



To our casual employees and overseas suppliers, current and potential

Thank you for your ongoing support. This document sets out the criteria by which we decide who to work with.

Chris Poole Translation (CPT) was established and became my full time occupation in 1994, after I had spent the preceding ten years treating it as a hobby and doing it very badly. At our peak we had a full time staff of seven. With the end of car manufacturing in Australia that has shrunk to (effectively) 2.5 full time people. But we now work in over 50 languages, with a team of over 100 draft translators, in nearly every market sector you can imagine, around Australia and overseas. Some people work for us every week, some only once a year if that.

As you would know by now, we don't impose rates on our people. Instead we ask "How much to make you happy?" We want to work with creative, dedicated, happy people and they aren't sitting around waiting for me to call. People like that are usually busy, booked well in advance by various other clients. So I almost always ask several people if they are available to do a job, and I ask them to submit a quote.

It is a highly competitive industry. Sometimes I quote a job and lose to other language services suppliers.

But sometimes we win the job and I must make a choice from the people who were available and who submitted a quote.

What this all means is that sometimes I will have asked you about price and availability and yet you will not receive an order.

I have spent 25 years slowly learning how to run and improve a business, often the hard way. Even though for purely legal (i.e. political) reasons we are obliged to treat everyone (In Australia) as a "casual employee", philosophically I still prefer to think that everyone is running their own business, and if they want to improve it I am keen to share what I have learnt. I try to be as open as I can with people in the hope that it saves them some of the trouble I went through.

Here is one thing I've learnt. Every time I fail to win a job I ask why. Most people don't tell me, but some do, and although disappointed that I didn't get the job, I am grateful for their willingness to share this valuable information. It helps me understand market requirements, and to fine tune my pricing, quality and the services I offer.

So I would like to treat you the way I would like to be treated each time my quote was unsuccessful. If you were available and yet do not receive an order for work you have quoted, it may of course have nothing to do with you. The job may have been cancelled or gone to another company altogether. I will tell you this.

But if we did get the job and I chose to use someone else I will tell you exactly why.

It will be based on this list of things that we value (below). Of course sometimes more than one person meets all of these criteria and I have to make a choice based on something low on the list. But if you enjoy working for us please take careful note of these priorities.

(I realise some people only do written translation or only interpreting, so some of these things may not apply).

1. Has signed our Terms and Conditions Agreement (T&C) and provided all the documentation.
 - a. With brand new people or people who provide a very rare language (in other words when I have no choice) we will engage your services without you being signed up. But as soon as we find someone happy to sign our T&C they will start getting the work.
2. Enthusiasm for and ability to use the CPT System
 - a. We are not like any other language service provider (as I have been told by many experienced practitioners). Becoming proficient in all the methods and tasks that make up our system requires people to leave aside what they might consider standard and generalised industry practices and approach their work quite differently. But reading all our documentation carefully, following our exact instructions, and using our system is the next biggest thing we are looking for in people.
 - b. It takes years to acquire a thorough understanding of what is meant by “The CPT System” but a couple of points should be mentioned here:
 - All terms of art to be as per our definitions (See the CPT Glossary of T&I terminology)
 - We do not hide behind any sort of credential and we work hard to make the quality of our translation 100% visible to our clients.
 - You must be able to work as a member of a team
 - You must be prepared to read and learn a lot of new things about T&I, much of it strictly unorthodox. (Please see the “The Clichés” document on our website for an intro. If you want to argue about any of them, and know how to, I want you on my team!)
 - You must keep detailed written records (writing job diaries, Notes File, timesheets etc.).
 - You must ask and answer many questions
 - If required to explain choices you have made as a draft translator, as an editor of a draft translation, or in the course of checking another translator’s draft, your comments must be meta-linguistic. That is you must have a good working understanding of language and linguistics, and good vocabulary of the terms used to discuss these things, and you must be able to analyse texts and speech and explain the function of each part in a way that gives complete visibility to any person who has proficiency in only one or other of either the SL or TL.
3. Professional, low maintenance, good track record
 - a. You have a good grasp of basic commerce – record keeping, risk management and when you quote a job you stick to your quote. If you regret a particular quote, we work together to make sure we all benefit next time.
 - b. If you consistently learn about and follow our system, deliver on time and don’t make mistakes, this obviously makes you the most attractive and reliable choice for us.
4. Price
 - a. Price is not the most important thing for us. We only want to work with people who are happy and we expect people to know exactly how much will make them happy.
 - b. Some people are not used to developing quotes or prices for their own work and we are more than happy to help them develop the skills required to do this.

- c. On the other hand we are competing for work and our clients are sometimes very budget sensitive so taking everything else into consideration we may still be obliged to choose the cheaper of two quotes.
5. Responsiveness
 - a. Reliable email connection, including on your phone, and the habit of checking regularly (at least every four hours) and responding promptly at least to acknowledge receipt
 - b. Has voicemail and messaging, and is in the habit of having it on, knowing it's ringing or knowing that there's a message and responding straight away
 - c. If you live in Melbourne, being happy to work in our office. Many people doing written translation assume everything can be done at their own home, that is not necessarily the case at CPT.
6. IT capability
 - a. Mobile phone, fully charged and not prepaid
 - b. You must have your own laptop, internet enabled wherever you go (hotspot, dongle etc.)
 - c. Must have Word, Excel and PPT installed and be advanced users of these applications.
7. Ability to travel independently
 - a. Having a car and being able to navigate around Melbourne, or Victoria, or if necessary to fly interstate or international, pick up cars and get yourself to job, confidently, is a condition of much of our interpreting work.
8. Second language accent and pronunciation.
 - a. We place a much higher emphasis on this than does NAATI or other language service providers.
9. NAATI accreditation and any other formal qualification in T&I.
 - a. This is a relatively low priority for us. But if the job requires an accredited person (documents to be submitted to authorities or court interpreting for example) then being accredited/certified is an advantage.
 - b. We do not accept that being accredited/certified by NAATI establishes any necessary level of ability. Only we judge that (See number 2 on this list).
10. Potential for future work
 - a. I treat every job as an opportunity for us to both learn and to teach others. This means that every time we work with someone we are investing in them, so all other things remaining equal we will choose people with whom there is a strong likelihood that we will be working in the future.

We take all of these things into consideration when deciding who to use and every job has different requirements.

If any aspect of this sounds daunting, but you want to learn, then we are more than happy to discuss further.