

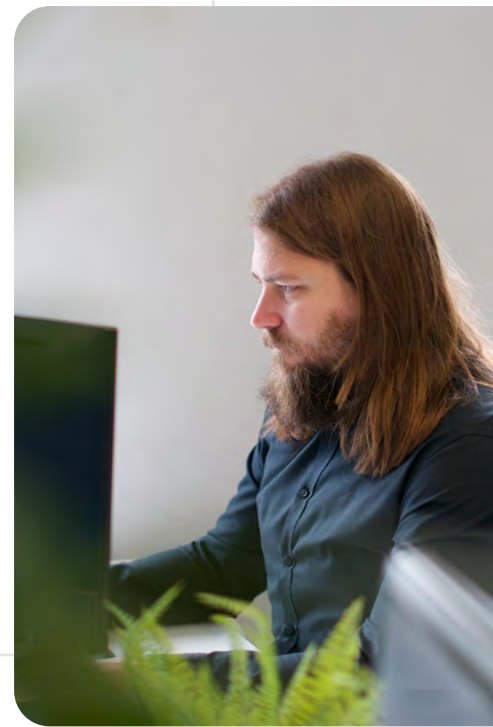


**Intonation**  
Language Service Provider

# **E-learning: Project Process Guide**

**At Intonation, we've honed our eLearning translation services process to ensure seamless collaboration, timely delivery, and exceptional quality.**

**This guide outlines our approach to managing multilingual eLearning solutions, highlighting critical milestones, and providing recommendations to ensure every project meets its objectives.**



## Project Process

### 1. Project Briefing

We begin by discussing and establishing the required publishing deadline, along with the general project requirements. Whether it's translation only of your online course or a full suite of Translation, Editing, and Proofreading services, we tailor our approach to meet your needs. Together, we agree on the deliverables, format, and timeline that will best suit objectives. When it comes to deliverables, we offer flexible options to accommodate your in-house capabilities and preferences. If your team prefers to manage the final integration, we can provide individual translated files for easy re-import into your eLearning authoring tool. Alternatively, we can deliver a fully localised and integrated package, including SCORM-compliant files, ready for upload into your Learning Management System (LMS).

It's crucial to address any specific testing requirements early on - such as mobile device compatibility or browser specifications. We also discuss whether the project requires a human or synthetic voiceover, ensuring the voiceover aligns with your organisation's tone and the learners' needs. Additionally, we review any protocols or unique standards your organisation may have, such as security or data privacy regulations, to ensure a tailor-made solution.

### 2. Project Preparation

Once we've gathered the necessary details, our team springs into action:

- **Source Material Review:** We meticulously review all source materials including images, videos and audio files to ensure completeness. Missing elements are requested promptly to avoid delays.
- **Script Availability:** If scripts are not ready, we can produce them for translation and audio recording purposes, ensuring everything is in place for the next stage.
- **Text Extraction and Analysis:** Our team extracts the text, prepares translation files, and conducts a thorough word count analysis to inform the project scope.
- **Project Schedule:** A detailed project schedule is created, outlining each step and its timeline.
- **Quote Approval:** A comprehensive quote is sent for approval, ensuring transparency and alignment before moving forward.

### 3. Translation and Audio Production

With your approval, we officially kick-off the project:

- **Glossary Translation:** If you don't already have a glossary, we'll create one, translate it, and send it to you for sign-off. This step ensures consistency across all educational content.
- **Reference Material:** Any previously translated material can be used as a basis for ensuring brand consistency.
- **Voiceover Sample Selection:** We provide voice samples for selection, ensuring the voice aligns with your multilingual eLearning solution. Whether you need a professional or informal tone, we'll guide you in choosing the right voice talent.
- **Script Translation:** We translate scripts, VTT files, and any additional text for images/videos. Translations are delivered in a bilingual format for review if a review stage has been agreed upon.
- **Feedback Implementation:** All feedback is carefully reviewed and implemented using Translation Memory tools, ensuring consistency in future translations.
- **Audio Localisation:** We manage voiceover production, adapting the audio script for AI when synthetic voiceover is required. Once the audio files are ready, these will be sent for your review. We recommend providing us with pronunciation guidelines for abbreviations or names.



#### Our recommendations:

- We encourage translation change requests at this stage, prior to the engineering work, where possible.
- We recommend providing your reviewer access to the course for full context and imagery. This allows for a more informed approval process, ensuring the translations align with the content's visual and interactive elements.

### 4. Engineering Stage

With your feedback implemented, we transition to the technical engineering phase:

- **Functional and Aesthetic Testing:** Our engineering team conducts rigorous testing of all functional elements - such as CTAs, button positions, and state changes - alongside aesthetic testing to ensure the visual layout remains consistent after localisation.
- **Linguistic and Audio Testing:** Our linguists perform thorough linguistic and audio testing, ensuring eLearning voiceover services and translated content meet expectations.
- **Bug Review and Resolution:** Identified bugs and issues are reviewed and addressed, followed by final checks to ensure all fixes are correctly implemented.
- **Finalisation:** Once all bugs are resolved, the course is finalised and ready for your internal testing.

**Our recommendation:** To enhance the efficiency of functional testing for quizzes, we recommend that you provide a list of correct answers.

## 5. Client Testing & Project Completion

As we approach project completion:

- **Client Review:** You'll have the opportunity to review the course and provide any additional feedback.
- **Implementation of Changes:** Any necessary changes are implemented promptly.
- **Final Sign-off and Publication:** Upon your approval, we publish the course, ready for deployment.
- **Project Debrief:** We recommend a post-project debrief to discuss successes and potential improvements for future corporate training translation.

### Recommendations for eLearning Project Monitoring

#### Weekly Meetings

Regular meetings (15-30 minutes) help ensure the project remains on track and any potential issues are addressed.

#### Centralised Tracking System

We maintain a centralised system to track all feedback and corrections, ensuring that all comments are addressed and verified.



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**At Intonation, we pride ourselves on delivering high-quality custom eLearning translation projects. Whether you need interactive eLearning translation or eLearning subtitling and dubbing, we are here to guide you every step of the way, ensuring your courses resonate with global learners and meet the highest standards.** ”



# Need help?

Contact one of our experts  
to discuss your project

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