

TradTrans

FAQ

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Information below is accurate as at 01 November 2018
Please email TradTrans directly if you have any further questions

Frequently Asked Questions (FAQs)

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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 you will receive a quote with an exact price and timeframe. 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 as a high colour printable pdf file. All emailed translations automatically include the translator's NAATI stamp, signature and certification statement.

Payment is due upon receipt of the emailed translations, and can be paid by Australian bank transfer, credit card or PayPal.

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How much does it cost?

That depends. Most translations start at \$50 AUD for a single page standard certificate or \$25 AUD per 100 words for full text translations. All translations have a \$50 AUD minimum. Email [TradTrans](#) to get an exact quote for your particular documents, and remember to attach a copy to your email. Quotes cannot be provided based on document descriptions alone.

Please note, certificates containing handwriting should be accompanied by a self-typed transcript, or extra fees may apply.

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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.

Please note, international bank transfer is not available without prior arrangement.

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Can we do it all by email?

Yes, absolutely. Translators do not need to sight the original document and normally work by translating electronic copies 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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Can I get an original stamped copy?

Yes, absolutely. Most of the time you will not need an original copy for use in Australia, but stamped hard copies of the translations can be posted directly to you on request. If so, standard postage is included at no extra cost. The original stamped copy will be mailed to your nominated postal address once payment is received.

You can also request Express Post for an additional fee.

Location	Delivery type	Timeframe*	Additional fee
Within Australia	Standard	2-6 business days	Included
	Express	Next business day	\$10 AUD
International	Standard	6-10 business days	Included
	Express	2-4 business days	\$45 AUD

*Standard Australia Post delivery timeframes cannot be guaranteed by the translator. See <https://auspost.com.au/sending/send-within-australia/delivery-speeds-and-coverage> for more information.

Please note, there are very few requirements for having an original signed copy of your translation so originals will only be sent on request.

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Can you certify my original documents for me?

No, translators aren't generally 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 English documents into Italian for me?

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

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Can you translate my English documents into Spanish for me?

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

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I'm in St Kilda. Can I pick up the translation tomorrow?

TradTrans does not keep regular office hours and may not always be available for a personal drop-off or pick-up. Express post is recommended as the fastest way to ensure a speedy collection of the translation. However, if necessary we

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can arrange to leave any urgent translations in a safe place for document collection with prior arrangement.

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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) as a **Certified Translator**, and always sign, stamp and certify my translations as required for the Department of Immigration and visa applications. There is no extra charge for the certifying my translations.

For more information, see: [Department of Immigration and Border Protection requirements](#)

Please note, the Australian certification system changed on 01 January 2018. Prior to this date the required level of qualification was known as an 'Accredited Professional Translator' and you may still see references to accredited translators on some websites. Be assured that Certified Translators have superseded this requirement, however TradTrans has qualifications under both regimes.

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I need the translations for my visa application. Should I get an original copy?

That depends on the type of visa. Most online visa applications in Australia using an ImmiAccount require electronic copies of your documents and translations.

*"You may be required to attached **electronic copies** of supporting documents to your application in ImmiAccount."*

<https://www.homeaffairs.gov.au/trav/visa/immi#tab-content-1>

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I need the translation for my driver licence. Should I get an original copy?

Most states and territories in Australia will accept a print-out of your translation and do not need to sight an original copy.

One exception to this is a driver 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)”

<https://www.sa.gov.au/topics/driving-and-transport/drivers-and-licences/driving-with-an-overseas-licence>

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

That date refers to the validity of the translator’s credentials, not the translation itself. The current NAATI 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 translator’s credentials and stamp itself must be renewed every three years (by demonstrating sufficient professional development and continuous practice) but the translations do not.

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

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I'm still in Italy. Can you do the translation before I arrive?

Yes, absolutely. There is no problem with doing the translations for you via email while you are in your home country, or interstate. Australian translators do not need to sight the original document and normally work by translating electronic copies sent via email.

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Are there any 'extra' costs?

- **Minimum fee** is \$50 AUD, so even if your document is less than 200 words, the minimum fee will apply
- **Standard postage** is included in the price within Australia (2-6 business days)
- **International postage** may be requested for an additional cost of \$10 AUD (standard 6-10 business days)
- **Express post** may be requested for an additional cost of:
\$10 AUD within Australia (next business day)
\$45 AUD international (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 at a price of \$10 AUD per page when attached to a standard certificate
- **Certified copy stamp pages / Notarised copy stamp pages** will be charged at a price of \$10 AUD per page when attached to a standard certificate
- **Handwritten documents** of any kind are not considered standard documents, so please include a self-typed transcript of your document to avoid any surplus charges (usually around \$30 AUD per page)
- **GST** is not applicable and there is no additional charge

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