All study-related documents seen or utilized by non-English speaking subjects require a translation and IRB approval. The translation service must provide a certificate of translation validating the translation as true and accurate.

For non-Sponsored studies or Sponsored studies where the Sponsor or central IRB will not provide translation of the study document and Banner resources are being used, you are required to use the approved Banner translation service, Cyracom. Per Banner Health policy #1195 version 15 titled Qualified Interpreters:

If there is a sponsored clinical trial and the sponsor is obtaining the translation of the IRB-approved English consent from the IRB of record or some other reputable vendor, it does not need to go through Banner translation services.

If the study is a Sponsored study, the Sponsor’s permission must be obtained for the translation process as they will be responsible for the cost of the translation.

Once the study documents that will require translation are approved in English by the IRB, please follow the following steps to get documents translated through the approved Banner Translation Service, Cyracom.

The University Arizona has an account with Cyracom. Translation requests can be sent directly through Cyracom’s portal <https://portal.cyracom.com/customers/#/sign-in/> or to [doctrans@cyracom.com](mailto:doctrans@cyracom.com). In your requests, please include:

1. The reason behind the request and the language requested.
2. The cost center who should be charged.
3. A request for a certification of translation that mentions the exact name of the document(s).
4. Please note that any project **under $500** will require prepayment. This prepayment policy ends on 30th of March 2021. After that, all projects will be billed on a NET 30 billing schedule.
5. To set up your profile on the Cyracom portal, please send a request directly to [doctrans@cyracom.com](mailto:doctrans@cyracom.com). Please include your name, work email and work phone number in this request.

Once the Translation and Translation Certificate are received, the translation must be IRB-approved before it is used with subjects. The Translation(s) and Translation/Validation Certificate(s) must be included in IRB submission.

**FAQs:**

1. Do we need to obtain translations through Cyracom if we are not physically consenting at Banner?
   1. If consenting is not occurring at Banner AND the consent forms will not be uploaded into Cerner, then use of Cyracom is not required.
2. What are the costs?
   1. The total cost and time will be determined on a case-by-case basis. Typical cost averages about $30/page. Minimum cost is $100
   2. There will be a 25% charge for rush translations.
3. How long do translations take?
   1. The total cost and time will be determined on a case-by-case basis. The requestor will be asked to approve the cost of the translation before proceeding and provide Cost Center information for payment.
   2. Any translation request will take a minimum of 48 to 72 hours to process after approval and/or prepayment of the quote.