
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**.

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)**

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**

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

**Scope/range
related to
performance
criteria**

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**Scope/range
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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.

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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.avstr.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

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Validity Current

Status Original

Originating organisation Skills CFA

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