



CASE STUDY: PSYCHOMETRICS

Brief

As Croatia is now a member of the EU, it was necessary for the European Personnel Selection Office to provide their recruitment assessments in Croatian. EPSO turned to Comms Multilingual to utilise our expertise in this area so that the recruitment process for EU institutions could begin for people from Croatia.

Process Steps

The first step was to ensure that clear definitions of key and ambiguous terms were put in place. Once completed, the translation and adaptation process could start.

The teams selected for this project were chosen for their expertise in the subject area; they were qualified and experienced translators, who also offered qualifications and practical experience in I/O psychology.

We carried out the initial translation into Croatian and then the translation was sent to an independent proofreader for quality checking purposes.

The Croatian text was back translated into the original language (in this case, English) by a native speaker and proofread by another. This back translation stage is an important part of the whole quality control process and is vital for projects such as this one.

A key part of the the quality control phase involved our own in-house experts, who carried out a thorough comparison between the original text and the back translation, going back to the translation teams for clarification and amendments where necessary. We then delivered a final version for our client's review.

Once reviewed, a couple of rounds of amends were required in order to arrive at a final version, which was subsequently signed-off by EPSO.

Result

The assessment is now being successfully used by EPSO to recruit candidates from Croatia to work for the EU.

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The robust quality process followed by Comms Multilingual ensures that our assessments do what they claim in the foreign language versions.

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