



Australian Government

Department of Education, Employment and Workplace Relations

BSBADM401B Produce complex texts from shorthand notes

Revision Number: 1

BSBADM401B Produce complex texts from shorthand notes

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to take accurate shorthand notes at 80 words per minute from a variety of sources, including dictation and multiple speakers, and to produce complex texts from shorthand 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 require well developed skills in taking shorthand notes and producing complex texts. They may work as individuals providing administrative support within an enterprise, or may be responsible for the production of their own notes.
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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 for the style, presentation and storage of documents 1.2. Clarify <i>purpose</i> and <i>requirements</i> of required text with the author/speaker 1.3. Record shorthand notes from a <i>dictation source</i> at a minimum speed of 80 words per minute, including using <i>sophisticated abbreviations</i> 1.4. Clarify meaning and spelling of names and technical terms to ensure accuracy of notes 1.5. <i>Self-check shorthand notes</i> for accuracy
2. Produce complex texts	2.1. Transcribe shorthand notes and produce <i>complex texts</i> to the required <i>degree of accuracy</i> 2.2. Ensure texts contain inserted information, objects and formatting as directed by the dictated source and that they reflect the intended meaning 2.3. Produce text within <i>designated time lines</i>
3. Edit and revise texts	3.1. <i>Self-check final text</i> for accuracy 3.2. Revise, format, print, name and distribute or store text in accordance with <i>organisational and task requirements</i>

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 follow verbal instructions, to predict context and to interpret intonation and stress
- literacy skills to draft complex documents and correspondence using logical structures, to use accurate spelling, and to correct grammar and punctuation
- problem-solving skills to edit own writing to address inconsistencies or errors.

Required knowledge

- functions and application of appropriate hardware and software
- 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 policies and procedures
- 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:

- accurately transcribing shorthand notes from dictation at 80 words per minute and 98% accuracy in line with AS 2907:2001 Shorthand speed tests
- producing complex texts which accurately reflect the dictation source.

Context of and specific resources for assessment

Assessment must ensure:

- access to office equipment and resources
- access to samples of audio sources for transcription and note taking
- access to English and shorthand dictionary.

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.

Guidance information for assessment

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

- BSBWRT401A Write complex 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:	• agendas • brochures • flyers • formal or informal correspondence • memos • minutes • newsletters • reports • technical manuals or documents
<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 • other audio source such as electronic files
<i>Sophisticated abbreviations</i> may include:	• derivatives • short forms • phrases and intersections
<i>Self-checking shorthand notes</i> may include:	• checking correlation between source and notes • clarifying names, addresses and specific spelling with information on file • inserting paragraphs • inserting punctuation • reading over shorthand notes for meaning
<i>Complex texts</i> may include:	• industry specific language • inserted information from a variety of sources • technical language
<i>Degree of accuracy</i> may include:	• correct grammar • correct spelling

RANGE STATEMENT	
	• correct use of technical vocabulary • intended meaning • 98% accuracy
Designated time lines may include:	• organisational timeline e.g. an agenda or minutes of a meeting • AS 2907:2001 Shorthand speed tests • time line agreed with supervisor or person requiring text
Self-checking final text may include:	• checking grammar • checking intended meaning • checking spelling
Organisational and task requirements may include:	• author/speaker instructions • number of copies • organisational format

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		