



TradTrans FAQ

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Information below is accurate as at 01 January 2017
Please email TradTrans directly if you have any further questions

Frequently Asked Questions

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Will you send me an original copy of the translation as well?



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How does it work?

Email a scanned copy of your documents to TradTrans (or take a photo with your phone!) and within 24 hours we will email back an exact quote with price and timeline. TradTrans does not need to sight the original source documents – just make sure that the scan/photo is legible.

If you agree to continue, TradTrans will complete the translations and return them to you electronically via email. Payment is due upon receipt of the emailed translations, and payment can be made by bank transfer, credit card or PayPal. Original stamped hard copies of the translations can also be posted directly to you on request and if so, standard postage is included at no extra cost.

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Can we do it all by email?

Yes, absolutely. I do not need to sight the original document and normally work by translating scanned copies (or photos) sent via email. This process saves time and there is no risk of the original document being lost or damaged. There is also no problem with doing the translations for you via email while you are still in your home country, or interstate.

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How do I pay?

Payment can be made by bank transfer (if you have an Australian bank account), credit card or PayPal, and is due upon receipt of the translation. You can pay in advance if you wish, but in most cases that will not be necessary.

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I need the translations for my visa application. Are you authorised to do that sort of translation?

Yes, I am accredited by the National Accreditation Authority for Translators and Interpreters (NAATI) at the Professional Translator level, and can certify my translations as required for the Department of Immigration and visa applications. There is no extra charge for the certifying my translations.

Go to: [Department of Immigration and Border Protection requirements](#)

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Can you certify my original documents for me too?

No, translators generally aren't on the list of professions who are recognised to certify documents. You might like to contact a Justice of the Peace (JP), police officer or chemist instead. Check who is eligible to certify your documents with the entity who is requesting your translations, but as an example here is the list of approved occupations according to the [Department of Immigration and Border Protection](#) for visa applications.

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Can you translate my Australian documents into Italian for me? or Spanish?

No, I am accredited to translate one-way **from Italian into English** and **from Spanish into English** only. For translations in the other direction you'll need a translator accredited in that direction. You can find a translator on the [NAATI](#) website (look for the description 'Professional Translator (English to Italian)' or 'Professional Translator (English to Spanish)', or I can provide a recommendation for a trusted colleague.

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I notice your stamp says it expires in September 2019. Does that mean I can't use the translations after this date?

No, the translations do not expire. The current NAATI accreditation process requires that the translations are performed within the period stated on the stamp, and as long as that requirement is met the translations are valid, including at any time beyond the stamp date. The stamp itself must be renewed every three years (by demonstrating sufficient professional development and continuous practice) but the translations themselves do not.

See the official [Naati stamp expiry dates](#) release on this topic

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Are there any 'extra' costs?

- **Standard postage charges** are included in the price:
Regular local (2-6 business days)
International standard (6+ business days)
- **Express post** may be charged as an additional cost of:
\$10 AUD within Australia (next business day)
\$30 AUD internationally (2-4 business days between major metro areas)
- **Local drop-off / pick-up** of original documents will incur an additional charge of \$20 AUD
- **Apostilles** will be charged as additional pages at a price of \$10 AUD when attached to a standard certificate
- **GST** is not applicable and there is no additional charge

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Will you send me an original copy of the translation as well?

Translations will be returned to you by email as a printable pdf file and will automatically include NAATI stamp, signature and certification. If you require an original copy sent to you by post in addition that is no problem, and a hard-copy can be mailed once payment is received. Please note, there are very few requirements for having an original signed copy of your translation so originals will only be sent on request.

*"To lodge a visa application with the Department of Immigration and Border Protection you should attach **scanned copies** of any associated original documents through your ImmiAccount as part of the online application process."*

One exception to this is a drivers licence translation for driving in South Australia:

"Acceptable translations

Driver's licence translations will only be accepted if they meet one of these conditions: an original document (photocopies, faxes and certified copies are not acceptable)"

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