

# Language Coverage Decision Matrix

*Use it: Before a language list is treated as delivery coverage.*

Language, variety, task role, capacity, mobilisation and sampling get collapsed into a single line on a coverage sheet. This matrix separates them into decisions that can each be answered, and produces a coverage decision with an honest fallback.

## WHAT IT PRODUCES

A coverage decision per combination: the variety and script required, who is validated and available, credible capacity, and what happens if it cannot be staffed.

## THE CHECKLIST

A language name is not a delivery answer. The buyer needs the right variety, script, task role, evidence and actual availability in the same answer.

| ASK THIS                                                                                      | A USEFUL ANSWER IS SPECIFIC ABOUT                                                                                           | WHAT THE ANSWER ACTUALLY TELLS YOU                                                         |
|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| <b>What exact source language, output language, variety and script does the work require?</b> | Source and output sides written separately, including regional variety and script where they affect the task.               | Whether a broad language label is hiding a combination the supplier has not covered.       |
| <b>What role must the person perform in that combination?</b>                                 | Collection, transcription, translation, review, evaluation, interpreting direction, or another named task.                  | Whether fluency is being mistaken for task competence.                                     |
| <b>How will the required variety or accent distinction be tested?</b>                         | A task that makes the distinction visible and a qualified person who judges the result.                                     | Whether the supplier can demonstrate the distinction rather than simply claim familiarity. |
| <b>What evidence supports this exact combination?</b>                                         | The relevant test, sample or record in the Supplier Evidence Matrix, linked to the same role and task.                      | Whether the evidence belongs to this line or to a different capability claim.              |
| <b>Has the person or team been validated, and are they actually available?</b>                | Validation and current availability answered separately, with any conditions still open.                                    | Whether "approved" has been mistaken for ready to deploy.                                  |
| <b>What capacity is credible for this combination and period?</b>                             | Capacity tied to the exact role, operating conditions, confirmed availability, and the point when it must be checked again. | Whether the number can support a plan or is only an estimate.                              |
| <b>Who is primary, who is backup, and what would make either one active?</b>                  | The designation, current availability, remaining onboarding or access, and the decision needed to assign the work.          | Whether continuity exists beyond one suitable person.                                      |

| ASK THIS                                                               | A USEFUL ANSWER IS SPECIFIC ABOUT                                                                         | WHAT THE ANSWER ACTUALLY TELLS YOU                                             |
|------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| <b>What happens if the combination cannot be staffed as requested?</b> | The buyer's choice to change timing, role, variety, scope, or supplier, made before delivery is promised. | Whether the coverage decision has an honest fallback rather than a forced yes. |

If one row here is hard to answer for your project, send us that row — you'll get a written answer within one working day, from a person, with no meeting and no follow-up unless you ask.

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