



## George Whitefield College (GWC) extends theological training across Africa with multilingual course materials

George Whitefield College is an accredited theological college that offers a range of study programmes, including the [Explore](#) correspondence course.

**Industry**  
Education

**Established**  
1989

**Headquarters**  
Cape Town, South Africa

**Operating in**  
Africa

### Solution elements

RWS Language Services:

- Translation Services

**GWC, an accredited theological college in Cape Town, South Africa, trains Christians for ministry in Africa and the rest of the world. Through its Explore programme – a correspondence course created in Africa for Africa – it aims to equip untrained pastors to explore and understand the Bible for themselves, in their local context.**

“There are millions of Christians in Africa, but not enough training to raise up leaders across the continent,” says Nevil Carrington, who manages all aspects of the Explore programme at GWC.

One of the reasons is that many pastors work in rural areas with no opportunity to attend theological college in person. GWC’s eight-module Explore course is designed to help bridge the gap through distance learning. Around 4,000 students (some 70% of whom are pastors) are enrolled on the course at any one time. On graduating, they’re ready to train others in their churches and communities to explore the Bible.

### Eight target languages

Each Explore module features a 120-page text book plus exam papers and answer memos. The materials are translated from English into eight African languages: Afrikaans, Xhosa and Zulu for South Africa; Chichewa for Malawi; Sesotho for Lesotho; Swahili for Tanzania; and French and Portuguese for the numerous African countries where those languages are spoken.

What used to be an arduous and complex translation process with uncertain output quality has become a smooth and efficient one since Nevil started working with RWS Language Services.

**“The combination of RWS’s skills and technology gives me real confidence in the consistency and quality of the translations. It’s had a positive impact on my everyday working life.”**

**Nevil Carrington**

Explore Programme Manager,  
George Whitefield College

### A smoother translation process

“We tried using pastors to translate the Explore documentation but, although their theological understanding was good, their translation skills were lacking,” recalls Nevil. He also worked with a number of language service providers (LSPs) in Africa and elsewhere, but none of them gelled properly with the programme.

“Engaging with RWS was a completely different experience,” says Nevil. “We quickly developed an efficient routine for handling translations, and the process flows very well.”

RWS keeps Explore projects running smoothly by creating project packages in Trados Studio, the market-leading Computer Assisted Translation (CAT) tool. Depending on the target language, the end-to-end process for translating a course module takes around three to four months.

“Turnaround times are faster than with our previous approach,” says Nevil. “RWS sets and sticks to delivery deadlines, making it easier for me to organize reviewers. From a planning point of view, it’s fantastic, as I always know what’s coming when.”

### Robust quality assurance

In addition to efficient project management, RWS offers robust quality assurance – a top priority for Nevil. RWS uses Trados Studio to maintain:

- **Translation memories**, which enable reuse of previously translated content to enhance the speed, quality and consistency of future translations
- **Glossaries** (or termbases) of multilingual terms with reference notes and usage rules that help ensure precise usage

A glossary drawn up by RWS and reviewed by selected pastors on behalf of GWC is typically the starting point for any new Explore translation project. “Establishing the right terminology upfront is critical when you’re translating theological concepts,” says Nevil. Agreed glossaries give RWS a sound basis for the translation task and save reviewers’ time down the line.

“RWS’s combination of skills and technology gives me real confidence in the consistency and quality of their translations. It’s had a positive impact on my everyday working life,” says Nevil. “In fact, their quality assurance process is so good, I also use RWS to check third-party translations.”

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#### Formatted ready to print

Once a document has been reviewed and finalized, RWS handles the final stage: DTP. Nevil previously relied on an editor to do this, but it was a time-consuming process that led to bottlenecks.

“Having RWS provide the formatted documents ready for printing is a big help,” says Nevil. “It’s another way they add value to the process, with a service that’s both faster and less expensive.”

#### A good relationship with a responsive team

Nevil appreciates the awareness, responsiveness and ‘can do’ attitude of the RWS team, who always look for creative ways to meet his translation needs.

When, for example, he asked them to source Bible quotes used in the Explore course materials from the locally used existing translations of the Bible (rather than translating them anew), RWS added a step to the translation process. Now, the Bible quotes are identified in the English copy and the correct target language versions are sourced and implemented before the rest of the content is translated.

RWS has translated millions of words for the Explore programme, helping them get more than halfway through their project to translate the current course content into all eight target languages.

“The RWS team work hard, they put in a lot of effort, and they produce excellent output,” says Nevil. “Collaborating with them has been a great experience.”



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## Discover more about RWS Translation Services

[rws.com/localization/services/translation](https://rws.com/localization/services/translation)

### About RWS

RWS Holdings plc is a unique, world-leading provider of technology-enabled language, content and intellectual property services. Through content transformation and multilingual data analysis, our combination of AI-enabled technology and human expertise helps our clients to grow by ensuring they are understood anywhere, in any language.

Our purpose is unlocking global understanding. By combining cultural understanding, client understanding and technical understanding, our services and technology assist our clients to acquire and retain customers, deliver engaging user experiences, maintain compliance and gain actionable insights into their data and content.

Over the past 20 years we've been evolving our own AI solutions as well as helping clients to explore, build and use multilingual AI applications. With 45+ AI-related patents and more than 100 peer-reviewed papers, we have the experience and expertise to support clients on their AI journey.

We work with over 80% of the world's top 100 brands, more than three-quarters of Fortune's 20 'Most Admired Companies' and almost all of the top pharmaceutical companies, investment banks, law firms and patent filers. Our client base spans Europe, Asia Pacific, Africa and North and South America. Our 65+ global locations across five continents service clients in the automotive, chemical, financial, legal, medical, pharmaceutical, technology and telecommunications sectors.

Founded in 1958, RWS is headquartered in the UK and publicly listed on AIM, the London Stock Exchange regulated market (RWS.L).

For further information, please visit: [www.rws.com](https://www.rws.com)

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