



Wish Visitor Translator Guidelines

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Why use a Translator App?

- To support our wish families and connect with them on an effective level
- To provide the best experience and to fully engage with our stakeholders
- To support our mission in equal access for a wish for those children and young adults within the UK
- To support translation of wish documents

English is the third most widely spoken language, but if you count the people who speak it as a second language, it is the most popular language in the world.

To help support all stakeholders, we need to ensure we are able to communicate with them in their language of preference/native language. Why? To make them feel comfortable and fully understand the conversation/what is being said/what is being asked of them and to avoid miscommunication. Although English can be someone's second language it doesn't mean they can speak it fluently or understand it well enough.



Download Microsoft Translator App (mobile)

Microsoft Translator App can translate up to 90 languages

Translating Speech and Text

The app greets you with a screen showing four key options: convert your spoken words into a different language; convert your typed text into a different language; convert words on a sign or picture into a different language; and translate a conversation among two or more people.

Tap on the microphone icon and speak a word or phrase. The app displays the translated text and pronounces it as well. From the translation screen, you can opt to: pin the translation for future reference; share the translation via email, messaging, Twitter, and other services; choose to see the translation full screen as the app pronounces the translated text; or opt to hear the translated text again. At the bottom of the screen, you can change the source and target languages by tapping on each of the two languages. Tap Close to close the translation screen.

Next, tap on the keyboard icon. Here, you can type the text you want translated. As you type each word, the translation appears underneath. You can then pin the translation, share it with others, view it full screen, and listen to it spoken. Tap Close to return to the main screen.

Translating Pictures

Tap on the camera icon. You can now point your mobile device at a sign or other image and have it translated into the language of your choice. Aim your device's camera at the image.

Chat Translations

Now here's the coolest feature of all. Tap on the People icon. You can now start or join a conversation with other people who speak different languages, with the app translating for each person. Tap the Start button to start a conversation. At the next screen, type your name and select your native language if it's not already selected. Then tap Enter. The app displays a code that you can share with other people who want to join the conversation.

Messaging App

You can now start the conversation. Tap the microphone icon and speak, or you can tap the keyboard icon to type something. The text appears on the screen of the other person in the language he or she chose. That person can then respond with a message in his or her language, which then appears on your screen in your own language. You can carry on a conversation with each other while Microsoft Translator acts as the middleman, translating each phrase into the person's chosen language. When you're finished, just tap on the Leave link to leave or end the conversation.

Microsoft Translator App

(Word)

1. Open the Word document you would like to translate
2. Along the tab at the top, select Review
3. Language – you can then choose whether you would like the whole document translated or just a selection of text.
4. If selection, you will now need to highlight the part of you want translated
5. Edit the language you would like to be translated to
6. If whole document, select the language you would like translating and the document will pop up in another Word document
7. Your document/selection has now been translated

Wish Journey

As a Wish Visitor you will be provided with all the information you need, including the primary language of the wish family. This information will be found on the request before you decide whether you would like to conduct the Wish Visit.

We will do all we can to ensure a wish family is fully supported. In doing so, we would initially identify a Wish Visitor who speaks the language of the wish family which will help with capturing the child's wish! Please do update your record if we are unaware of any languages, you could potentially support with.

To use the App to communicate with families, please follow the guidelines for Translating Speech and Text

Please use the above methods to contact the wish family – if you require any support or have any questions, please contact referrals@makeawish.org.uk

How to videos: <https://www.microsoft.com/en-us/translator/help/>

Resource: <https://www.microsoft.com/en-us/translator>

