



Australian Government

BSBADM411 Produce complex texts from audio transcription

Release: 1

BSBADM411 Produce complex texts from audio transcription

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to transcribe court, parliamentary, police telephone scripts, or medical proceedings and to produce complex and accurate transcriptions within specified timeframes.

It 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 who use transcription in only part of their role.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Administration – General Administration

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Prepare for audio transcription	1.1 Prior to commencing the task, identify organisational requirements in the transcription of proceedings in relation to style, presentation and storage of texts 1.2 Clarify with client the purpose and requirements of the transcript and the audio media 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

ELEMENT	PERFORMANCE CRITERIA
	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 designated timelines
3 Edit and revise transcript	3.1 Self-check transcription for accuracy 3.2 Ensure audio transcription reflects speaker's/author's 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

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 2.2, 2.4, 3.1-3.3, 3.5	- Comprehends instructions in organisational and other familiar texts - Proofreads texts for sense and accuracy selecting from a range of strategies to aid comprehension when meaning is lost
Writing	2.1, 2.3-2.5, 3.3, 3.5	- Produces texts in required formats using appropriate grammatical forms and vocabulary to convey meaning - Edits and corrects own work to ensure accuracy and consistency
Oral Communication	1.2, 2.1-2.4	- Uses questioning and listening in verbal exchanges to clarify understanding of task - Recognises the way structure, intonation and volume may change according to the purpose of the oral text - Listens and comprehends complex oral texts selecting from a range of strategies to aid comprehension when meaning is lost

Numeracy	2.1, 2.5	- Performs calculations involving percentages required to measure output - Interprets mathematical information related to timeframes
Navigate the world of work	1.1, 3.4, 3.5	Recognises and responds to both explicit and implicit organisational procedures and protocols
Get the work done	1.1, 2.1, 2.5, 3.3, 3.5	- Applies formal processes when planning complex tasks, producing plans with logically sequenced steps, reflecting an awareness of time constraints - Takes responsibility for the outcomes of routine decisions related directly to own role - Recognises and takes responsibility for addressing predictable problems in familiar work contexts - Utilises a range of features within digital applications to improve personal productivity, optimising software functions for specific purposes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBADM411 Produce complex texts from audio transcription	BSBADM411A Produce complex texts from audio transcription	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBADM411 Produce complex texts from audio transcription

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- consider the purpose of the transcript according to client and organisational requirements
- complete the accurate transcription of data demonstrating the required transcribing speed and accuracy
- produce accurate text that meets identified purpose and requirements.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe organisational requirements for production of complex documents from audio recordings
- identify advanced word processing software functions
- describe basic transcription techniques and principles
- list the key provisions of relevant legislation
- describe specialist terminology used for relevant industries.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the general administration field of work and include access to:

- 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.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>