

Working with DA Languages:

Guide to accessing language services

Telephone
interpreting

Translation

Face to face
interpreting

Video
interpreting

**Our aim is simple: to reduce
language barriers.**

**We know that relationships
and ideas flourish when
communication is straightforward.**



DA Languages
Translation & Interpreting Services

Working with DA Languages

About DA Languages

Founded in 1998, DA Languages' aim is simple: to reduce language barriers. We work with a pool of over 8,000 linguists, covering over 450 languages and dialects, through a variety of services: face to face interpreting, telephone interpreting, video remote interpreting and translation.

Our online portal, DA Link makes it easy to create a booking and will keep you updated throughout the process via email, providing you full details as well as a booking reference. Our remote telephone service can be accessed through our on-demand platform, 24 hours a day, where you can be connected immediately.

This guide will outline how to easily access our services. If you have any questions, please get in touch with your DA languages contact or alternatively email enquiries@dalanguages.co.uk

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Registering for a Log in to DA Link

The screenshot shows three login portals side-by-side. The 'Client portal' has a 'Request invite' button highlighted with a red box. The 'Linguist portal' and 'DA staff portal' have 'Sign in' buttons.

1. Go to <https://link.dalanguages.co.uk/> and under 'Client Portal' select 'Request Invite'.

The 'Request Invitation' form contains the following fields: Client organisation name (with 'DWP' entered), First name, Last name, Email, Full landline number including area code and international dialing code (if outside of the UK), and Full mobile number including area code and international dialing code (if outside of the UK). A blue 'Request Invitation' button is at the bottom.

2. Fill in the form with all your details NB. Please note all these fields are required.

A green confirmation message box with the text: "Your invitation request has been sent. One of our team will review and be in touch."

3. You will see a confirmation in green that an invitation request has been raised on our system. A member of our team will activate your registration and you will receive an email confirmation where you will be able to create your password and log in to DA Link.

How to work with an interpreter

Where you know the content of the session may be distressing, please inform us in advance so we can confirm this with the booked interpreter prior to the appointment to make sure they are prepared as well as comfortable.

Prior to starting your session brief the interpreter of any relevant information they need to know in advance and inform them of the aim of the session.

Think about seating where applicable, for example for a face-to-face appointment arrange seating for easy communication where all 3 parties are equally distanced and facing each other.

Allow the interpreter to introduce themselves to the client regardless of which service-line is being used. For remote bookings always introduce everyone in the meeting, informing the client and interpreter of any additional professional present, as well as allowing the interpreter to introduce themselves to the client.

Whilst using an interpreter make sure you use short, concise sentences and pause frequently to allow the interpreter time to fully translate the information. Be sure to speak in the first person, "How can I help you today?" rather than, "Ask him/her how I can help them today".

Following all sessions debrief the interpreter and should you require a future interpreter surrounding the same matter, take the interpreters name and ID, for continuity purposes if required.

Video Remote Interpreting Specifically

When requesting a pre-booked video appointment make sure you have stated what platform you will be calling from, as well as the link so this can be shared with the interpreter and will not cause any delays on the day.

Test any technical equipment prior to the start time, this could be camera, audio and headset.

Provide the interpreter with enough time to interpret, as this may take longer, if screen sharing or presenting, regularly pause to allow enough time for this information to be interpreted.



D.A. LANGUAGES LTD. IS YOUR PROVIDER FOR TELEPHONE INTERPRETING

Make a note of your 'Department PIN' here: _____

Step 1

Call **0330 088 2443** direct from your phone.

Step 2

Enter your 'Department's PIN', followed by the **# key**; you can then enter the **PIN of the language you require** (see alphabetised list). Press 1 for an interpreter, 2 for a male, 3 for a female interpreter or 4 to speak to a specific interpreter (see next step)

Step 3

Once connected, take note of the **interpreter ID number** (you can use this to connect to the same interpreter for future calls). To connect to any third parties, dial 9 and then the number you wish to connect to.

Step 4

Leave feedback on interpreter at the end of the call. You will have 8 seconds to do this. From 1 (lowest rating) to 5 (highest rating).

Language Codes

Please see the 20 most commonly used language codes (in alphabetical order):

| Language | Code | Language | Code |
|-----------|------|------------------|------|
| Albanian | 065 | Kurdish (Sorani) | 025 |
| Arabic | 013 | Mandarin | 046 |
| Bengali | 076 | Polish | 075 |
| Bulgarian | 040 | Portuguese | 077 |
| Cantonese | 061 | Punjabi | 033 |
| Czech | 024 | Romanian | 029 |
| French | 048 | Slovak | 018 |
| Gujarati | 084 | Spanish | 038 |
| Hungarian | 019 | Turkish | 066 |
| Italian | 008 | Urdu | 014 |



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PLEASE SEE ALL LANGUAGE CODES BELOW:

| Language | Code | Language | Code | Language | Code |
|-------------------|------|------------------|------|------------------|------|
| Afghan Pashtu | 216 | Indebele | 049 | Portuguese | 077 |
| Afrikaans | 211 | Indonesian | 129 | Punjabi | 033 |
| Albanian | 065 | Italian | 008 | Romanian | 029 |
| Amharic | 004 | Japanese | 122 | Russian | 074 |
| Arabic | 013 | Kannada | 203 | Sanskrit | 092 |
| Armenian | 035 | Khassonke | 099 | Seraiki | 128 |
| Azeri | 006 | Khmer | 232 | Serbian | 108 |
| Bambara | 087 | Kibajuni | 086 | Sesotho | 206 |
| Bassa | 223 | Kibembe | 204 | Shona | 207 |
| Belarusian | 037 | Kikongo | 096 | Sinhalese | 016 |
| Bengali | 076 | Kinyarwanda | 058 | Slovak | 018 |
| Bosnian | 100 | Kirundi | 054 | Slovenian | 230 |
| Bravanese | 241 | Kituba | 127 | Soninke | 238 |
| Bulgarian | 040 | Konkani | 224 | Somali | 063 |
| Burmese | 231 | Korean | 071 | Spanish | 038 |
| Catalan | 213 | Kosovan | 210 | Swahili | 041 |
| Chinese Cantonese | 061 | Krio | 011 | Swedish | 042 |
| Chinese Mandarin | 046 | Kurdish Bahdini | 021 | Sylheti | 111 |
| Congolese Swahili | 201 | Kurdish Kurmanji | 059 | Tagalog | 212 |
| Croatian | 106 | Kurdish Sorani | 025 | Taiwanese | 102 |
| Czech | 024 | Lari | 088 | Tamil | 051 |
| Danish | 217 | Latvian | 079 | Telugu | 125 |
| Dari | 043 | Lingala | 026 | Thai | 120 |
| Dioula | 007 | Lithuanian | 020 | Tigre | 036 |
| Dutch | 104 | Luganda | 010 | Tigrinya | 022 |
| Estonian | 228 | Macedonian | 031 | Tswana | 208 |
| Ewe | 064 | Malay | 205 | Turkish | 066 |
| Farsi | 012 | Malayalam | 123 | Turkish- Cypriot | 209 |

TABLE CONTINUES BELOW

| Language | Code | Language | Code | Language | Code |
|--------------------|------|------------------|------|------------|------|
| Filipino | 202 | Malinke | 055 | Turkmen | 229 |
| Finnish | 233 | Mandinka | 053 | Twi | 219 |
| Flemish | 103 | Mashi | 056 | Ukrainian | 060 |
| French | 048 | Mauritian Creole | 235 | Urdu | 014 |
| Fula/Fulani/Poular | 062 | Mina | 069 | Uzbek | 242 |
| Georgian | 080 | Mirpuri | 101 | Vietnamese | 034 |
| German | 002 | Moldovan | 073 | Welsh | 220 |
| Greek | 027 | Mongolian | 218 | Wolof | 057 |
| Gujarati | 084 | Nepalese | 030 | Xhosa | 094 |
| Hausa | 121 | Norwegian | 227 | Yiddish | 236 |
| Hebrew | 221 | Oromo | 090 | Yoruba | 132 |
| Hindi | 032 | Pahari | 052 | Zaghawa | 225 |
| Hungarian | 019 | Pashto | 015 | Zulu | 028 |
| Ibibio | 131 | Patwa | 107 | | |
| Igbo | 240 | Polish | 075 | | |

If you have any issues, please **press # to connect to the operator.**

If you are unable to connect to the telephone interpreting line, please call the switchboard on **0161 928 2533.**

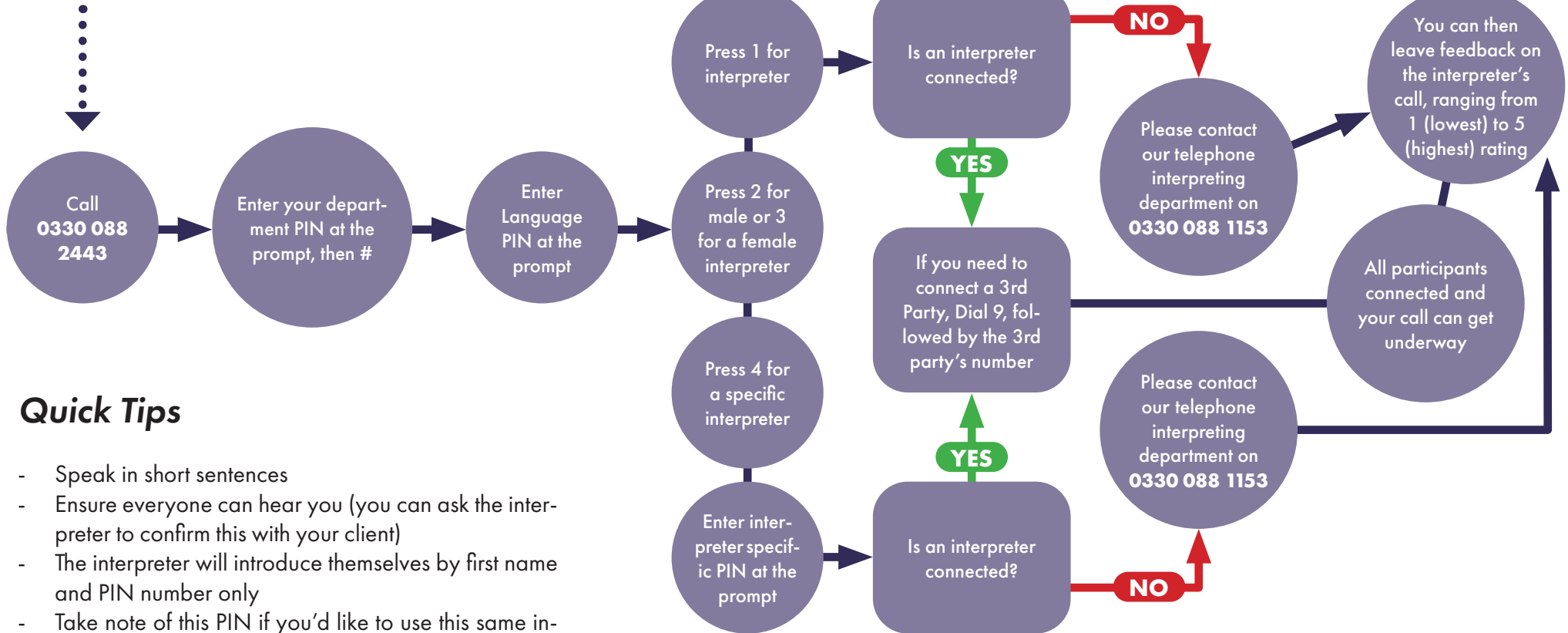
DA Languages Ltd



TELEPHONE INTERPRETING: QUICK CLIENT USER GUIDE

DA Languages provides its telephone interpreting services via an automated system that runs 24/7.

If you need an operator, DA staff man the lines during in-office hours 9am-5:30pm Mon-Fri. A form containing the language PINs you need will be provided separate from this document.



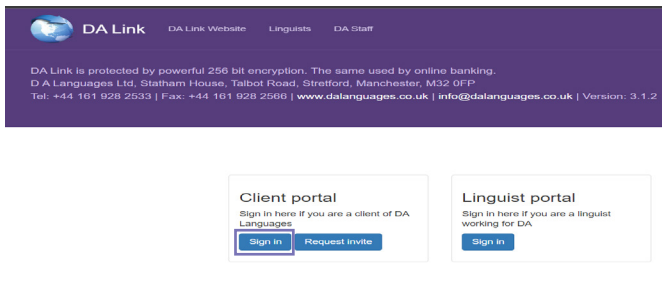
Quick Tips

- Speak in short sentences
- Ensure everyone can hear you (you can ask the interpreter to confirm this with your client)
- The interpreter will introduce themselves by first name and PIN number only
- Take note of this PIN if you'd like to use this same interpreter on another assignment.

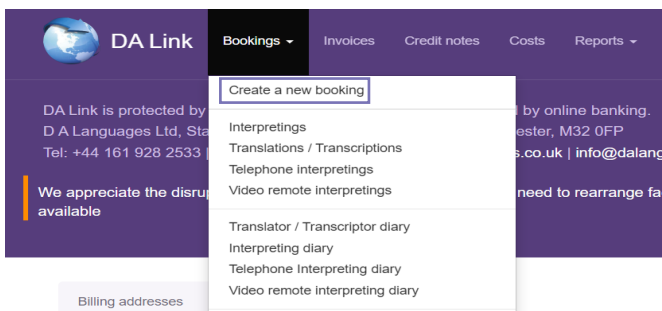
WHEN THE CALL IS FINISHED, SIMPLY HANG UP AND ALL PARTICIPANTS WILL BE DISCONNECTED.



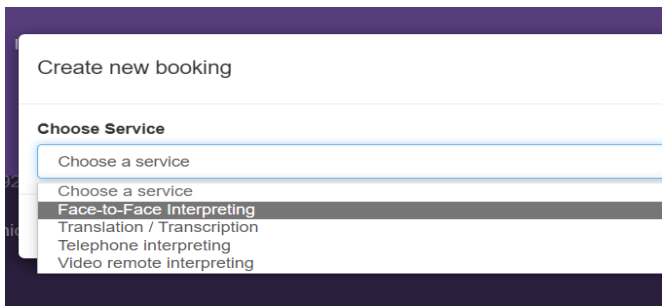
Raising a face to face booking on DA Link



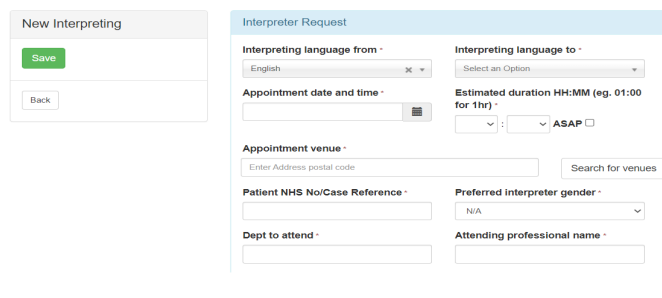
1. First sign in to DA Link by going to link. dalanguages.co.uk and click "Sign in" button under "Client Portal".



2. Once logged in, click on Bookings from the top menu, then "Create new booking" from the dropdown menu.

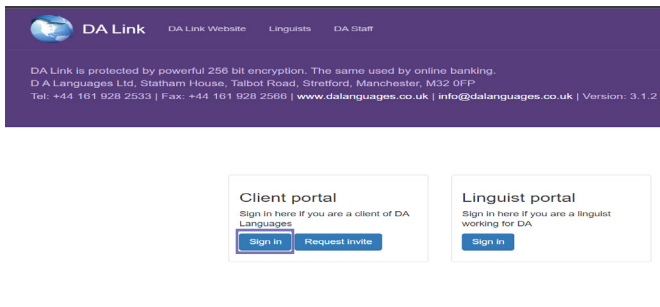


3. A new window will appear, on this select "Face-to-Face Interpreting".

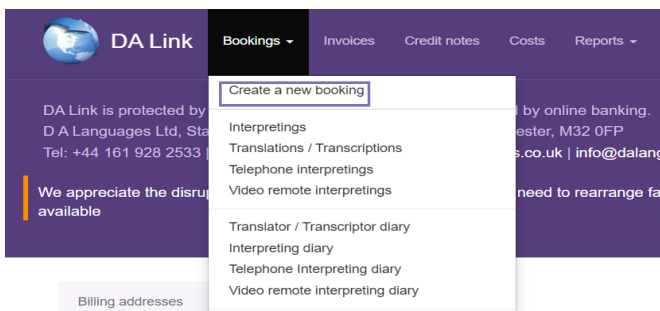


4. Complete the booking form with your requirements and click 'save'. Fields with a * must be completed.

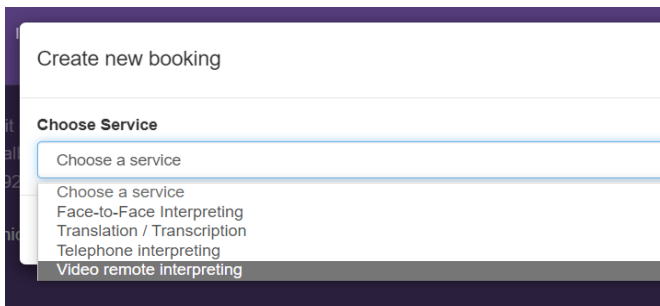
Raising a video remote booking on DA Link



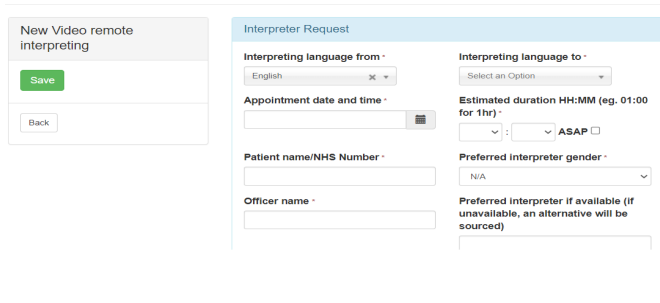
1. First sign in to DA Link by going to link. dalanguages.co.uk and click "Sign in" button under "Client Portal".



2. Once logged in, click on Bookings from the top menu, then "Create new booking" from the dropdown menu.

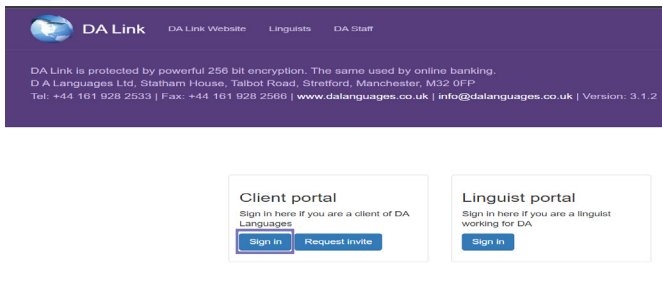


3. A new window will appear, on this select "video remote interpreting".

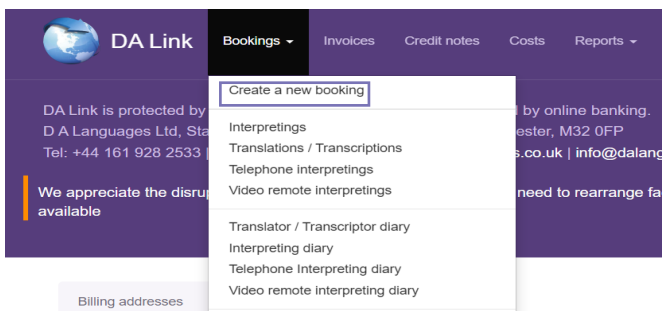


4. Complete the booking form with your requirements, including the link of your external meeting and any log in details in required, and click 'save'. Fields with a * must be completed.

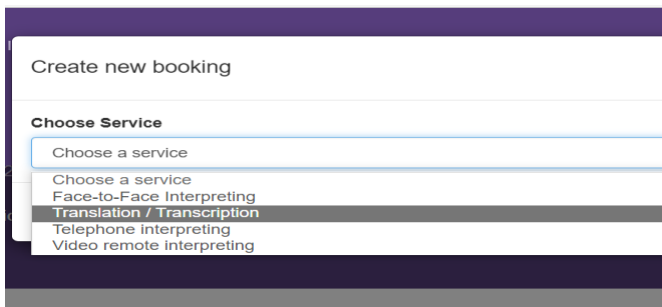
Raising a translation booking on DA Link



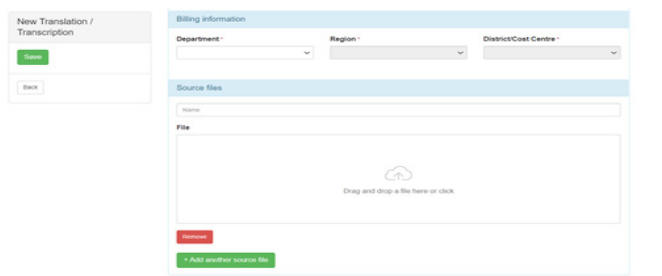
1. First sign in to DA Link by going to link. dalanguages.co.uk and click "Sign in" button under "Client Portal".



2. Once logged in, click on Bookings from the top menu, then "Create new booking" from the dropdown menu.

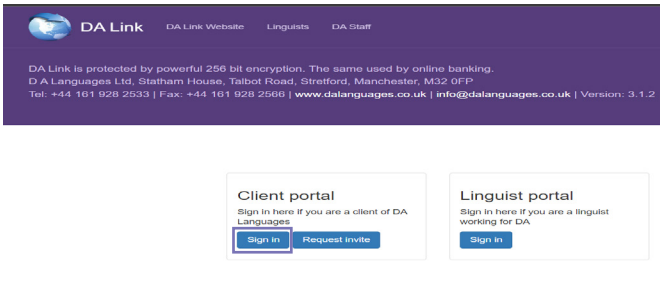


3. A new window will appear, on this select "Translation / Transcription".

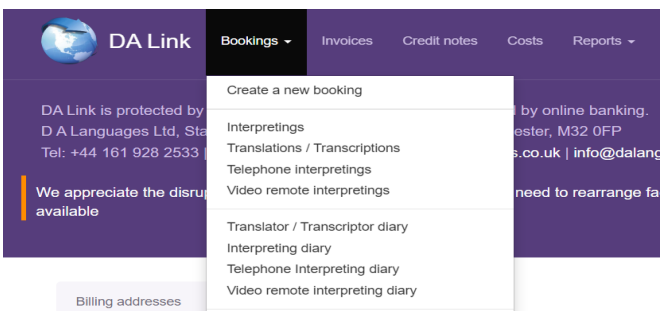


4. Complete the booking form with your requirements. Fields with a * must be completed. Drag your file source at the bottom and click "save" to complete.

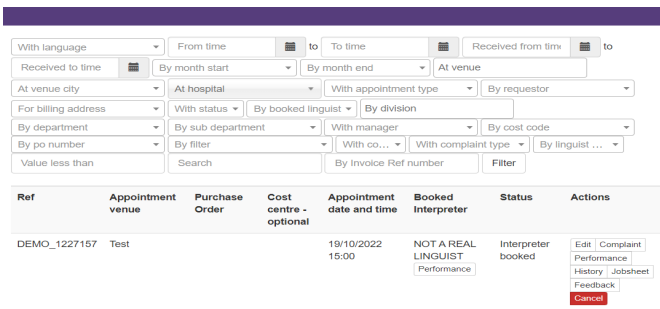
Cancelling a booking on DA Link



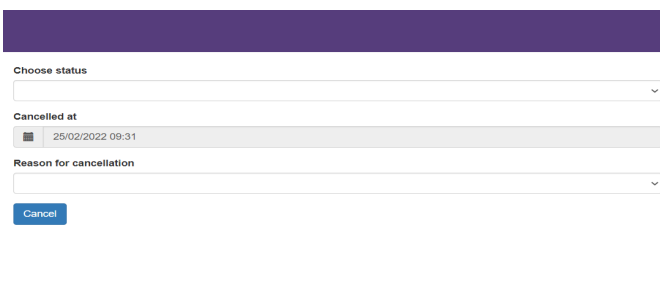
1. First sign in to DA Link by going to link. dalanguages.co.uk and click "Sign in" button under "Client Portal".



2. Once logged in, click on Bookings from the top menu, then select which service line it is you require to cancel.



3. This will show a list of upcoming bookings, you can either scroll and find the booking you are looking to cancel or type the booking reference in the search bar and select "Cancel".



4. This will open a box where you can select from the dropdown menu the reason as to why you would like to cancel and a free text box for any further information, then click "Cancel".