

Training Package	Business Services (BSB07)	HSC Requirements and Advice
Unit code	Unit title	HSC Indicative Hours
BSBADM303B	Produce texts from audio transcription	15

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to transcribe from an audio source using keyboarding techniques and to produce accurate texts. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
Competency field	Administration – General Administration
Application of the unit	This unit applies to individuals employed in a range of work environments who produce texts from audio sources using keyboarding techniques. They may work as individuals who provide administrative support within an enterprise and may be responsible for their own output.
Employability skills	This unit contains employability skills.

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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Method of assessment	Gather information for assessment
Evidence of the following is <u>essential</u> : <ul style="list-style-type: none"> producing accurate final documents transcribed from audio sources. 	Assessment <u>must</u> ensure: <ul style="list-style-type: none"> access to office equipment and resources, such as: <ul style="list-style-type: none"> workplace reference materials such as style guides audio source equipment such as hand held devices, tape recorders and audio tapes, dictaphone equipment computer equipment including word processing software dictionary. 	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: <ul style="list-style-type: none"> 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. 	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: <ul style="list-style-type: none"> BSBWRT301A Write simple documents other administration units.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to clarify intended meaning, to predict words from context, and to interpret intonation and stress
- listening skills to identify different speakers from their voices
- literacy skills to:
 - read and understand organisational procedures
 - produce a range of documents
 - proofread and edit work for accuracy against original.

Required knowledge

- 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
- formats and styles of workplace documents
- organisational policy and procedures requirements
- types of audio transcriptions.

Element	Performance Criteria	Range Statement
1 Prepare for audio transcription	1.1 Prior to commencing the task, identify organisational requirements relating to style, presentation and storage of texts.	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording, if used in the performance criteria, is detailed below.</p> <p>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.</p>
	1.2 Clarify <i>purpose and requirements of the text</i> with author or supervisor.	<p><i>Purpose and requirements of the text</i> may include:</p> <ul style="list-style-type: none"> • agenda • formal or informal letters • memo • minutes • report • verbatim record of dictation • verbatim record of meeting.
2 Transcribe from an audio source	2.1 Produce text using keyboarding techniques from an <i>audio transcription</i> with the <i>required accuracy</i> .	<p><i>Audio transcription</i> may include:</p> <ul style="list-style-type: none"> • electronic audio files, for example MP3 files, podcasts, hand held device including personal digital assistants (PDAs) • audio tape • dictation machine or dictaphone • micro cassette. <p><i>Required accuracy</i> may include:</p> <ul style="list-style-type: none"> • capturing the intended meaning of the dictation • correct grammar • correct spelling • correct use of technical vocabulary • intended meaning.
	2.2 Predict the meaning of any unclear speech from the context, or clarify with authors.	
	2.3 Ensure text developed from the audio transcription conveys intended meaning.	
	2.4 Clarify the spelling of names or any technical terms and punctuation to ensure accuracy and clarity of the text.	

Element	Performance Criteria	Range Statement
	2.5 Produce draft text within <i>designated time lines</i> .	<p><i>Designated time lines</i> may include:</p> <ul style="list-style-type: none"> • organisational time line e.g. minutes of meeting or agenda • time line agreed with supervisor or the person requiring text.
	2.6 <i>Self-check</i> draft text for accuracy.	<p><i>Self-checking</i> may include:</p> <ul style="list-style-type: none"> • checking and incorporating any amendments suggested by others • checking for readability and flow • checking grammar • checking that the intended meaning is captured • checking spelling.
3 Edit and revise text	3.1 Circulate draft for checking in line with requirements of the organisation or originator of the audio transcription.	
	3.2 Incorporate any amendments and self check final text for accuracy, grammar and appropriateness for intended purpose and audience.	
	3.3 Format, name, store, print and distribute final text in accordance with <i>organisational and task requirements</i> .	<p><i>Organisational and task requirements</i> may include:</p> <ul style="list-style-type: none"> • instructions of the author of the audio transcription, or supervisor • organisational policies and procedures • filing and recordkeeping conventions • correct number of copies • organisational format or style guide.