

Stay Tuned

January 2022

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Welcome to the RWS Vendor Newsletter!

As we welcome the new year, I would like to thank you for your collaboration. At RWS we are focused on our people, our customers, our partners and on what we want to achieve together. We are a global business where diversity and richness of cultures and perspectives are fundamental, as our core purpose is linked to enabling effective communication across different languages and cultures.

As our partner, you play a major role in our success, and we are pleased to share the RWS Vendor Newsletter with you. This is the first Vendor Newsletter that is going out to our RWS extended pool of vendors, and we couldn't be more excited about it.

As a world-leading provider of technology-enabled language, content and IP services, we are focusing on accelerating our growth, optimizing our operations, and building the best team of talented people and partners in our industry. We are proud of the customer list we serve, and we work together to understand and meet their constantly evolving needs.

In the edition for January 2022, our Newsletter team share with you some highlights from across our organization including updates on AI data initiatives, ISO certification, Multimedia, and other interesting information. We hope you enjoy it and find it useful.

With our best wishes for 2022.

Ian El-Mokadem

CEO
RWS Group



AI Data Services: Who dares will win



Jan Hrdlička
Senior Group Manager

Have you ever dared to look into the crystal ball and think about how work for linguists will develop in the future? Today, we'd like to take a quick look forward and present an exciting complementary opportunity that is currently arising for linguists.

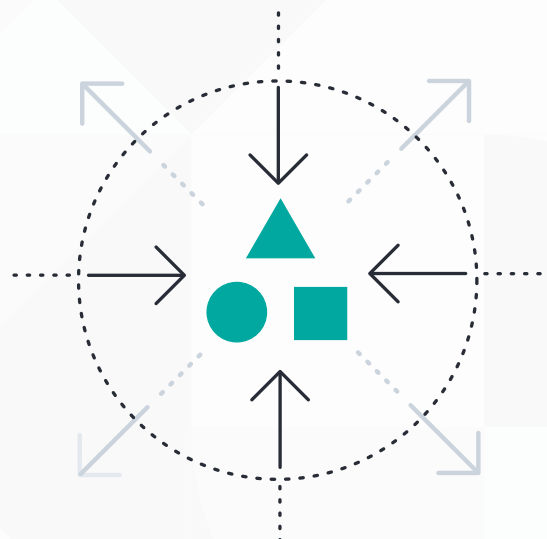
Linguists tend to be multi-skilled, complementing their linguistic skills with a broad knowledge of the world. They work with content from a wide variety of subject areas and it seems obvious that they can bring this knowledge to bear in other fields as well. One such new area concerns the data services run around the use of AI.

Companies use large portions of collected, annotated, and validated data to train and build AI systems. These are then deployed to improve performance and user experience of applications and platforms.

The data services for artificial intelligence (AI) and machine learning (ML) are divided into three categories: data collection, data annotation and data validation. They are further divided into four main data types: text, audio, image and video.

While there are some similarities between localization and data services, there are also significant differences. These include:

- Large task variety in data services. Even within the same service and data types, tasks can vary a lot and bring different challenges.
- The barrier to entry is lower in data services as they comprise both linguistic and non-linguistic tasks and the majority of linguistic tasks do not require the expertise of a professional translator.
- Many of the data annotation tasks require an exact match between two or more data labeling submissions. This is called replication and the match is called an agreement. In the case of disagreement, the labeled data is not used for machine learning.

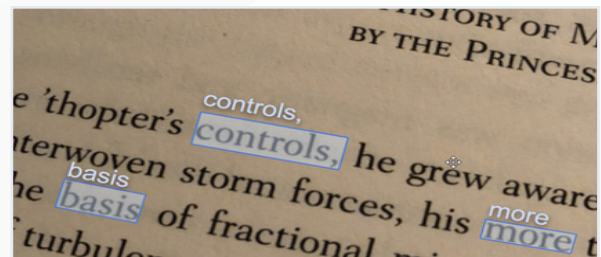
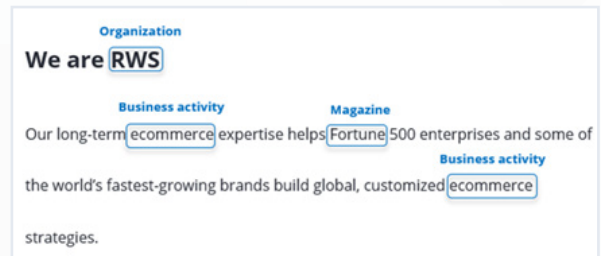
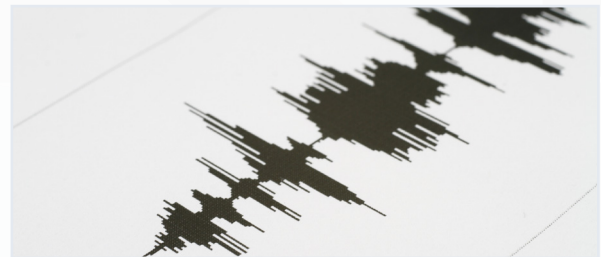


RWS is an established provider of services in all three categories for all four data types. The team has worked on a variety of tasks, such as:

- **Audio collection of recordings** of singing, humming and whistling based on more than 10K popular songs. Using the data, an AI system is built that can recognize songs based on users singing, humming or whistling a melody to their device.
- **Entity classification** where raters need to categorize words or phrases based on predefined categories. This annotated data helps ML models sort unstructured data and detect important information in searching, question answering or text summarization.
- **Image transcription** where boxes need to be drawn around words in an image and the words transcribed. The data is then used to train optical character recognition (OCR) models.

The RWS data service team works with many raters, semi-linguists and linguists. Before starting, all raters need to be trained to fully understand the task. This training could involve reading task-specific guidelines, doing sample submissions or taking an online test. All new team members are personally supported by our AI Data Services Vendor Management.

Many of our linguists, who now also offer these services, find this work to be a pleasant addition to their existing tasks. It also brings variety into their daily work routine and helps to bridge quieter periods. If you are interested in joining them, we will be happy to show you the exciting possibilities and take the first steps. You can contact us at vrml_machinelearning@rws.com.



I've been lucky to have had a chance to get to work with the ML team in RWS. Not only is it exciting, it is rewarding to be involved with these projects. This experience is so unique. It is like we are teaching something big and learning from it at the same time!

Ayumi Ann Neville
Linguist

A day in the life of a Quality Manager



Jan Nohovec
Senior Team Lead
Language Quality

Hi there!

My name is Jan. I come from the Czech Republic and for the past four years I've been working in Linguistic Services and Quality Management at RWS. My background is in translation and localization, as is the case with many of my colleagues. Considering how varied our job is, however, we often get new team members from many other areas. And variety is definitely what our job is about!

The core is always linguistics and linguistic data – we study translations delivered and LQA audits performed on various languages. We analyze statistics on the most frequent, important or reoccurring types of corrections. But after that, a lot comes down to communication with translators and helping them to produce the best possible quality. Who is having the issues? What are they struggling with in particular? Should we retrain them? Have another linguist to provide closer feedback to them? Maybe we should just have them try different content? Talking to the individual involved always helps us to get to the bottom of the issue and to define an improvement plan. Reporting on the situation and the solutions, both internally and to our clients, is then just the icing on the cake.

But there are also many other behind-the-scenes actions that we take. A big part of our job is making sure that linguistic references (translation memories, glossaries, machine translation engines or training materials) are all updated and working properly. We also spend a lot of time on building QA tools and are involved in the development of project management tools, CAT tools and other technologies that make work easier and way more efficient for us and our linguists, allowing them to spend time on actual linguistics. Finally, we also work on defining processes.

If a linguist has a question about the source text, for example, what is the most efficient way to get it answered correctly? And if a target user of an app has found a localization issue, how can we receive their feedback and implement a fix?

And all that is only localization. As our industry grows and develops, a part of my team has spent the last couple of years involved in machine learning. They oversee linguists who are coaching virtual assistants to understand users' commands, teaching algorithms how to identify the song that has been stuck in your head since you woke up this morning, or training machines to use a couple of words to describe what's on an image in case you are visually impaired or your internet is too slow to download it.

Whenever I tell my friends and family that I'm in charge of translation quality, everybody always imagines that I proofread people's texts. In a way this is not wrong but, as you can see, there is way more to it. So next time you get some unfortunate feedback from an LQA reviewer, don't worry, we're here to help. And who knows, maybe at some point, we'll find you among our ranks trying to identify root causes for specific issues and contributing to improvement plans.

Until then, keep calm and L10n! :)

ISO certification: why/how the organization goes about becoming and remaining certified



Sarah Boice
Senior Quality Specialist
Regulated Industries
Quality Team

You may have heard the standard phrase, ‘Per ISO standards’ coming from project management or Vendor Relations. It’s an ingrained part of everything we do on a daily basis here at RWS. This article aims to help you learn more about the history of this standard, as well as understanding its importance.

The International Organization for Standardization (ISO) was founded in 1946 in London, with delegates from 25 countries. Today, there are 165 participating national standards bodies, who oversee certification processes within their regions. ISO Standards are created to established standards of practice to make “lives easier, safer and better”.¹

“ISO provides a neutral platform where experts the world over come together to develop and agree on standards. The building of consensus across multiple levels establishes trust and credibility in our organization, and the International Standards we produce, that make us a global leader in our field.”¹

ISO has established thousands of standards and certification processes to ensure baseline requirements for a wide variety of topics, both cross-industry and industry specific.

RWS Regulated Industries holds the following certifications:

- **ISO 9001:2015** – Quality Management Systems
- **ISO 17100:2015** – Requirements for Translation Services
- **ISO 13485:2016** – Medical Devices – Quality Management Systems
- **ISO 27001:2013** – Information Technology – Security Techniques – Information Security Management Systems
- **ISO 18587:2017** – Post-Editing of Machine Translation Output

Why is ISO certification important?

ISO certifications provide a recognizable sign to our client that we have met or exceeded the baseline requirements established in those ISO standards. This allows our clients to have a more informed understanding of our quality and capabilities from the start of our work with them. While our ISO certifications cover a variety of topics, they all ensure that RWS is running smoothly.

ISO 9001 is a cross-industry standard that governs the Quality Management System, establishing that it meets baseline requirements regarding controlled documentation lifecycle procedures, a feedback management system to process nonconformities and clear and understandable training. This standard can be found in use across a wide variety of industries, from language service and technology providers like RWS to aerospace companies and even sticker manufacturers. As of 2010, more than a million companies have obtained ISO 9001 certification. In pairing with the ISO 13485, RWS’s processes and procedures allow for clear understanding of roles and requirements within the company and establish a proper process for handling client concerns in the case of nonconformities.

Through this we're able to show that we can meet our clients' needs and respond to concerns in an effective and efficient manner.

Two of our more industry-specific ISO certifications are ISO 17100 and ISO 18587. ISO 17100 sets the baseline requirements for translation providers, ensuring that certified Language Service Providers are following a standard set of translation requirements. This standard covers recruitment through the translation process, while ISO 18587 covers the Post-Editing process for Machine Translation projects. Through this, RWS is able to show our clients that we meet the baseline requirements for the translations industry and ensure quality and consistency in our translation deliverables.

When our clients are reviewing RWS to ensure we're the most applicable vendor for their needs, ISO certifications help to show our dedication and established processes. Furthermore, these certifications reinforce our continued focus on quality and customer satisfaction.

How do we get certified?

ISO certification requires auditing by a third-party organization – an ISO auditing body. The auditing body reviews relevant internal documentation as well as practical implementation to ensure that the standard is being followed and properly implemented through the work done by the organization seeking certification.

In practical terms, when RWS is seeking to establish a new certification, we must:

- Develop Standardized Operating Procedures and Policies in keeping or exceeding the baseline requirements established in the standard.
- Establish and implement training processes to ensure all team members are properly trained on the processes and procedures we've established.
- Review implementation through an internal audit to ensure that we have met all of the standard requirements.
- Undergo auditing from our third-party auditing body to show that we have met these requirements.

How do we maintain certification?

Certifications are provided with a limited timeline. In order to maintain certification, the organization must undergo regular auditing by the third-party auditing body and show that the requirements of the standard are being met as part of an ongoing process. Should any findings occur during a re-certification audit, auditees are given opportunities to work with the auditing body to correct those findings and maintain certification.

In order to ensure that RWS maintains certification, the following steps are taken:

- Regular review of controlled documentation to ensure documentation is up to date and reflects requirements
- Continuous training of employees, which includes:
 - Training on new documentation and document revisions
 - Refresher training, implemented as needed
 - Thorough new hire training
- Regular internal auditing, completed on an annual basis, to ensure that any process gaps are identified and corrected

¹ ISO.org <<https://www.iso.org/strategy2030.html#mission>>

Multimedia localization – Subtitling



Gisella Basurto Sanchez
Senior Talent Manager

Subtitling is one of the most creative types of translation within the audiovisual translation space and one of the fastest growing within the industry today.

Also known as captioning, subtitling has become more and more popular. This is not only because we are interested in content that is not available in our own language, but also because we are more exposed to screens than ever before.

Social media platforms use subtitles for most of their videos, as they are aware that they now benefit not only people who are deaf and hard of hearing, but also users who need to mute videos for various reasons.

Platforms such as YouTube encourage people to upload their videos with captioning, and even offer the possibility to add subtitles in different languages with automated speech-to-text recognition, for free!



are more likely to watch an entire video when captions are available



of people who use video captions aren't deaf or hard of hearing



view video without sound in public places



usually watch videos without sound

The increasing demand for streaming content from media platforms such as Netflix, YouTube, Amazon, and others has also accelerated the global demand for captioning solutions among companies, which are on the lookout for automated processes and new tools that can improve the process.

The introduction of advanced technologies such as the Internet of Things and artificial intelligence is further boosting the growth of this market.

Recent analysis by a market research consulting firm shows that the global Captioning and Subtitling Solution market size is projected to grow by 70% over the course of seven years, from US\$260 million in 2020 to US\$440 million in 2027.

The US is the region leading this market growth, followed by Europe, Asia and Central & South America respectively.

Additionally, it is forecast that the growth in demand for subtitling and captioning in the education, content production and broadcasting & video on demand (VOD) industries will drive the global captioning and subtitling solutions market during the next few years.

But why is the subtitling industry growing and becoming so popular nowadays? There are various reasons:

- It is cost-effective. Subtitling is quicker and cheaper (by almost 10 times) than dubbing
- Video content with subtitles is easily understandable
- Learning a language is easier with subtitles

It may seem that with the variety of subtitling solutions available in the market, anyone could produce captions for video content these days. However, being a subtitler requires more than just good linguistic knowledge and a few technical skills. There are rules and conventions established by the industry, designed to ensure that captions are properly adapted to the screen width and to human reading speed. What's more, the original content or message should be respected and not modified by being too creative when trying to adapt it to the screen width or length/duration requested.

A good subtitler is able to master both the source and target languages and cultures, while following rules and conventions, as well as technical guidelines. They are aware that they cannot focus only on the limitations established to the detriment of the content, or on the faithful translation of the content, regardless of the limitations set. The art of subtitling requires a good combination of both skills.

Skillset of a good subtitler

- **Linguistic competence** – they need to master both the source and target languages
- **Sociocultural knowledge** – they need to understand the nuances and be up to date with idiomatic language
- **Technical skills** – they need to keep abreast of all the different kinds of software that are available in the market
- **Research skills**
- **Creative and talented** – they will need to adapt to subtitling rules and conventions and be able to work with timing and length restrictions
- **Knowledgeable of subtitling best practices**

Subtitling entails more than just translating a script; there is a series of steps until the final content is released:

Workflow



The demand for subtitling is undoubtedly increasing, and at RWS we are ready for it!

If you would like to provide subtitling services, please get in touch with your RWS contact. We would be delighted to count on you as part of the team!

Freelancer spotlight



Paula Safar is an English-Spanish Latam translator based in Buenos Aires, Argentina. We spoke to Paula about her background working in audiovisual translation as well as her views on the multimedia industry and working with RWS.

1. How long have you been a translator?

I've been a translator since I got my English-Spanish Translator and Interpreter degree in 2007.

2. What made you want to pursue languages as a career?

I always felt attracted by languages and the linguist sciences in general. However, it was not until I made a trip to Europe in 1998 that I decided to take them as my professional career.

During that trip I could see how languages are like bridges between cultures, and I discovered that I felt an enormous curiosity and passion for cultural interchange and communication.

3. What was your path into translation and freelancing?

Translation was actually my second professional career. By the time I got my translator degree and started to look for job opportunities, I was already married and had two little children. So, in the beginning, freelancing was actually my only option. Some years later I was able to get excellent clients and felt that my business was solid enough to keep it like that.

4. What do you like about being a freelance multimedia translator?

Being a freelance multimedia translator implies much more than translating the words expressed in a particular piece of content. You need to be efficient to the purpose of the audiovisual material and create a credible version expressed in the proper tone. The variety is endless. You may have

to express the love between a mother and her son competing in the Olympic Games, or an online store's financial success during the COVID-19 pandemic. You can never be bored, and I love that.

5. Why did you end up with a specialism in subtitles?

I must admit that I have always had a kind of obsession with TV subtitles. I remember watching documentaries on the TV when I was very young, focusing more on the person hidden behind the subtitles on the screen than on the content itself.

I always wanted to do that, so I took an AVT (Audiovisual Translation) training course right after I got my translator degree and started to look for job opportunities. Translation for dubbing and subtitling have become my life since then.

6. What qualifications do you need to be a subtitler?

In order to be a professional subtitler, you need to count on a university degree in translation studies that credits an excellent command of both the source and target languages. You also need a postgraduate study on AVT, to learn the specific abilities to handle the technical challenges of subtitling.

7. What training have you completed?

First, I completed my studies as Spanish-English Literary Scientific and Technical Translator and Interpreter, then I completed a specialization course on translation for dubbing and subtitling.

Later, I also took training courses on copy editing, proofreading, copywriting and transcreation, because I felt that these aspects were also relevant to widen my abilities as an audiovisual translator.

8. What kind of subtitles do you typically translate?

I translate and review materials of very different types, from a funny series for a streaming provider to the annual event of a marketing company.

9. What do you find most challenging about your line of work?

I think the most challenging part of my job is to organize tasks from different accounts and manage the time properly to meet all deadlines and deliveries.

10. What do you think are some common misconceptions people may have about multimedia translation and the subtitling profession?

People only want to understand the video, and they are absolutely right. They are not aware of the time and space restrictions we have to handle. They only pay attention to the translation itself when they cannot understand for a particular reason, but the failure may not be our fault. Sometimes the original speaker is not clear, mixes concepts, interrupts the speech, or speaks too fast for us to elaborate a line that meets the technical restrictions.

Subtitlers try to elaborate a clear version anyway, and nobody knows that.

11. What kind of advice/tips would you give to your fellow subtitling colleagues?

I could give them two tips. Firstly, you have to respect all the client's style guides and specifications. You are part of a bigger process and the company trusts in your knowledge of the language and your responsibility. Secondly, your translation has to be accurate, of course, but keep in mind that it also has to be natural, fluent and easy to read. Put yourself in the viewer's shoes and use the structures that really help them to understand.

12. Is there anything else you would like to highlight/share based on your expertise in subtitling?

There is something that every good subtitler should know: the translation is just a part of the whole. The image is as important as the subtitle, sometimes even more so. You have to elaborate a translated version that is complementary to the image so that the viewer pays the least attention possible to your lines. The more 'invisible' the translation is, the better the translator has done their job.

13. How did you hear about RWS?

I discovered RWS through a social media platform.

14. How long have you been working with RWS?

I started to work as a vendor for the company in January 2019.

15. What attracted you to RWS originally?

When I read about RWS on the internet, I immediately noticed that it was a huge translation and localization company with great clients and hundreds of workers. Who wouldn't want to work for a serious company that deeply understands the value of your profession?

16. What do you value about your working relationship with RWS?

I really value the kindness and respect of everybody in RWS. It is an enormous team of nice people.

17. How do you see your role in future?

Modern technology causes constant changes in all fields. Our role as translators doesn't escape from that. My expectation is to be flexible and open to accept changes, in order to adjust myself to keep being useful and efficient.

18. What is the strangest job you have ever worked on?

It was definitely in my role of Lead Latin American Spanish Reviewer. After a calibration call with the team to discuss differences in the use of profanity in our countries, I had to elaborate a list of curse words understandable for all countries of Latin America.

19. How is RWS different from other work-givers?

RWS makes the vendors feel part of the big family. That is really nice. This interview is clear evidence of that.

20. How have you seen things change over the years?

Things have changed a lot since I started to work for RWS. I can see the company's efforts to evolve. I see a clear intention of improving processes and procedures to make our job more effective, but also easier and more comfortable for us.

Trados Studio 2021 Service Release 2 – What’s in it for me?



Daniel Brockmann
Principal Product Manager



Since we launched Trados Studio 2021, and with it Trados Live, we have been listening to your feedback, particularly on the new cloud way of working. In this latest service release we’ve added your most wanted new features and enhancements to:

- Studio and cloud interaction
- Character handling
- File filters
- APIs and more.

So, in summary, here’s what’s new and how can it help you...

Emojis and Unicode 13 🤔

This new feature should give you peace of mind that what goes into your CAT tool will look the same as what comes out, as Trados Studio and Trados Live now offer enhanced support for Unicode 13. This preserves even more characters, including emojis. Trados Studio can now handle 3,500 emojis in translation, plus even more scientific symbols, ideographs and special characters from non-Latin script. Emojis show as placeholder tags in Studio, and as the actual emoji character in the Trados Live Online Editor.

Save your local projects to the cloud

Whether it’s a local project you have created yourself or a project package you have been sent, you can now quickly save it to the cloud with ease. Once in the cloud, you can benefit from cloud storage, access to the online editor or even continue working on your project in the traditional Trados Studio editor. This new functionality greatly improves your workflow when moving from desktop to cloud.

Move file-based TMs to the cloud

Migrating your translation memories to the cloud has been a somewhat manual process so far, but in SR2 this is made a lot easier with a new wizard that allows batch upload of your file-based translation memories to the cloud. You can then use your new cloud-based translation memories in both cloud and file-based projects.

Improved cloud and desktop compatibility

When you choose to work with cloud projects in your desktop app, you want the transition between the two environments to be easy yet powerful, depending on the workflow and customer you may be working with. This release of Studio supports working with the latest cloud features across the board, such as multi-factor authentication (MFA), the new Translation Quality Assessment functionality in Trados Enterprise and refined support for customized workflows and pricing models.

Memsources file type support

As well as making file-type updates for the handling of the emoji characters, there is now support for the Memsources file type (MXLIFF) in both Trados Studio and Trados Live. With this file type, you can translate in Trados as usual and reimport the file back into Memsources with all the metadata in the translatable file (such as translation statuses and split and merged segments) retained.

Enhancements to APIs

If you dabble in development then this update may interest you. With SR2, developers can now access and use the Reports API to build solutions like the [Reports Viewer Plus](#), a new app on the RWS AppStore developed by our own AppStore Development Team. Our API documentation for Trados Studio is also easier to use from our new documentation centre [here](#).

Finally, we've rebranded Trados Studio with the new RWS look and feel, and you can learn more about SR2 in our Trados Studio 2021 [SR2 release notes](#). If you are not yet using Trados Studio 2021, we'd encourage you to upgrade now from Trados Studio 2017 or Trados Studio 2019 versions.

We hope that downloading [Service Release 2 of Trados Studio 2021](#) provides a fast and stress-free way for you to get some exciting new functionality to improve your translation experience.



Trados Studio Tips



David Valdivia
Principal Translator



In this edition, we would like to introduce three apps that can make the life of every translator easier. Each of them was developed to optimize processes and boost the productivity of linguists as they navigate through their day-to-day tasks.

Target Word Count

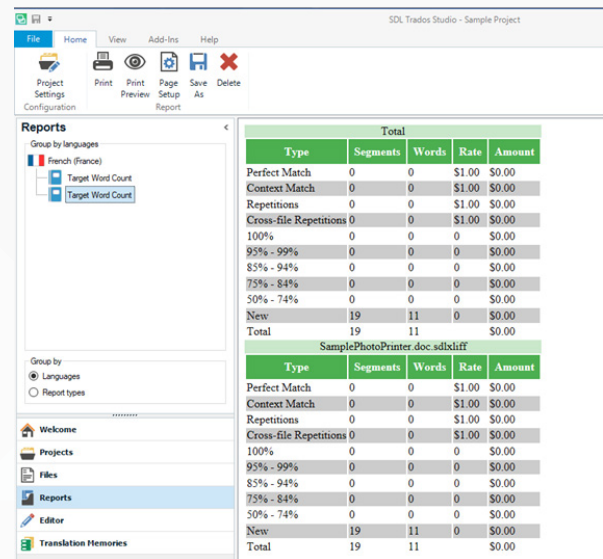
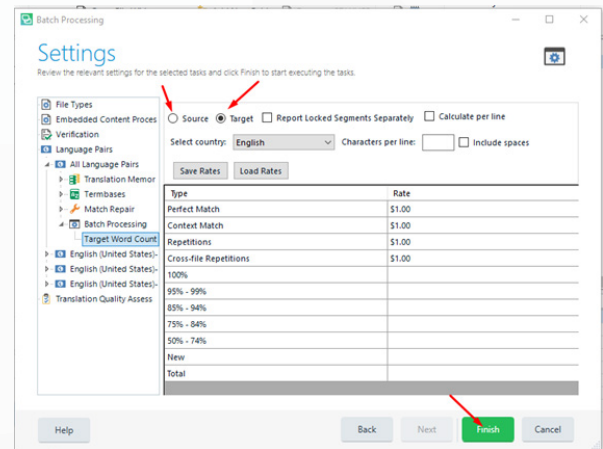
Specific jobs have specific requirements and for some of them linguists need to report on target wordcounts. This admin work aspect has now been made simpler with the creation of the Target Word Count app. Copying and pasting translations in Word documents to view the wordcounts is no longer the only option – and nor is it 100% accurate as Word and Trados process data differently.

“Target Word Count” does exactly what it says, creating a wordcount report based on target words instead of source ones within the Trados platform.

The app allows you to select specific options, such as target character count (with or without spaces) and target line count, which can be useful for desktop publishing purposes for example.

Since target wordcount can also be used to create a quote for your clients, this little helper will also let you add specific rates that you can apply to create a report.

Target Word Count has been developed by the RWS AppStore Team. It is free and can be downloaded [here](#).



XLIFF Manager for Trados Studio

The ability to react; that valuable lesson to “expect the unexpected” that you learned the first time you ran out of choices and were stuck with a project you just couldn’t progress. Some jobs can be tricky for a number of reasons and sometimes you need enhanced flexibility to keep them alive and kicking.

With this plugin you will enjoy some further options to collaborate with peers or streamline the way you split a project, for example. XLIFF Manager for Trados Studio allows you to interact with other colleagues or clients that use any other CAT tool beside Studio. This is a great add-on that provides a nicer way to export/import any existing project, so you can share with any linguists while keeping Trados Studio as the cornerstone of the project.

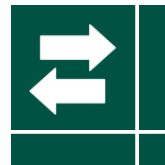
This can be really useful for language combinations where linguists are limited, as you will get an enhanced flexibility to distribute your tasks in tricky scenarios.

The interface is also pretty appealing, as it includes a dedicated Project view for you to keep track of any export/import operations. Such a nice job!

XLIFF Manager for Trados Studio has been developed by RWS AppStore Team. It’s free and can be downloaded [here](#).

Glossary Converter

Glossary Converter doesn’t need any introduction. We all know the app that changed the game as far as Multiterm Glossaries are concerned. Utmost flexibility and really powerful processing that can even make some basic maintenance operations are the key for this stand-alone application.



In this issue, I thought I needed to spread the word. And, to be fair, the most famous app around (and normally hitting top 5 in downloads) is now better than ever. Don’t forget to update or you will be missing the party! The improvements made are considerable, so you’d better have a look [here](#).



Events and RWS Campus

At RWS Campus, we strive to help students start their careers within localization. We have been busy participating in a lot of events with our university partners lately and you can read about some of them below.

26 September – European Day of Languages

To honour its 20th anniversary, the Directorate-General for Translation in Vienna (part of the EU Commission) invited the German Language Office, the three main Austrian translation institutes and numerous local partners to organise a virtual workshop about translation and technologies for approximately 40 students.

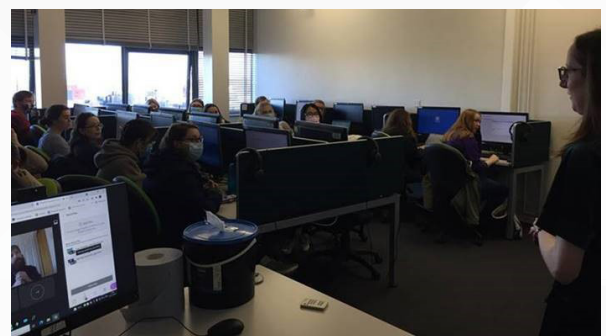
During this workshop, the students had the opportunity to interact with industry experts and well-known academics and to gain a first hands-on experience with translation tools and software.

The German Language Office supported the event with an introductory session about Trados Studio. We demonstrated how easy it is to set up and prepare a translation project and explained some of the tool's most important features. RWS provided free full-year Studio licences to every participant to help the students practise working with Trados Studio after the workshop had ended.

University of Sheffield

Catherine Hillier and Rhys Morgan from the English Language Office (ELO) delivered a hybrid session about post-editing to Master's students at the University of Sheffield. The session centred around the use of machine translation within the ELO, including how to add it to projects and ensure that it is working correctly. It focused in particular on best practices for post-editing to produce publishable quality while also working as efficiently as possible. Catherine attended the session in person, while Rhys connected remotely.

The presentation covered common machine translation errors and things to look out for when post-editing. The session was rounded off with a live demo of post-editing (with input from the students) and a Q&A in which the students took the opportunity to ask questions about post-editing, RWS and the translation industry in general.



Wenzao Ursuline University

On 20 October, we presented to around 80 students at Wenzao Ursuline University of Languages.

The session covered:

- Presentation about RWS
- MTPE overview
- Localization industry in Taiwan and the RWS Taiwan office
- CV writing skills
- Career opportunities at RWS

This was our first visit to Wenzao Ursuline University, but it will surely not be our last. The students were very passionate and appeared impressed. Questions were asked proactively and students showed a great interest in joining RWS.

Our RWS Internship Program was the centre of attention for the students and professors alike.

Consequently, we have established an internship partnership with the Wenzao Ursuline University in Taiwan.



University Events in Spain

In November, RWS Spain was invited to two online events with university students.

Firstly, we held a virtual presentation with students from the University of Granada about the translator's role in the market. The event also included a workshop in which a translation test was reviewed and analysed. Students had previously prepared the text as an exercise for a translation company's real selection process.

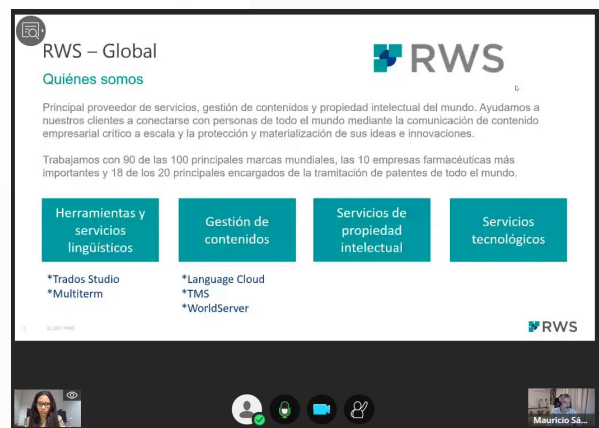
A week later, we had the opportunity to e-meet teachers and students from Comillas Pontifical University in Madrid. We introduced RWS and students showed great interest in our internship program and job opportunities, so we look forward to receiving many applications this academic year. This successful event leaves the door open to organise practical workshops as part of a new course to be implemented about machine translation and post-editing.



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If you are interested in learning more about RWS Campus, please do not hesitate to contact us through [rws.com/rws-campus](https://www.rws.com/rws-campus)

About RWS

RWS Holdings plc is the world's leading provider of technology-enabled language, content management and intellectual property services. We help our customers to connect with and bring new ideas to people globally by communicating business critical content at scale and enabling the protection and realization of their innovations.

Our vision is to help organizations interact effectively with people anywhere in the world by solving their language, content and market access challenges through our collective global intelligence, deep expertise and smart technology.

Customers include 90 of the globe's top 100 brands, the top 10 pharmaceutical companies and approximately half of the top 20 patent filers worldwide. Our client base spans Europe, Asia Pacific, and North and South America across the technology, pharmaceutical, medical, legal, chemical, automotive, government and telecommunications sectors, which we serve from offices across five continents.

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

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