
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

**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

**Performance
criteria**

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**

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**

Knowledge and understanding

You need to know and understand:

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**

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

**Scope/range
related to
performance
criteria**

Colleagues

- a. Speech to Text Reporters

Other communication professionals

- a. interpreters
- b. communication support workers
- c. lipspeakers
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- e. sign language translators

Resources

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

Equipment

- c. switch box
- d. electronic shorthand equipment

**Scope/range
related to
knowledge and
understanding**

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

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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.

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.

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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.

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

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Relevant occupations speech to text reporter; court reporter

Suite Speech to Text Reporting

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