Speech to Text Reporter

National Occupational Standards

April 2012

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Contents

Overview

This unit describes how to prepare for **Speech to Text Reporting** assignments. You must be able to establish the nature of the assignment and assess whether you have the right skills to conduct the assignment. You must be able to identify and prepare for any specific requirements of the assignment or the domain in which it takes place. You must be able to use a range of information sources to prepare for assignments and must plan for any use of equipment. You must be fully aware of the role of the **Speech to Text Reporter** and its **principles of professional practice**.

The unit is for people who have language skills equivalent (but not necessarily accredited) to level 5 of the UK Occupational Language Standards and **Speech to Text Reporting** skills and who would like to develop or gain accreditation for the skills needed to work as a professional **Speech to Text Reporter**.

CFASTTR1
Prepare for Speech to Text Reporting Assignments

Performance criteria

You must be able to:

P1   Identify the subject matter and purpose of the assignment

P2   Identify and decline any assignment that is beyond your competence

P3   Negotiate and agree **contract details**

P4   Request a briefing session and sight of documents to be used in advance of the assignment

P5   Explain the **principles of professional practice** if unethical demands are made on you

P6   Plan appropriately so that you will be able to deal with the type and complexity of the assignment

P7   Prepare for any **domain**-specific requirements

P8   Take into account any **special requirements**

P9   Identify the likely requirements and expectations of your **client** and **service user(s)**

P10   Use relevant **sources of information** to prepare for the assignment

P11   Compile and maintain a **dictionary of terminology**

P12   Ensure that your **dictionary of terminology** is updated with any names or vocabulary that feature in any preparatory materials supplied in advance

CFASTTR1
Prepare for Speech to Text Reporting Assignments

Knowledge and understanding

You need to know and understand:

K1   The language in which you are reporting at a level equivalent (but not necessarily accredited) to level 5 of the UK Occupational Language Standards

K2   Techniques to anticipate the type and the degree of difficulty of the assignment, and the **client**'s and **service users'** needs

K3   The role of the **Speech to Text Reporter** and the **principles of professional practice**

K4   How to negotiate **contract details** and agree terms

K5   Techniques to research and verify general and **domain**-specific terminology

K6   Techniques to compile and maintain **dictionaries of terminology**

K7   Sources of information **to assist with assignments**

CFASTTR1
Prepare for Speech to Text Reporting Assignments

Additional Information

Scope/range

Level of language
a. equivalent to level 5 of the UK Occupational Language Standards

Contract details
a. location
b. equipment
c. timescales
d. price
e. professional indemnity insurance (where required)
f. third party insurance (where required)
g. payment

Principles of professional practice
a. disclose any information, including conflicts of interest, that may make you unsuitable for an assignment
b. be impartial, maintain integrity and professionalism
c. treat all information you receive in the course of your duties as confidential, unless required to disclose by law
d. respect the ethics and the working practices of other professions

Domain
a. employment
b. education
c. health
d. legal
e. local Government

Special requirements
a. technology or equipment installed or required
b. the positioning of the service user(s) and yourself
c. **remote delivery** of Speech to Text Reporting services
d. roles of other communication professionals
e. specific requirements of any deafblind people present
f. culturally specific issues

Sources of information
a. internet
b. leaflets
c. video
d. glossaries
e. technical journals
f. dictionaries

CFASTTR1
Prepare for Speech to Text Reporting Assignments

Contract details
a. location
b. equipment
c. timescales
d. price
e. professional indemnity insurance (where required)
f. third party insurance (where required)
g. payment

Principles of professional practice
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b. education
c. health
d. legal
e. local government

Special requirements
a. technology or equipment installed or required
b. the positioning of the service user(s) and yourself
c. **remote delivery** of Speech to Text Reporting services
d. roles of other communication professionals
e. specific requirements of any deafblind people present
f. culturally specific issues

Sources of information
a. internet
b. leaflets
c. video
d. glossaries
e. technical journals
f. dictionaries

CFASTTR1
Prepare for Speech to Text Reporting Assignments

Principles of professional practice
   a. disclose any information, including conflicts of interest, that may make you unsuitable for an assignment
   b. be impartial, maintain integrity and professionalism
   c. treat all information you receive in the course of your duties as confidential, unless required to disclose by law
   d. respect the ethics and the working practices of other professions

Contract details
   a. location
   b. equipment
   c. timescales
   d. price
   e. professional indemnity insurance (where required)
   f. third party insurance (where required)
   g. payment

Sources of information
   a. internet
   b. leaflets
   c. video
   d. glossaries
   e. technical journals
   f. dictionaries

CFASTTR1
Prepare for Speech to Text Reporting Assignments

Values
Speech to Text Reporters provide a service for deaf, deafened and/or deafblind individuals and should act in such a way as to support the access rights and needs of those individuals during service delivery.

Behaviours
Speech to Text Reporters should demonstrate deaf awareness when preparing for assignments. They should be aware of their own skills. They should adhere to the principles of professional practice relevant to Speech to Text Reporters.

Skills
Assess content and context of assignment
Identify information sources required to prepare for assignments
Compile and maintain electronic dictionaries
Plan for any use of equipment
Techniques and skills required for Speech to Text Reporting
Level 5 equivalent in the reporting language

Glossary
Client - the person or organisation that employs a Speech to Text Reporter. This may be, but does not have to be, the same person as the service user. See also 'service user'.
Dictionary of terminology – a list of words and their meanings. Speech to Text Reporters may develop specific dictionaries for different domains or individual clients.
Domain – the field or area in which you provide Speech to Text Reporting services e.g. legal, health, local government or employment. It normally takes time and research to acquire in-depth domain knowledge.
Principles of professional practice – the principles of professional practice summarise the common essentials of good practice in Speech to Text Reporting. They are distilled from the codes of good practice of professional/registration bodies i.e. AVSTTR, BIVR, NRCPD.
Remote delivery – when the Speech to Text Reporter provides services remotely, from a separate location, using teleconferencing or videoconferencing equipment.
Service user(s) – the person(s) who use(s) Speech to Text Reporting services in order to participate in a meeting or presentation.
Speech to Text Reporter - the individual who delivers a verbatim computer-aided transcription which enables people with a hearing loss to participate fully in communications during legal proceedings, meetings, consultations or discussions.
Speech to Text reporting – a verbatim computer-aided transcription which enables people with a hearing loss to participate fully in communications during legal proceedings, meetings, consultations or discussions.

CFASTTR1
Prepare for Speech to Text Reporting Assignments

Links to other NOS	UK Occupational Language Standards
	BI2 Undertake freelance work
	SAS1-7 Self Administration Standards

External Links www.bivr.org.uk/about-bivr/code-of-ethics ; www.avsttr.org.uk [standards of service]; www.nrcpd.org.uk ; UK Occupational Language Standards at a glance guide to levels

CFASTTR1
Prepare for Speech to Text Reporting Assignments

Developed by	Skills CFA in partnership with NRCPD
Version number	02
Date approved	April 2012
Indicative review date	April 2017
Validity	Current
Status	Original
Originating organisation	Skills CFA in partnership with NRCPD
Original URN	CFASTTR1
Relevant occupations	Speech to Text reporter; court reporter
Suite	Speech to Text reporting
Key words	speech-to-text; speech; text; deaf; communication support; transcription; shorthand; reporting

Overview

This unit describes how to deliver **Speech to Text Reporting** services. You must be able to transcribe presentations, talks, lectures, meetings etc. accurately and clearly. You must be able to sustain production for the required length of time, taking the relevant breaks to ensure the quality of service delivery. You must have knowledge of the domains in which you work. You must have a broad knowledge of the English language, its vocabulary and grammar. You must know how to use technology associated with **Speech to Text Reporting**. You must be able to demonstrate deaf awareness in all assignments. You must adhere to the **principles of professional practice** for **Speech to Text Reporters**.

The unit is for people who have language skills equivalent (but not necessarily accredited) to level 5 of the UK Occupational Language Standards and **Speech to Text Reporting** skills and who would like to develop or gain accreditation for the skills needed to work as a professional **Speech to Text Reporter.**

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CFASTTR2
Deliver Speech to Text Reporting Services

Performance criteria

You must be able to:

P1   Hear the message in full, using **artificial or technical aids** if necessary

P2   Explain your role as a **Speech to Text Reporter** to all **parties** when you arrive at the assignment, if necessary

P3   Identify the **requirements** of the **service user(s)**

P4   Ensure the appropriate **environmental conditions** for yourself and the **service user(s)**, using assertiveness skills if required

P5   **Accurately** and simultaneously reproduce the speaker's message in text form

P6   Recognise when the speed or inaudibility of the utterance would lead to difficulty in capturing the information and intervene, where necessary

P7   Identify when a word or phrase is illegible or does not make sense, and amend or clarify it where necessary

P8   Seek clarification of the word from the speaker, where necessary

P9   Where there is more than one speaker, use **speaker indication** as required

P10   Sustain **delivery** of the message for **substantial periods**

P11   Reflect any additional **environmental cues**

P12   Ensure any omissions and inaccuracies are minor and do not significantly affect the understanding of the **transcription.**

P13   Handle standard varieties of language and common regional dialects

P14   Use available **technology**

P15   Ensure your conduct is consistent with the **principles of professional practice** and your professional or registration body's **code of conduct.**

P16   Work with other **communication professionals** to meet the needs of **service user(s)** and/or **client**

P17   Support effective communication throughout the assignment and take action if the **service user** is not able to access the message(s) being delivered.

P18   Reach agreement with the **service user(s)** on how to access the **transcript** after the assignment is complete

P19   Date and store **transcript** in accordance with the requirements of the service **user(s)**

CFASTTR2

Deliver Speech to Text Reporting Services

Knowledge and understanding

You need to know and understand:

K1   The role of the **speech to text reporter**

K2   How to actively listen and understand the message being delivered

K3   The roles and requirements of other **communication professionals**

K4   The types and causes of **deafness** and **deafblindness**

K5   The theory and practice of an **electronic shorthand system**

K6   **Health and safety techniques** to allow sustained performance

K7   How to monitor the quality of your **output** during the assignment

K8   The language in which you are reporting at a level equivalent (but not necessarily accredited) to level 5 of the UK Occupational Language Standards

K9   **Principles of professional practice**, including regulatory requirements, Code of Conduct and ethics

K10   The different **domains** and **settings** in which you provide **speech to text reporting** services and how to work with professionals in those domains

K11   Techniques to manage the process of communication if it **breaks down**

K12   The use of **technology** used in **speech to text reporting** services

K13   How to troubleshoot when there is a technical problem

K14   How to securely store data from the assignment for the required period of time

K15   The practical and psychological effects of **hearing loss**

K16   Artificial or technical aids **for hearing loss or sound amplification**

Deliver Speech to Text Reporting Services

Additional Information

Scope/range

Artificial or technical aids
  a. behind the ear hearing aids;
  b. digital hearing aids;
  c. implants;
  d. microphones
  e. other electroacoustic devices

Parties
  a. service users
  b. clients
  c. other participants in the meeting or dialogue

Requirements
  a. positioning of the screen;
  b. choice of laptop or projector screen
  c. remote delivery of Speech to Text Reporting services

Environmental conditions
  a. no background noise;
  b. appropriate lighting;
  c. positioning of service user;
  d. positioning of speech to text reporter;
  e. positioning of cabling

Accurately
  a. 95% of the message at 180 words per minute

Speaker indication
  a. diagram;
  b. names;
  c. initials

Substantial periods
  a. receiving a message for up to 20-30 minutes at a time

Environmental cues
  a. non-verbal sounds;
  b. gestures

Technology
  a. electronic shorthand equipment
  b. audiovisual equipment;
  c. IT equipment;
  d. communication systems for remote delivery;
  e. switch box

Principles of professional practice
a. disclose any information, including conflicts of interest, that may make you unsuitable for an assignment
b. be impartial, maintain integrity and professionalism
c. treat all information you receive in the course of your duties as confidential, unless required to disclose by law
d. respect the ethics and the working practices of other professions

Communication professionals
a. communication support workers;
b. interpreters;
c. lipspeakers;
d. notetakers;
e. speech to text reporters;
f. sign language translators

Electronic shorthand system
a. Palantype
b. Stenograph

Health and safety techniques
a. placement and positioning of cables
b. placement and positioning of lighting
c. requesting breaks after 20-30 minutes delivery

Domain
a. employment
b. education
c. health
d. legal
e. local Government

Settings
a. small groups;
b. large groups;
c. hearing settings;
d. deaf settings;
e. remote delivery

Breaks down
a. you need to check on meaning
b. the degree of complexity, technicality or emotional charge is beyond your ability to deal with it
c. your/the service user's(s') position hinders communication
d. the conduct of the speaker prevents you from reporting effectively
e. the speaker is communicating too fast or too slowly
f. in remote settings, you need to identify who is speaking

Deliver Speech to Text Reporting Services

Artificial or technical aids
    a. behind the ear hearing aids;
    b. digital hearing aids;
    c. implants;
    d. microphones;
    e. other electroacoustic devices

Parties
    a. service users
    b. clients
    c. other participants in the meeting or dialogue

Requirements
    a. positioning of the screen;
    b. choice of laptop or projector screen
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Environmental conditions
    a. no background noise;
    b. appropriate lighting;
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    d. positioning of speech to text reporter;
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Accurately
    a. 95% of the message at 180 words per minute

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    c. IT equipment;
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Principles of professional practice
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Communication professionals
a. communication support workers;
b.   interpreters;
c.   lipspeakers;
d. notetakers;
e. speech to text reporters;
f. sign language translators

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Scope/range related to knowledge and understanding

Communication professionals
a. communication support workers;
b. interpreters;
c. lipspeakers;
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Electronic shorthand system
a. Palantype
b. Stenograph

Health and safety techniques
a. placement and positioning of cables
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Domain
a. employment
b. education
c. health
d. legal
e. local Government

Settings
a. small groups;
b. large groups;
c. hearing settings;
d. deaf settings;
e. remote delivery

Breaks down
g. you need to check on meaning
h. the degree of complexity, technicality or emotional charge is beyond your ability to deal with it
i. your/the service user's(s') position hinders communication
j. the conduct of the speaker prevents you from reporting effectively
k. the speaker is communicating too fast or too slowly
l. in remote settings, you need to identify who is speaking

CFASTTR2

Deliver Speech to Text Reporting Services

Technology
    a. electronic shorthand equipment
    b. audiovisual equipment;
    c. IT equipment;
    d. communication systems for remote delivery;
    e. switch box

CFASTTR2

Deliver Speech to Text Reporting Services

Values

Speech to Text reporters provide a service for deaf, deafened and/or deafblind individuals and should act in such a way as to support the access rights and needs of those individuals during service delivery.

Behaviours

Speech to Text Reporters should demonstrate deaf awareness in all assignments. They should adhere to the principles of professional practice relevant to Speech to Text Reporters.

Skills

Ability to use electronic shorthand equipment and other technology related to service delivery
Level 5 equivalent in the reporting language
Listening skills
Ability to monitor quality of service output
Communication skills
Assertiveness skills

Glossary

Code of conduct – the standards refer to codes of conduct for Speech to Text Reporters. For a copy of current codes, please contact the organisations who hold registers for Speech to Text Reporters e.g. AVSTTR, BIVR, NRCPD.
Deafblindness - A visual and hearing impairment. There are many different causes, types and degrees of impairment. They are also known as multi-sensory impairments (MSI). Most people who suffer from this type of impairment have some useful vision and/or hearing.
Deafness – Inability or impaired ability to hear sounds or noise.
Delivery – the act of delivering a message through Speech to Text Reporting.
Dictionary – the element of the speech to text reporting software which defines words and entries for transcription prepared by the speech to text reporter to provide a full and editable transcript.
Domain - the field or area in which you provide Speech to Text Reporting services, e.g. legal, health, local government or employment. It normally takes time and research to acquire in-depth domain knowledge.
Hearing loss - impaired ability to hear sounds or noise.
Output – the transcript that is produced by the Speech to Text Reporter using the electronic shorthand equipment
Principles of professional practice - the principles of professional practice summarise the common essentials of good practice in Speech to Text Reporting. They are distilled from the codes of good practice of professional/registration bodies i.e. AVSTTR, BIVR, NRCPD.
Remote delivery – when the Speech to Text Reporter provides services remotely, from a separate location, using teleconferencing or

videoconferencing equipment.

Service user(s) – a person(s) who use(s) Speech to Text Reporting services in order to participate in a meeting or presentation.

Speech to Text Reporter – the individual who delivers a verbatim computer-aided transcription which enables people with a hearing loss to participate fully in communications during legal proceedings, meetings, consultations or discussions.

Speech to Text Reporting – a verbatim computer-aided transcription which enables people with a hearing loss to participate fully in communications during legal proceedings, meetings, consultations or discussions.

Switch box – a piece of equipment used by Speech to Text Reporters to switch between different machines when working in a team. Each Speech to Text Reporter uses his/her own machine when reporting, and the switch box ensures that the correct machine is connected to the screen that the service user is viewing.

Transcript – the written version of all that is uttered during a meeting or dialogue.

Transcription – the process of recording all that is uttered during a meeting or dialogue in written form.

Links to other NOS

UK Occupational Language Standards

External Links

www.bivr.org.uk/about-bivr/code-of-ethics; www.avsttr.org.uk [standards of service]; www.nrcpd.org.uk; UK Occupational Language Standards at a glance levels guide

CFASTTR2

Deliver Speech to Text Reporting Services

Developed by	Skills CFA in partnership with NRCPD
Version number	02
Date approved	April 2012
Indicative review date	April 2017
Validity	Current
Status	Original
Originating organisation	Skills CFA in partnership with NRCPD
Original URN	CFASTTR2
Relevant occupations	Speech to Text reporter; court reporter
Suite	Speech to Text reporting
Key words	speech-to-text; speech; text; deaf; communication support; transcription; shorthand; reporting

Overview

This unit describes how to carry out **Speech to Text reporting** with other professional **Speech to Text Reporters** as part of a team. You must be able to demonstrate deaf awareness during all assignments. You must be able to work with colleagues before, during and after an assignment. You must be able to negotiate with colleagues how you will cover assignments as a team. You must be able to work effectively as part of a team, supporting colleagues sensitively and professionally. You must be able to evaluate the working relationship with colleagues.

The unit is for individuals who have language skills equivalent (but not necessarily accredited) to level 5 on the UK Occupational Language Standards and **Speech to Text Reporting** skills and who would like to develop or gain accreditation for the skills needed to work as a professional **Speech to Text Reporter**.

There are two elements in this unit:

- Plan for assignments as part of a team
- Deliver services as part of a team

CFASTTR3
Co-work with other Speech to Text Reporters

Performance criteria

Plan for assignments as part of a team

You must be able to:

P1   Clarify your role and that of your **colleague(s)** in the team

P2   Negotiate how you and your **colleague**(s) will cover the assignment, the order in which you will work and the timing of any breaks to ensure that all parties provide an efficient service

P3   Ensure that the work is allocated in the most effective way, making the most of your skills and those of your **colleagues**

P4   Negotiate how you carry out any necessary preparation and research in conjunction with a **colleague**

P5   Agree appropriate alternative ways of organising your work, if arrangements for an assignment are changed

P6   Ensure that there is **equipment** available at the assignment to enable more than one **Speech to Text Reporter** to work

P7   Consult with **other communication professionals** who may be working on the assignment and clarify individual roles and requirements for each assignment

P8   Clarify who will collate the final **transcript**, if required by the **service user** or **client**, and the timescale for collation

CFASTTR3

Co-work with other Speech to Text Reporters

Deliver services as part of a team

You must be able to:

P1   Organise your own activities effectively

P2   Work effectively as part of team of **Speech to Text Reporters** to deliver an efficient service

P3   Make efficient use of **resources**

P4   Inform the appropriate **colleague(s)** promptly of any difficulties in meeting your responsibilities

P5   Make appropriate suggestions to improve the effectiveness of the team

P6   Behave throughout assignments in a manner that is consistent with the professional **code of conduct**

CFASTTR3

Co-work with other Speech to Text Reporters

Knowledge and understanding

You need to know and understand:

Plan for assignments as part of a team

K1 How to communicate constructively within a team

K2 How to make constructive suggestions to improve the team's effectiveness

K3 Techniques and accepted conventions of working as part of a team

K4 How to set team work objectives and related performance measures and success criteria

K5 The role of the **Speech to Text Reporter** and its **principles of professional practice**

CFASTTR3

Co-work with other Speech to Text Reporters

Deliver services as part of a team

K1   How to organise your own activities

K2   How to maintain effectiveness throughout the assignment

K3   Strategies to employ if the assignment does not go to plan

K4   Techniques and accepted conventions of working as part of a team

K5   How to use a **switch box** to ensure smooth transition when working as part of a team

K6   The team's work objectives and related performance measures and success criteria

K7   The role of the **Speech to Text Reporter** and its **principles of professional practice**

CFASTTR3

Co-work with other Speech to Text Reporters

Additional Information

Scope/range

Colleagues
a.   Speech to Text Reporters.

Other communication professionals
a.   interpreters
b.   communication support workers
c.   lipspeakers
d.   electronic notetakers
e.   sign language translators

Resources
a.   colleagues
b.   equipment
c.   materials
d.   facilities
e.   background information

Equipment
a.   switch box
b.   electronic shorthand equipment

Principles of professional practice
a.   disclose any information, including conflicts of interest, that may make you unsuitable for an assignment
b.   be impartial, maintain integrity and professionalism
c.   treat all information you receive in the course of your duties as confidential, unless required to disclose by law
d.   respect the ethics and the working practices of other professions

CFASTTR3

Co-work with other Speech to Text Reporters

Colleagues
a. Speech to Text Reporters

Other communication professionals
a. interpreters
b. communication support workers
c. lipspeakers
d. electronic notetakers
e. sign language translators

Resources
a. colleagues
b. equipment
c. materials
d. facilities
e. background information

Equipment
c. switch box
d. electronic shorthand equipment

CFASTTR3

Co-work with other Speech to Text Reporters

Resources
   a.   colleagues
   b.   equipment
   c.   materials
   d.   facilities
   e.   background information

Equipment
   e.   switch box
   f.   electronic shorthand equipment

Colleagues
   a.   Speech to Text Reporters

Principles of professional practice
   a.   disclose any information, including conflicts of interest, that may make you unsuitable for an assignment
   b.   be impartial, maintain integrity and professionalism
   c.   treat all information you receive in the course of your duties as confidential, unless required to disclose by law
   d.   respect the ethics and the working practices of other professions

CFASTTR3

Co-work with other Speech to Text Reporters

Values

Speech to Text Reporters provide a service for deaf, deafened and/or deafblind individuals and should act in such a way as to support the access rights and needs of those individuals during service delivery.

Behaviours

Speech to Text Reporters should demonstrate deaf awareness in all assignments. They should adhere to the principles of professional practice.

Skills

Planning for assignments
Negotiating with colleagues.
Work effectively as part of a team, supporting colleagues sensitively and professionally.
Ability to evaluate the effectiveness of the assignment.
Level 5 equivalent in the reporting language.

Glossary

Client - the person or organisation that employs a Speech to Text Reporter. This may be, but does not have to be, the same person as the service user. See also 'service user'.

Code of conduct – the standards refer to codes of conduct for Speech to Text Reporters. For a copy of current codes, please contact the organisations who hold registers for Speech to Text Reporters e.g. AVSTTR, BIVR, NRCPD.

Principles of Professional Practice – the principles of professional practice summarise the common essentials of good practice in speech to text reporting. They are distilled from the codes of good practice of professional/registration bodies i.e. AVSTTR, BIVR, NRCPD.

Service user(s) – a person(s) who use(s) Speech to Text Reporting services in order to participate in a meeting or presentation.

Speech to Text Reporter – the individual who delivers a verbatim computer-aided transcription which enables people with a hearing loss to participate fully in communications during legal proceedings, meetings, consultations or discussions.

Speech to Text Reporting – a verbatim computer-aided transcription which enables people with a hearing loss to participate fully in communications during legal proceedings, meetings, consultations or discussions.

Switch box – a piece of equipment used by Speech to Text Reporters to switch between different machines when working in a team. Each Speech to Text Reporter uses his/her own machine when reporting, and the switch box ensures that the correct machine is connected to the screen that the service user is viewing.

Transcript – the written version of all that is uttered during a meeting or dialogue.

CFASTTR3

Co-work with other Speech to Text Reporters

Links to other NOS	UK Occupational Language Standards
External Links	www.bivr.org.uk/about-bivr/code-of-ethics ; www.avsttr.org.uk [standards of service]; www.nrcpd.org.uk

CFASTTR3

Co-work with other Speech to Text Reporters

Developed by	Skills CFA in partnership with NRCPD
Version number	02
Date approved	April 2012
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Validity	Current
Status	Original
Originating organisation	Skills CFA in partnership with NRCPD
Original URN	CFASTTR3
Relevant occupations	speech to text reporter; court reporter
Suite	Speech to Text Reporting
Key words	speech-to-text; speech; text; deaf; communication support; transcription; shorthand; reporting

Overview

This unit describes how to develop your performance as a **Speech to Text Reporter**. Professional development is a requirement for registration as a **Speech to Text Reporter**. This unit describes the skills and knowledge a **Speech to Text Reporter** needs to enable them to carry out the necessary professional development.

You must be able to review your assignments and evaluate your performance and preparation. You must be able to identify your strengths and areas for development. You must be able to create a personal development plan to maintain and develop your skills.

The unit is for individuals who have language skills equivalent (but not necessarily accredited) to level 5 on the UK Occupational Language Standards and **Speech to Text Reporting** skills and who would like to develop or gain accreditation for the skills needed to work as a professional **Speech to Text Reporter**.

There are two elements in this unit:

- Evaluate your performance as a Speech to Text Reporter
- Plan and implement professional development

CFASTTR4
Develop your performance as a Speech to Text Reporter

Performance criteria

Evaluate your performance as a Speech to Text Reporter

You must be able to:

P1   Review your preparation for and delivery of assignments

P2   Evaluate how well you managed the assignment

P3   Evaluate the quality of your **output**

P4   Analyse the strengths and areas for development in your performance as a **Speech to Text Reporter**

P5   Evaluate feedback from assignments

P6   Identify ways in which your preparation for assignments could be improved

P7   Identify areas in which your performance could be improved

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Develop your performance as a Speech to Text Reporter

Performance criteria

You must be able to:

Plan and implement professional development

P1　Develop a **professional development** plan

P2　Set development goals and priorities

P3　Identify and take relevant opportunities to develop your **Speech to Text Reporting** skills and knowledge

P4　Set relevant criteria to evaluate your professional development programme

P5　Regularly monitor and evaluate your **continuing professional development** against the criteria you have set

P6　Update and revise your plan in the light of the progress you make

P7　Seek appropriate advice if your progress and achievements do not meet your expectations

P8　Maintain your knowledge of the **Code of conduct**, regulatory requirements and professional ethics

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Develop your performance as a Speech to Text Reporter

Knowledge and understanding

You need to know and understand:

Evaluate your performance as a Speech to Text Reporter

K1   Methods to obtain feedback from **clients** and **users**

K2   **Concepts** and terminology commonly used to analyse **Speech to Text Reporting** performance

K3   Methods to review and assess your preparation for assignments

K4   Methods to review your performance as a **Speech to Text Reporter**

K5   Methods to review your management of the **Speech to Text Reporting** assignments

K6   Methods to check that your analysis of strengths and areas for development is accurate and justifiable

CFASTTR4

Develop your performance as a Speech to Text Reporter

Knowledge and understanding

You need to know and understand:

Plan and implement professional development

K1   Strategies to improve your performance and knowledge

K2   How to access **professional development** opportunities

K3   Criteria and techniques to evaluate your development programme

K4   Requirements for **continuing professional development** from **professional or registration bodies**

K5   **Sources of information** who can advise you on your development

Additional Information

Scope/range

Professional development
  a. domain-specific knowledge
  b. training courses
  c. use of published materials
  d. self-study
  e. mentoring
  f. reflective journal
  g. work log
  h. reflective practice
  i. observations

Concepts
  a. development of dictionaries
  b. error analysis
  c. analysis of the effectiveness of the performance (in the context and environment of the assignment)

Professional or registration bodies
  a. AVSTTR
  b. BIVR
  c. NRCPD

Sources of information
  a. mentors
  b. peers
  c. clients
  d. users

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Develop your performance as a Speech to Text Reporter

Scope/range related to performance criteria

Professional Development
a. domain-specific knowledge
b. training courses
c. use of published materials
d. self-study
e. mentoring
f. reflective journal
g. work log
h. reflective practice
i. observations

CFASTTR4

Develop your performance as a Speech to Text Reporter

Scope/range related to knowledge and understanding

Concepts

a. development of glossaries,
b. error analysis
c. analysis of the effectiveness of the performance (in the context and environment of the assignment)

Professional development

a. domain-specific knowledge
b. training courses
c. use of published materials
d. self-study
e. mentoring
f. reflective journal
g. work log
h. reflective practice
i. observations

Professional or registration bodies

a. AVSTTR
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Sources of information

a. mentors
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Develop your performance as a Speech to Text Reporter

Values

Speech to Text Reporters provide a service for deaf, deafened and/or deafblind individuals and should act in such a way as to support the access rights and needs of those individuals during service delivery.

Behaviours

Speech to Text Reporters should demonstrate deaf awareness in all assignments. Speech to Text Reporters should be proactive, analytical about their own performance and maintain their professional knowledge and standards.

Skills

Self-reflection
Seeking feedback
Receiving feedback
Ability to evaluate your own performance
Evaluating delivery and output
Devising a professional development plan

Glossary

Client - the person or organisation that employs a Speech to Text Reporter. This may be, but does not have to be, the same person as the service user. See also 'service user'.

Code of conduct - the standards refer to codes of conduct for Speech to Text Reporters. For a copy of current codes, please contact the organisations who hold registers for Speech to Text Reporters e.g. AVSTTR, BIVR, NRCPD.

Continuing Professional Development - the means by which members of a profession maintain, improve and broaden their knowledge and skills and develop the personal qualities required by their profession.

Output - the transcript that is produced by the Speech to Text Reporter using the electronic shorthand system.

Principles of Professional Practice - the principles of professional practice summarise the common essentials of good practice in Speech to Text Reporting. They are distilled from the codes of good practice of professional/registration bodies i.e. AVSTTR, BIVR, NRCPD.

Service user - the person(s) who use(s) Speech to Text Reporting services in order to participate in a meeting or presentation.

Speech to Text Reporter – the individual who delivers a verbatim computer-aided transcription which enables people with a hearing loss to participate fully in communications during legal proceedings, meetings, consultations or discussions.

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Develop your performance as a Speech to Text Reporter

Links to other NOS	UK Occupational Language Standards BI2 Undertake freelance work SAS1-7 Self Administration Standards
External Links	www.bivr.org.uk/about-bivr/code-of-ethics ; www.avsttr.org.uk [standards of service]; www.nrcpd.org.uk

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Develop your performance as a Speech to Text Reporter

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