



Australian Government

Department of Education, Employment and Workplace Relations

BSBADM301B Produce texts from shorthand notes

Revision Number: 1

BSBADM301B Produce texts from shorthand notes

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to take shorthand from a dictation source at 60 words (or more) per minute, in accordance with the current Australian Standard for shorthand speed, and to produce an accurate text from the notes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	This unit applies to individuals employed in a range of work environments who produce notes and texts from oral or printed sources using shorthand techniques. They may work as individuals providing administrative support within an enterprise, or they may be responsible for the production of their own notes and other documentation.
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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. Take dictation using shorthand	1.1. Prior to commencing the task, identify organisational and task requirements relating to style, presentation and storage of documents 1.2. Clarify <i>purpose</i> and <i>requirements</i> of text with the author/speaker 1.3. Record shorthand notes from a <i>dictation source</i> at a minimum speed of 60 words per minute 1.4. Clarify meaning and spelling of unusual names or terms to ensure accuracy of the notes 1.5. <i>Self-check</i> shorthand notes for <i>accuracy</i>
2. Transcribe shorthand notes	2.1. Produce text from shorthand notes to at least 98% accuracy 2.2. Produce text within <i>designated time lines</i>
3. Edit and revise text	3.1. Self-check final text for accuracy, spelling, grammar, punctuation and formatting 3.2. Revise, format, print, name and store text 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 skills to predict words from context, and to interpret intonation and stress
- literacy skills to:
 - read and understand organisational procedures
 - produce a range of documents
 - proofread and edit work for accuracy against original
- memory retention skills to accurately capture information
- problem-solving skills to address inconsistencies or errors in text.

Required knowledge

- formatting styles and their effect on formatting, readability and appearance of documents
- 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
- organisational requirements for ergonomics, work periods and breaks, and conservation techniques
- organisational style guide
- shorthand symbols.

Evidence Guide

EVIDENCE GUIDE

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.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- producing accurate documents from notes that meet the requirements of the author/speaker
- accurate transcription of data.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources
- access to shorthand manuals
- access to English and shorthand dictionaries
- access to examples of audio sources for transcription and note taking.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- review of authenticated documents from the workplace or training environment
- demonstration of techniques in a workplace or simulated environment.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- BSBADM302B Produce texts from notes
- BSBWRT301A Write simple documents
- other general administration units.

Range Statement

RANGE STATEMENT

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.

<i>Purpose</i> may include:	• agenda • formal or informal letters • memo • report
<i>Requirements</i> may include:	• verbatim motions plus meeting summary i.e. minutes • verbatim record of dictation • verbatim record of meeting
<i>Dictation source</i> may include:	• in person • teleconference • telephone • videoconference
<i>Self-checking notes for accuracy</i> may include:	• checking correlation between source and notes • clarifying names, addresses and specific spelling with information on file • correct grammar • correct spelling • correct use of technical vocabulary • inserting paragraphs • inserting punctuation • intended meaning • reading over shorthand notes for meaning
Required degree of speed and <i>accuracy</i> may include:	• AS 2907:2001 Shorthand speed tests • 60 words per minute at 98% accuracy
<i>Designated time lines</i> may include:	• organisational time line e.g. minutes of meeting/agenda • AS 2907:2001 Shorthand speed tests • time line agreed with supervisor/person requiring text

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		