Level 4 Certificate in
Audio Transcription

LCCI

International Qualifications from EDI

Syllabus

Effective from 2001

INTRODUCTION

EDI is a leading international awarding body that was formed through the merger of the London Chamber of Commerce and Industry Examinations Board (LCCI) and GOAL, a leading online assessment provider. EDI now delivers LCCI International qualifications (LCCI IQ) through a network of over 5000 registered centres in more than 120 countries worldwide. Our range of business-related qualifications is trusted and valued by employers worldwide and recognised by universities and professional bodies.

Certificate in Audio Transcription Level 4

Aims

The aims of this syllabus are to enable candidates to develop:

- proficiency in composing and transcribing a wide range of business documents from pre-recorded audio dictation using a typewriter, word processor or computer
- competence in producing business documents to a mailable business standard.

Target Audience and Candidate Progression

This qualification is intended for candidates who are working or aiming to work in a senior position that requires a very high standard of composition, document production, presentation and audio transcription skills.

Successful candidates may go on to complete the LCCI IQ Executive Secretary's Diploma.

Candidates should have established knowledge and skills in the following areas:

Text production:

- keyboarding
- proof-reading and error correction
- appropriate use of stationery
- intelligent display
- consistency of style
- transcription from amended, printed and handwritten copy
- production of a wide range of business documents
- planning, organising and prioritising work within deadlines

Audio transcription:

- effective use of audio equipment
- audio dictation conventions
- interpreting instructions
- transcribing recorded material

Composition:

- composition of a variety of business documents from instructions
- use of appropriate language, style and tone
- logical structure of communications
- correct use of punctuation and grammar

Level of English Required

Candidates should have a standard of English equivalent to LCCI IQ English for Business Level 3.

Structure of Qualification

The Level 4 Certificate in Audio Transcription is a single unit qualification that consists of the range of topics detailed below.

Syllabus Topics

1   Audio dictation skill

2   Production

3   Composition

4   Presentation

5   Transcription

Guided Learning Hours

EDI recommends that 80-90 Guided Learning Hours (GLHs) provide suitable course duration for an 'average' candidate at this level. This figure includes direct contact hours as well as other time when candidates' work is being supervised by teachers. Ultimately, however, it is the responsibility of training centres to determine the appropriate course duration based on their candidates' ability and level of existing knowledge. EDI experience indicates that the number of GLHs can vary significantly from one training centre to another.

ASSESSMENT

Assessment Objectives

The examination will assess the candidate's ability to:

- keyboard at a production speed of approximately 55 wpm
- demonstrate knowledge and skills in the following areas:

       accurate keyboarding
       proof-reading and error correction
       appropriate use of stationery
       intelligent display
       consistency of style
       planning and organising work within deadlines

- use audio equipment effectively

- demonstrate competent audio transcription skills, showing proficiency in:

  understanding audio dictation conventions
  interpreting recorded instructions
  transcribing recorded material

- follow instructions that simulate those given in a realistic, practical business situation

- know standard layouts of a wide range of business documents

- produce business documents using a typewriter, word processor or computer

- compose a variety of business documents from instructions, paying attention to:

  use of appropriate language, style and tone
  logical structure of communications
  correct use of punctuation and grammar

- present documents attractively using a businesslike, appropriate and consistent format

- ensure documents are acceptable for signature by an employer, ie accurate and mailable.

Coverage of Syllabus Topics in Examination

All topics will be covered in each examination.

Examination Format

Timing

Candidates are advised to spend the first 10 minutes studying the instruction sheet and the in-tray documents. Handwritten notes may be made during this time.

Candidates should spend 1 hour 30 minutes on transcription of the 6 documents and on proofreading. At the end of the examination completed documents must be placed in the examination envelope in order of priority, not in the given order.

The total time available is 1 hour 40 minutes.

The Examination

The examination will be presented in the form of:

▪ an instruction sheet stating the name of the company, its business and the employer's name and title. Other information may be included on the instruction sheet, for example unusual terminology, names/titles, company details, addresses, fax numbers. The instruction sheet will also show a list of the documents dictated by the employer on the audio CD, together with the number of words in each document

▪ one in-tray document which will relate to one or more of the documents to be transcribed. Additional handwritten notes may be added by the employer. This material will be similar to that normally found in an employee's in-tray in a real business situation. This document may include:

  incoming letter
  incoming memo
  incoming fax message
  hard copy of incoming e-mail
  telephone message
  notes keyed on PC by employer which may be amended by hand
  any other realistic business document

▪ a second in-tray document as above and in the form of a manuscript to be transcribed

▪ a CD containing instructions and dictation from the employer about the work to be produced. One of the examination tasks will be a document to be composed by the candidate. The audio tape will provide outline instructions for the task.

Candidates should reference the documents they produce in priority order ie the order in which they documents would be produced according to employer's instructions. The instruction sheet, in-tray documents and instruction on the audio tape will provide prompts as to priority order.

Equipment and materials

The examination will be conducted by means of a CD recording which will be copied on to the audio equipment at the Centre. Candidates must use individually-controlled audio equipment.

Typewriters, word processors or computers may be used for transcription.

Stationery will be provided. This will comprise Athena House letterheaded paper and plain A4 bond paper. Centres may provide further plain A4 bond paper if necessary.

Backing sheets may be used with typewriters.

Candidates using word processing equipment may make a template of the Athena House letterheaded paper and/or memorandum or use the LCCI IQ stationery.

Candidates may use standard English dictionaries, thesaurus, correcting material/fluid and calendars during the examination. Candidates whose first language is not English may use a bilingual dictionary. Candidates using word processing equipment may use spellcheck and thesaurus.

Regulations for Candidates using Shared Printing Equipment

- Where candidates have access to shared printing equipment, printing out of both 'written' and transcription papers may be undertaken after the examination time. Candidates may input printing instructions under the supervision of an Invigilator, but only the Invigilator may handle the hard copy.

- Alternatively, candidates are permitted to print out during the examination time, proof-read, edit and print out again, provided the Invigilator ensures that queues do not form at shared printers and candidates do not communicate with each other. No extra time is permitted for this.

- Scripts produced on word processors or computers must be cleared from the storage media within 48 hours after the hard copy has been printed and despatched to EDI

Candidate Answer Guidance

Any businesslike format will be accepted provided it is used consistently including use of American spelling and presentation conventions. Guidelines for suggested layouts are illustrated in the recommended text 'How to Pass Audio Transcription'.

Mark Allocation

Scripts will be marked using an error tolerance system.

Marks will be deducted for errors which affect the mailability of a document, ie anything which would need to be corrected in order for the document to be used in a practical business situation.

When all documents have been marked and errors totalled the final grade will be determined by the total number of errors as a percentage of the word count stated in this syllabus.

Marking Criteria

At this level the originator of any document should be able to expect a document to be produced which is:

- carried out according to instructions
- well displayed, therefore creating a good impression
- a correct transcription of the message
- free from typographical, grammatical and punctuation errors
- composed using appropriate style, tone and business language.

In this examination anything which does not meet these requirements will be penalised. The following 5 categories will be used for the deduction of marks in candidates' work.

This list of errors is provided for general guidance.

Errors marked * will be penalised once only per script.

Instruction Errors

- incorrect stationery used (when specific instruction given)
- incorrect document produced
- incorrect line spacing (when specific instruction given)
- incorrect margins (when specific instruction given)
- incorrect display (when specific instruction given)
- failure to follow printers' correction signs, e.g. lc, uc, caps, stet, transpose, etc
- failure to place text correctly
- omitted or incorrect date*
- omitted or incorrect reference*
- incorrect prioritising*

Presentation Errors

- incorrect stationery used, eg letter on plain, memo on headed*
- incorrect line spacing (when no specific instruction given)*
- incorrect margins (when no specific instruction given)*
- incorrect or poor display (when no specific instruction given)
- inconsistency in document presentation style*
- inconsistency in spacing*
- inconsistency within text, e.g. dates, times, names, use of lc/uc/open punctuation*
- poor page split*
- omission of essential detail from continuation sheet headings*
- insufficient space for signature*
- document signed by candidate*
- overtyping
- poor correction
- dirty, torn or creased work
- badly placed work (too high/low on page)*
- faulty shifting, dropped characters, poor touch*

Transcription Errors

- incorrect/omitted/additional word or number (once only if consistent)
- contracted words (e.g. I'll, I'd) not expanded correctly*
- abbreviation not expanded correctly (once only if consistent)
- incorrect/omitted/incomplete sender's name
- incorrect/omitted/incomplete sender's designation
- enclosure(s) not indicated

- omission of name for copy/ies
- omission of designation for copy/ies
- inappropriate use of attention line*
- incorrect/omitted/unnecessary special marking (e.g. Confidential, Urgent)*
- missing or unnecessary text

Accuracy Errors

- typographical error (once only if consistent)
- misspelling (once only if consistent)
- incorrect/omitted/unnecessary punctuation
- incorrect/omitted/unnecessary apostrophe (once only if it does not affect meaning)
- omission of space between words
- confusion between hyphen and dash*

Composition Errors

- essential point not included
- poor sentence construction
- unclear meaning
- poor style/tone/register/business language
- poor structure

Penalties will not be incurred for errors which are the result of machine problems. In such cases a report must be provided by the Centre invigilator.

Answer Format

Candidates will be required to produce 6 documents as follows:

Syllabus Reference	Document
2.2	1 Business letter or 1 Fax message
2.2	1 Memo
2.3	1 Informative document
2.4	2 Other business documents
3	1 Composition document

The total word count will be approximately 1250 words.

Certification

Successful candidates will be awarded the Level 4 Certificate in Audio Transcription based on the achievement of the percentages and grades below:

Pass Mark information

Pass   -   confirms that a standard of 97% accuracy was achieved
Merit   -   confirms that a standard of 98% accuracy achieved
Distinction   -   confirms that a standard of 99% accuracy achieved

Recommended Reading List and Support Material

Reading List

Title	Author	Publisher	ISBN Code
How to Pass Audio Transcription	LCCI Chief Examiner	LCCI	1 86247 036 7

Support Material

Model answers and past question papers are available from the LCCI website, www.lcci.org.uk

How to Offer this Qualification

To offer this qualification you must be an LCCI IQ registered examination centre. To gain centre approval please contact Customer Support on 08700 818008 between the hours of 0830 and 1700 (GMT) Monday to Friday or by email on centresupport@ediplc.com

Alternatively you may contact your Regional LCCI Office or Co-ordinating Authority.

Syllabus Topic	**Items Covered**
1 Audio dictation skill	**Candidates must be able to:**
	1.1 Control audio equipment effectively
	1.2 Listen carefully and follow instructions given on the pre-recorded audio CD
	1.3 Distinguish between dictation to be transcribed and instructions regarding transcription/presentation/composition
	1.4 Recognise commonly-used audio dictation conventions and follow instructions accordingly. Examples of instructions which may be included are:
	new paragraph/paragraph open/close bracket ( ) dash (-) colon/semi-colon (: ;) stroke (/) number these items please use bullet points use side headings in capitals initial capitals/spaced capitals insert the appropriate details please display this document attractively
2 Production	**Candidates must be able to:**
	2.1 Type at a production speed of 55 wpm
	2.2 Produce business letters, fax messages and memos
	2.3 Produce informative documents such as those listed below. These documents may include headings, sub-headings, numbered items and simple columns
	report article information sheet programme checklist

2.4 Produce other business documents from the following range:

advertisement
notice
agenda
form
press release
personal letter
invitation
reply to invitation
itinerary

3   Composition

Candidates must be able to:

3.1 Compose business documents according to instructions

3.2 Compose short sections of business documents according to instructions

3.3 Compose and design a tear-off slip for any business letter or memorandum

3.4 Ensure documents are well-structured

3.5 Use appropriate style and tone

3.6 Use grammatically correct business language

4   Presentation

Candidates must be able to:

4.1 Use appropriate stationery for all documents

4.2 Use appropriate margins and line spacing unless specifically instructed

4.3 Use any businesslike method of display consistently unless specifically instructed. Fully blocked style with open punctuation is recommended

4.4 Display dates, times and names consistently within the text of documents

4.5 Display a continuation sheet appropriately for any document if necessary

4.6 Display headings as appropriate or as instructed in accordance with common display conventions

4.7 Use numbered or lettered points effectively within documents as instructed

4.8 Use bullet points (or asterisks) effectively within documents as instructed

4.9 Display items within any document in simple columns (unruled) as instructed

4.10 Follow presentation style shown on in-tray documents if appropriate or as instructed

4.11 Ensure work is clean and uncreased with no noticeable corrections

4.12 Proof-read each piece of work carefully to ensure accuracy and mailability
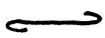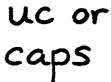
5 Transcription

Candidates must be able to:

5.1 Transcribe the main text of documents from straight dictation

5.2 Follow dictated instructions regarding composition of documents

5.3 Follow dictated instructions regarding composition of short sections of documents

5.4 Refer to the instruction sheet, in-tray documents or other assignments regarding names, addresses, fax numbers, special terminology or other details needed for completion of any document

5.5 Insert essential commas and full stops as required

5.6 Use appropriate paragraphing without necessarily being instructed

5.7 Use correct spelling

5.8 Insert essential apostrophes as necessary

5.9 Indicate any enclosures in an appropriate way if required

5.10 Indicate copy/ies to be circulated on any document if required

5.11 Refer to a calendar if necessary

5.12 Use a calculator if necessary

5.13 Correct inappropriate use of the attention line if necessary

5.14 Use initiative to indicate Confidential, Air Mail, Personal, Urgent if necessary

5.15 Edit work according to instructions, which may involve:

    5.15.1 rearranging material into alphabetical, numerical or chronological order

    5.15.2 incorporating material from other specified sources

    5.15.3 interpreting printers' correction signs such as:

Sign	Meaning
⤴	delete word(s)
⋏	insert word(s) shown above or in balloon
⌒	close up a space
NP ‖ [	new paragraph
⟵⟶	run on (no new paragraph)
trs ∿	transpose (change order)
…. stet	transcribe word(s) with dotted line underneath
⊂⊃	align as shown
lc	change capital letter(s) into small letter(s)
uc or caps	change small letter(s) into capital letter(s)
trs or ↕↕	transpose – change the order of items vertically

5.16 Expand any of the following abbreviations shown in manuscript or typescript if necessary:

a/c(s)	accounts
accom	accommodation
advert(s)	advertisement(s)
approx	approximately
appt(s)	appointment(s)
asap	as soon as possible
bn	been
co	company
dept(s)	department(s)
hv	have
immed	immediately
info	information
mfr(s)	manufacturer(s)
mgr	manager
mtg(s)	meeting(s)
mth(s)	month(s)
necy	necessary
no(s)	number(s)
opp	opportunity
poss	possible
recd	received
reqd	required
rm(s)	room(s)
sae	stamped addressed envelope
sec(s)	secretary(ies)
shd	should
tel	telephone
tele con	telephone conversation
temp	temporary
wd	would
wk(s)	week(s)
yr(s)	your(s)
&	and

days/months/dates (eg Mon, Fri, Jan, Feb, 27/7)

addresses, eg Rd (Road), Ave (Avenue), Cres (Crescent), St (Street), Dr (Drive), Sq (Square), Pl (Place), Pk (Park)

contracted words such as I'll (I shall), I'm (I am), he's (he is)

5.17 Date all documents with the date of the examination unless otherwise instructed

5.18 Include employer/candidate reference on all documents

5.19 Indicate document priority by numbering documents in the order in which they would be produced in a realistic business situation, eg DA/ST/1, DA/ST/2, DA/ST/3 etc

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and performance