

## The Position

### Q. What does the job involve?

A. The job will involve evaluating results from web searches, for their appropriateness to the search query. You will be required to provide feedback **i.e.** your opinion of the result displayed on a scale of appropriateness. Work will be provided to you as a list of tasks through an online work system.

### Q. Do I need any special qualifications of skills for this role?

A. The skill set for this job is **not** highly technical. You need to be familiar with browsing the internet, speak English, and have high speed/broadband access to internet. You will be required to pass an exam before you can complete any work. You will be required to become certified in some specific tasks when you join the program. This will enable you to get access to additional tasks.

### Q. Do I require any specific software or are there any technical requirements for this role?

A. Candidates must have a Gmail address in order to take exam. The exam must be completed using Google Chrome Web Browser. If successful in the exam you will be required to install our Rater Community Chrome Extension in order to complete tasks. Failure to do so may result in in-complete tasks and potential non-payment. You will be required to complete certain tasks using a specific Smartphone (Android version 4.1 or higher or iPhone version 4S or higher) . A high speed internet connection is also required for this role.

### Q. What Language will I be working/rating in?

A. You will be working in the language related to the position that you applied for. For example if you applied for the English (IN) role then you will be rating in English etc.

### Q. Where are we located?

A. Our recruitment takes place from our Ballina office in Ireland. The address is:  
**Lionbridge, Emmet St, Ballina, Co. Mayo, Ireland.**

## Gmail Account

### Q. What is a Gmail?

A. This is an email account that you need to set up in order to be eligible for this role.

### Q. How do I set one up?

A. You can create a Gmail account at [www.gmail.com](http://www.gmail.com) simply click on the create account link and follow the instructions. Please send us a mail so we can verify your new address.

## Obligations

### Q. What contractual obligations am I under?

A. As an independent contractor you are self-employed and therefore work for yourself. You are under no obligation other than we wish to see that you are paying your taxes.

### Q. What is the Contractor Agreement?

A. The Contractor Agreement is **not** a contract of employment. It is a confidentiality agreement. Agreeing to the terms of this agreement means that you do not disclose, share or duplicate any of the information that you are working on to others. We require candidates to accept this Agreement by completing our Terms & Conditions Questionnaire before the exam as the exam itself is confidential.

### Q. What notice do I have to give if I do not want to continue the position?

A. We would expect that you provide us with reasonable notice but you are not under any legal obligations to provide us with a specific notice period as you are working in an independent capacity.

### Q. What if I need to go on holidays or I am sick?

A. We would appreciate if you could let us know, however you are not obliged to do so as you are working in an independent capacity. If your account is in-active on our system for 60 days or more your access will be removed from the program. In certain circumstances we allow candidates who have had their access removed to re-join the program. In this case, you will need to re-apply provided there are positions available at the time, re-sit the on-line rating exam and successfully pass. Please note, however, this is on a case by case basis as we only take a limited number of candidates back onto the program and we would ask that you make every effort to actively participate on the program on a regular basis to avoid this situation occurring.

## Pay & Taxation

### Q. How much will I be paid?

A. You will be paid on an hourly basis. The rate per hour will be disclosed at the Contractor Agreement stage. You need to keep track of the hours worked and tasks completed on a day-to-day basis and this information is used to generate your invoice on the billing dates that will be provided from finance after passing your exam.

### Q. How often will I be paid?

A. Payment will be made to the bank account provided by means of a wire transfer. The bank details that you provide must be your own account details as payment cannot be processed to a 3<sup>rd</sup> party. Your bank account must be held in your Country of residence. Payment will be made 60 working days from the billing date for your initial payment. Please allow 3-5 working days for payment to clear the banking system and reach your account. Payments subsequent to this will be made 30 working days from the billing date. **Note** some banks impose a charge for you to receive an international transfer; you may want to contact your bank branch to ascertain the cost of this.

### Q. Can I use someone else's bank account if I do not have one of my own?

A. As per terms and conditions of this program it is a requirement that you must have a personal bank account in your own name in order to be paid for any tasks completed. Your bank account must be held in your Country of residence. Please note that we do **NOT** accept bank account details for any other individual other than your own personal bank details. If you do supply us with details of any other individual/company this may result in a hold on payment.

### Q. Is the Rate of Pay negotiable?

A. These rates have been pre-determined for your country and the rate of pay is non-negotiable.

### Q. Will I get a payslip?

A. No, however an email will be issued to you that a payment has been sent to your bank account however the amount paid will not be disclosed.

### Q. Who is responsible for paying tax?

A. As an independent contractor **you** are responsible for paying your own taxes. In order for you to work with Lionbridge we require that your taxes are paid and up to date and all relevant documentation is maintained. During the year Lionbridge may contact you for evidence of this documentation.

### Q. Can I use an intermediary/umbrella organization to assist with taxes etc...?

A. Please note that Lionbridge do not use any intermediary and/or umbrella organizations at present. We work directly with "you" the individual independent contractor as per the Contractor Agreement and any involvement of a 3<sup>rd</sup> party organization may result in a delay in payment.

### Q. Who will pay for my social security contributions?

A. As an independent contractor you are responsible for paying all of your own social security contributions. You will need to register with your local authority in order to arrange for your contributions.

## The Exam

### Q. What is the format of the Exam?

A. The exam consists of three sections: Section 1 – an "open book" type exam with 31 multiple choice questions, Section 2 – 7 practical questions using both your desktop PC & Smartphone Device and Section 3 – 7 practical questions using both your desktop PC & Smartphone Device.

You will have 1 week to complete the exam. Please use your time wisely as **Section's 2 & 3** may take some time to complete. You will not be penalized for completing the exam before the expiry date, but we would point out that speed is not key - accuracy is.

### Q. Do I have to pay for the exam?

A. No.

### Q. What language is the exam in?

A. The exam is in English so we require a strong command of the English Language.

### Q. How long do I get to complete the exam?

A. You will get a link with the study material and you will have 10 days to both study material and to complete the exam.

## Obligations (continued)

**Q. What benefits am I entitled to?**

A. Independent contractors are not provided with employee-type benefits, e.g. health insurance, holiday pay, sick pay, pensions, etc. Independent contractors may fund their own benefits, but not on a tax-free basis.

**Q. Am I entitled to leave of absence?**

A. Unfortunately we cannot hold positions open for long periods of time due to fluctuation in work demand. If your account is In-active on our system for more than 60 day's you will need to re-apply and re-sit the online exam

**Q. Participation and Working Hours?**

A. As you are working in an independent capacity you can manage your working time as you see fit, however, the recommended is set at a minimum of 10 and a maximum of 20 per week. You must not exceed the maximum of 20 hours per week unless authorized. Lionbridge expects new Internet Assessors to be active and to participate each week

**Q. What if I'm moving country?**

A. One of the requirements of this role is that you are in-country. If you are living in a desired country for 5 years or more (for cultural awareness issues) then you should be rating in that country, However, if you are moving to another country unfortunately you will now no longer fit the criteria for this role.

**Q. Can family members also apply for the same position?**

A. Only one member per household may apply for this role. If you successfully pass the exam your work on the program must be of an individual nature and completed in private. Sharing of material or answers is strictly prohibited either during the exam or whilst working on the program. Our Rating Quality team will be monitoring your work on a daily basis so it is important that your work is of a high quality and standard and of an individual nature. Please note you **CANNOT** use the same computer/IP Address as another user for this role, IP addresses are logged and recorded as we need to be able to identify work on an individual basis on the program.