



Australian Government

Department of Education, Employment and Workplace Relations

BSBADM411A Produce complex texts from audio transcription

Revision Number: 1

BSBADM411A Produce complex texts from audio transcription

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to transcribe court, parliamentary, police telephone scripts, or medical proceedings and to produce complex and accurate transcriptions within specified time frames.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to individuals who require specialist skills in word processing and audio transcription. In most cases they would work in an environment where transcription is a central aspect of their work role, but the unit may also apply to experienced administrative staff for whom transcription is only part of their role.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for audio transcription	1.1. Prior to commencing the task, identify organisational requirements in the <i>transcription of proceedings</i> in relation to style, presentation and storage of texts 1.2. Clarify with client the purpose and requirements of transcript and the <i>audio media</i> to be used
2. Transcribe audio tape or file	2.1. Use accurate keyboarding skills to transcribe and accurately reflect oral proceedings at 70-80 wpm with 98% accuracy 2.2. Review transcript to ensure it presents an accurate and true record of proceedings 2.3. Predict the meaning of unclear speech from the context or clarify with the speaker/author 2.4. Clarify meaning and spelling of names or technical terms to ensure accuracy of the text 2.5. Produce text within <i>designated time lines</i>
3. Edit and revise transcript	3.1. <i>Self-check transcription</i> for accuracy 3.2. Ensure audio transcription reflects speaker/author intended meaning 3.3. Edit transcript to ensure grammar, punctuation and syntax are appropriate for intended purpose and audience 3.4. Circulate draft for checking in accordance with organisational and task requirements 3.5. Revise, format, name, store and print transcript in accordance with organisational and task requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication and listening skills to:
 - clarify intended meaning
 - predict words from context
 - interpret intonation and stress
- identify speaker's voice and roles in different settings
- keyboarding skills to produce accurate documents at a high speed
- literacy skills to:
 - produce high quality documents with correct spelling, grammar, syntax and punctuation within relevant industries
 - proofread and edit transcripts.

Required knowledge

- advanced word processing software functions
- basic transcription techniques and principles
- key provisions of relevant legislation from all forms of government, standards and codes that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - occupational health and safety
- range of internet resources for relevant industries
- relevant knowledge of aspects of the Australian legal system
- specialist terminology for relevant industries.

Evidence Guide

EVIDENCE GUIDE	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • transcribing speed and accuracy • producing text that meets identified purpose and requirements • knowledge of relevant legislation, standards and codes.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to office equipment and resources, such as: • workplace reference materials such as style guides • tape recorder including audio-tapes • transcribers or dictaphones for analogue tapes and computer hardware for operating digital audio software • computer equipment including word processing software.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • review of documentation identifying organisational requirements • analysis of clarification of meaning and spelling of names or technical terms • review of circulation of draft for checking • demonstration of techniques in a workplace or simulated environment.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • BSBLEG305A Use legal terminology in order to carry out tasks

EVIDENCE GUIDE

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| | <ul style="list-style-type: none">• BSBMED301B Interpret and apply medical terminology appropriately• information and communications technology units• other general administration units. |
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Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<p><i>Transcription of proceedings</i> may include:</p>	<ul style="list-style-type: none"> • court proceedings • medical and health care industry • parliament • police call centres
<p><i>Audio media</i> may include:</p>	<ul style="list-style-type: none"> • audio-tape • digital audio files • micro-cassette tape
<p><i>Designated time lines</i> may include:</p>	<ul style="list-style-type: none"> • delayed delivery timeframes • next day • same day
<p><i>Self-checking of transcription</i> may include:</p>	<ul style="list-style-type: none"> • clarifying names, addresses and specific spelling from information provided on court log notes including case names and internet research • editing punctuation to comply with accurate interpretation of proceedings • ensuring compliance with requirements unique to different legal and statutory jurisdictions

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Administration - General Administration
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Co-requisite units

Co-requisite units		