care about your objectives and goals and are passionate about working as a team to help you achieve them.

Capita plc

Our reputation means we are here to stay. We are a financially stable and well-established business, backed up by the substantial know-how and extensive resources of our parent company Capita plc.

Our security measures

Capita plc has rigorous compliance and governance schemes around data and information security, ensuring all staff, systems and processes are fully secure.

Investment in innovation

We love working within a fast-paced environment, and we've transformed the way we work by investing in the latest technologies and new value propositions.

Our linguists

Language is at the heart of everything we do, and our passion for everything linguistic means that we are able to offer language services in more than 180 languages.

Our depth of knowledge

Unlike some other Language Service Providers who specialise in particular industries, we support all business verticals – irrespective of size or geography. We are not industry specific, we are industry specialists.

Our customer service

Although head-quartered in the UK, our structure and global team ensures that we operate 24 hours a day, 7 days a week, 365 days of the year.

95% of our customers rank our level of customer service as excellent, good or above average

Delivering global e-Learning solutions

Maximising staff performance and productivity is a constant challenge for any business – no matter the size or sector. Training and knowledge-sharing gives employees the tools that they need to work to the best of their ability, to develop their skills and to increase their job satisfaction.

Regular employee training sessions designed to clearly and effectively communicate company strategy and processes are vital.

How can you be sure though that your messages, company ethos and strategies are being properly absorbed and correctly put into practise by your employees based all over the world?

How do you know that the training being delivered across different geographical locations is consistent with your native programme?

Capita TI can help you with the multi-layered process of localising your e-Learning solutions to ensure that they are appropriate and effective for each geographical area of your business. Our comprehensive suite of software localisation and multimedia translation services allows you to localise any learning material, for any device, into any language.



Capita TI provides you with a complete global e-Learning solution

Did you know...

Companies who use e-Learning technology have the potential to boost productivity by 50%

IBM Report

Companies that offer best practice training and e-Learning earn 26% more revenue per employee

e-Learning Magazine

Corporations save between 50-70% when they replace instructor based training with e-Learning

IOMA

Businesses translating their e-Learning training materials for multilingual employees are 46% more likely to be a leader in their industry

slideshare.net

How we work

Our experienced and expert consultants work with you to develop an e-Learning project plan, and take you through a step-by-step process that ensures your company message is accurate and understood, in whatever language that may be.

At Capita TI we work with leading software platforms and e-Learning technologies to ensure that all of our projects are delivered to the highest standards. By carefully selecting native linguists, expert editors and skilled file engineers, we make sure that nothing is lost in translation. All members of staff will receive the same messages and training in whichever language they are receiving them.

You can trust us to provide a complete end-to-end e-Learning solution that will deliver all of the training requirements you need on a global scale.



A step-by-step guide to our e-Learning services

Our experienced Project Managers will take you through a comprehensive yet flexible step-by-step process for translating e-Learning material.

Stage 1 – Requirement analysis

Your dedicated Project Manager takes your brief, establishes your language and multimedia requirements, the target audience and the type of e-Learning material requiring translation.

Stage 2 – Text extraction

We work with your content developers to extract all on-screen elements of the training modules (text, video, animation, subtitles and images) ready for translation. Our in-house team of file engineers then analyse the extracted text by running it through Translation Memory software to calculate the volume of text, including repetitions. Identifying this enables us to improve quality and reduce costs. 'Translation ready' files are then prepared for our experienced translators to work with.

Stage 3 – Translation

Specialist linguists are selected to translate your e-Learning material based on their experience and particular area of expertise. We ensure that all relevant project information is passed to them, along with any glossaries or style guides that you may have for your content writing.

Stage 4 – Multimedia support

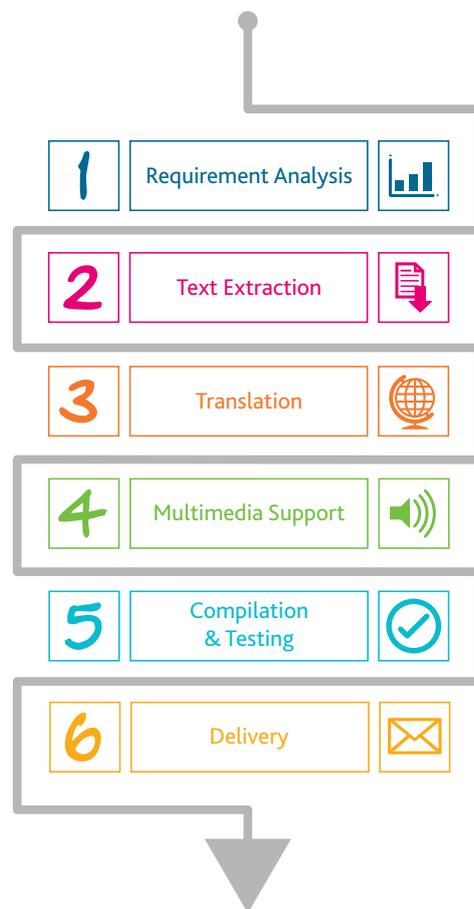
Our comprehensive suite of multimedia translation software solutions means that you are able to hand-pick a voice-over artist before we start recording the audio elements of your training modules. This enables you to select the most appropriate artist for the context and audience of your material. The last step of the multimedia support includes adding any subtitling and closed captioning, and is always handled by an in-house technology expert.

Stage 5 – Compilation and testing

We re-build the module and check that all interactive elements work, that the on-screen text displays correctly and the audio or subtitles are synchronised.

Stage 6 – Delivery

We deliver your translated e-Learning module back to you via a secure portal or in any format you require. The modules are ready to use, wherever in the world you need them.



Why choose Capita TI for your e-Learning localisation requirements?

We are experienced

We provide all of our clients with first-class translation and interpreting services. We have a wealth of experience in delivering e-Learning solutions.

We have expert people

By carefully selecting native linguists, expert editors, professional voice artists and skilled file engineers, we make sure that we can always provide exactly the right people for your project, ensuring that nothing is lost in translation.

We are flexible

We understand that needs and content can change while we are working on a job, so we build in the flexibility to incorporate these changes whenever necessary.

We make the process as easy for you as possible, and our project team are invested in your jobs from the outset. We write up a fully customised implementation plan, tailored specifically for your business, so that we are fully prepared for any requirements that you may have from the start.

We are secure

The risk of data leakage in your translation process should never be a concern, so our translation ecosystem, centralised work-flows, supply chain process, audit trail and data protection training schemes ensure maximum information security. All of the files we process for translation are transferred via our secure ecosystem, rather than via email, meaning that all stakeholders and linguists are unable to directly download files to their machines, and instead need access rights to view files within the system itself.

We save you money

We do all we can to keep costs to a minimum, including using our Advanced Leveraged Machine Translation (ALTM) technology to save time and allow us to pass these savings on to you. ALTM allows matches from previously translated segments, paragraphs and pages to be picked up and offered to you at a reduced cost.

We collaborate with you

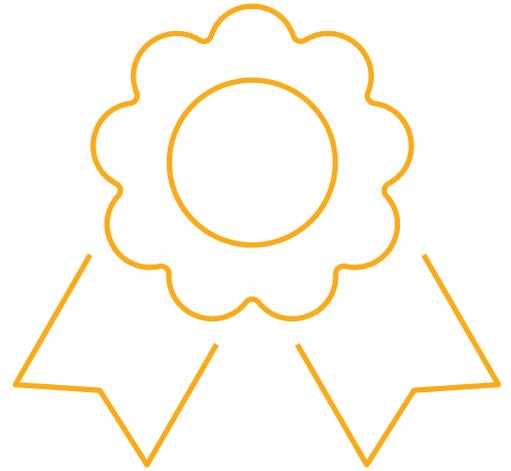
We recognise the value of working alongside your writers, presentation designers and software engineers to achieve the very best result.

We know our technology

We're experienced in delivering SCORM-compliant packages in all of the main e-Learning tools including Articulate Storyline, Studio, Adobe Captivate, Lectora, Moodle and Mohive.

We offer customised solutions

If your e-Learning is authored using a bespoke tool we can work with you to deliver the training you need. Get in touch to find out more.



Tips for creating e-Learning material

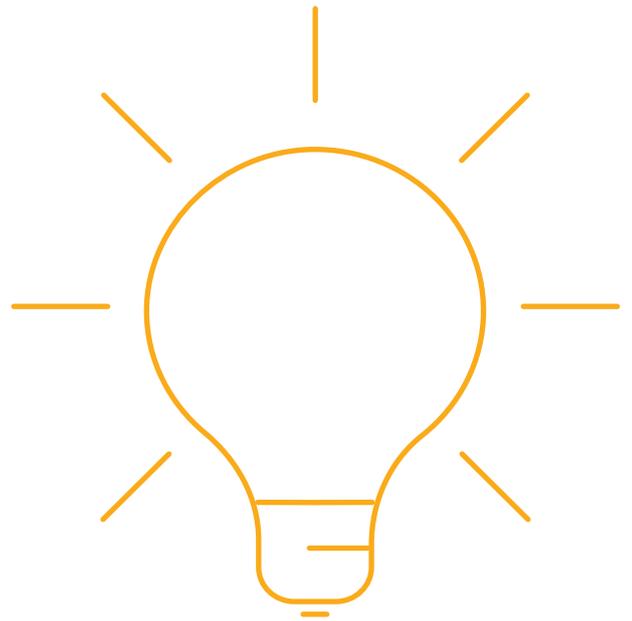
Create “translation-friendly” content

Try thinking about translation when you write your source material as this will save you time and money. Keeping sentences short and eliminating any slang will certainly help.

Images without text

A picture can tell 1,000 words, so where possible – use images. Try not to use screenshots or embed any text within the images. Text embedded in an image can’t be extracted and therefore needs to be re-created for each language. Try to include the text within a text box or a container.

When using any images, think about ones that will be culturally-neutral, and when using metaphorical images, think about your audience. For example, using the British pound to signify money will not relate to everyone. Voice-over may be the simplest solution, as you don’t have to worry about any text.



Watch out for expanding text

Translated text is typically longer than the English source and can be problematic if the text container is not flexible. Double check your horizontal navigation bars, menus and any other text containers with limited space for expansion.

Minimise complex content integration

If possible, avoid complicated synchronisation between your audio and the images. Lengthy subtitles should be avoided where possible too. Keep audio and on screen text clear and rhythmic so that this can be mirrored in the target languages.

These are just a few tips you can follow when creating multilingual e-Learning materials. If your modules have already been created and you require localisation services, we work with skilled linguists and language technology engineers to make the process as easy for you as possible. Your dedicated Project Manager will make every project come together no matter how big or small.

Our experience

"I have worked with Capita for about a year now and they have been a pleasure to work with. I have complete confidence that the work they do for me will be of the utmost quality, delivered on time and within budget. I highly recommend them."

Judy Bloom, HR AA

"Working with Capita has been seamless. Great customer service, and they are extremely precise. True professionals!"

Adam Gold, Global Brand Director



"Great Service, quick turnaround every time - very pleased"

Jackie McCann, Manager - QESH, Systems



Our Partners

CAPITA | Learning services

Capita Learning Services is a leading blended learning company that utilises the benefits of technology at the heart of its solutions. By focusing on business impact and learning engagement they ensure organisations maximise their change and transformation programmes no matter how big or small, including:

- Systems roll-out
- Processes and methodologies changes
- Behavioural change programmes
- Sales and customer focus
- Regulation and compliance
- Product knowledge
- Induction and personal development

Example metrics achieved:

- 35,000 people trained and certified in 6 weeks for Office of National Statistics
- A 33% reduction in cost of regulatory training for Fire Service College
- Saving of £6000 per person completing DWP PiP accreditation

Capita Learning Services portfolio is wide and enables them to design the best possible solution combining the correct balance of the traditional (classroom, floorwalkers, workbooks etc) with digital elements such as responsive e-Learning, apps, communications, games, social media and delivery/tracking platforms.

Find out more: <https://www.capitalearning.co.uk>



Brightwave Group, part of Capita plc, is the leading agency for next generation learning solutions, products and services.

Whether you need award-winning learning solutions or employee engagement, Brightwave can help, as they deal with immersive learning, motion films, gamification, social platforms and visual classrooms.

Find out more: <http://www.brightwavegroup.com>



Find out more about how partnering with Capita gives you the assurance of quality, global reach and trusted delivery on time, every time by visiting:

<https://www.capitatranslationinterpreting.com>



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