

Translations

1. Caseworkers should only request a full translation of a document when it is absolutely necessary. In some instances it will be sufficient to ask only for confirmation that a document is what it is purported to be (e.g. a marriage agreement between 2 particular people, or the birth certificate of a named child).
2. Requests for translations must be authorised by a Team Leader, who will take into account the likely cost before deciding whether to arrange for the translation. When it is necessary for a document to be translated, the caseworker should complete a form OS-1 which should then be placed on the file. The file should then be passed to Management Support Unit who will forward the document to the translator. The file will be retained in MSU and will be returned to the group on receipt of the translation.
3. The standard response time for translations is 10 working days. A facility for a 5 day response is available but, as this attracts a higher cost, the reason for the urgency should be clearly set out in the minutes.