

TEXT PROCESSING (BUSINESS PROFESSIONAL)

Legal Audio-Transcription

Level: 2
Credits: 5
Learning Time: 50 hours

Learning outcomes	Assessment criteria	Knowledge, understanding and skills
1. Use a word processor or a typewriter efficiently in combination with audio equipment	1.1 Use the different functions of a word processor or different parts of a typewriter	<ul style="list-style-type: none"> • Set top and left margins of at least 13 mm • Use and alter linespacing (single/double) as instructed • Emphasise or centre text as instructed
	1.2 Use the different functions of audio equipment	<ul style="list-style-type: none"> • Play back on audio equipment dictation and instructions from pre-recorded data • Use controls of audio equipment as appropriate for efficient transcription
2. Enter and format text from recorded material	2.1 Produce text accurately and efficiently from recorded material	<ul style="list-style-type: none"> • Plan and organise work within deadlines • Plan layout of work in a variety of formats • Accurately key in text from recorded material • Use of spellchecker • Knowledge of English grammar and spelling • Knowledge of legal terminology • Interpret verbal instructions and understand audio conventions • Use consistent style and format of presentation with at least one clear linespace before and after separate items within a document

		<ul style="list-style-type: none"> • Use the following dictated punctuation: <ul style="list-style-type: none"> – full stop(.) – comma(,) – colon (:) – hyphen(-) – open bracket(– close bracket) – paragraph – apostrophe(‘) – oblique (/) • Comply with dictated changes to text • Check accuracy of production and that all instructions and changes have been carried out correctly • Proofread and correct errors, using appropriate correction techniques, to ensure work is 100% accurate • Use appropriate stationery (eg letterhead, plain A4 paper, recycled form)
<p>3. Produce three documents in a legal context</p>	<p>3.1 Key in and print a letter in a legal context on pre-printed letterhead or by use of a template from recorded material</p>	<ul style="list-style-type: none"> • Use conventional and consistent layout and style of a letter in a legal context, for example: <ul style="list-style-type: none"> – letter from solicitor to client – letter from one solicitor’s firm to another – letter from solicitor to another organisation • Insert today’s date on letter • Use pre-printed letterhead or use a template • <i>Our ref</i> and <i>Your ref</i> details are keyed in as dictated, including capitalisation • Insert a special mark, for example PERSONAL, URGENT, SUBJECT TO CONTRACT, as indicated on the recording

		<ul style="list-style-type: none"> • Insert a subject heading, as indicated • Indicate enclosures, as implied in the dictation, using an acceptable convention • Produce extra copies and indicate routing of copies, as dictated
	<p>3.2 Key in and print a document in a legal context from recorded material</p>	<ul style="list-style-type: none"> • Use conventional and consistent layout and style of a variety of legal documents, for example <ul style="list-style-type: none"> – Deed – Contract – Brief/Instructions to Counsel – Statement – Affidavit – Agreement – Will – Guidance notes for clients • Use numbered paragraphs or clauses in consistent style throughout document. Unless instructed otherwise, these may be indented or left aligned. • Follow layout dictated for specialist areas such as attestation clause • Leave horizontal space as instructed
	<p>3.3 Retrieve stored document and complete and print a form with information provided in recorded material or key in and print a display document following dictation instructions</p>	<ul style="list-style-type: none"> • Retrieve stored legal form or use legal form provided, for example <ul style="list-style-type: none"> – initial instructions – probate or conveyancing instructions – licence – agreement – extract from a longer form, eg a petition or transfer <p>OR</p> <ul style="list-style-type: none"> – transcribe a display document, for example a fee note, completion statement or notice

		<ul style="list-style-type: none"> • Accurately identify items for completion from recorded material • Delete infill symbols and key in correct details from recorded material • Follow instructions to delete alternatives as appropriate • Follow instructions to add date if requested • Follow dictated instruction for layout of display document, which may include columns of text or money
	3.4 Amend word corrections as dictated	<ul style="list-style-type: none"> • Amend text following word corrections as dictated
	3.5 Extract information from the Information Sheet to incorporate into documents	<ul style="list-style-type: none"> • Identify and incorporate information from Information Sheet, for example names, addresses, specific legal terms, into appropriate document
	3.6 Insert a table within text	<ul style="list-style-type: none"> • Key in a table from recorded material • Key in three columns of data containing text and numbers • Ensure data in columns and column headings are aligned consistently

Unit aim

This unit aims to equip candidates with the ability to produce, from recorded material, a variety of routine legal documents to a standard that meets the requirements of employment.

Assessment

Assessment will take the form of a 1 hour 30 minute test set and marked by OCR. Candidates will be required to work from recorded material to produce three documents in a legal context totalling 550 words.

An Information Sheet will be included, from which candidates will be required to select and abstract specific information from hard copy for integration into documents.

The dictation will be given by means of a recording played on equipment over which the candidates have individual control.

Results will be graded Distinction, Pass or Fail.

To achieve a Distinction, candidates must produce the documents with no more than 3 faults within the time allowed (1 hour 30 minutes).

To achieve a Pass, candidates must produce the documents with no more than 9 faults within the time allowed (1 hour 30 minutes).

The grade achieved will be stated on the certificate.

Administration guidance

- Either a word processor or a typewriter may be used to complete the examination.
- Dictation for Legal Audio-Transcription is recorded and supplied by OCR as MP3 and wav files on CD-ROM. It is also downloadable from OCR Interchange. The material must be copied onto equipment over which the candidates have individual control. This audio equipment must be provided by the centre
- Use appropriate stationery, ie plain A4 paper.
- Candidates **must** carry out their own printing. No changes whatsoever may be made to the text outside the 1 hour 30 minutes allowed for the examination. Printing may be undertaken outside the 1 hour 30 minutes allowed for the examination, in a period immediately following the examination and supervised by the invigilator. (Photocopying may be undertaken by an appointed person but routing must be undertaken by the candidate)
- For further information regarding administration for this qualification, please refer to the OCR document '*Administrative Guide for Vocational Qualifications*' (A850).

Guidance on assessment and evidence requirements

Candidates must produce three documents in a legal context to a standard acceptable in the workplace and outcomes must be within the permitted error tolerance.

Penalties are given for errors and the same fault appearing more than once will incur a penalty each time. One fault only will be given to any one word* irrespective of the number of errors that may appear in that word. For example, "miscellaneous" keyed in as "miss-selanium" will be penalised 1 fault, even though several faults have been incurred in the word.

* A word is defined as any normally recognisable word including a hyphenated word and associated punctuation and spacing. Other items that are treated as a word are:

- postcode
- initials and courtesy titles
- simple or complex numbers including money, times and telephone numbers
- simple or compound measurements

Invigilators are given clear instructions to report any problems with printers, failure to do so can disadvantage candidates.

You should refer to the '*OCR Administrative Guide to Vocational Qualifications (A850)*' for *Notes on Preventing Computer-Assisted Malpractice*.

Errors will be divided into 4 categories:

Marking Criteria	Tutor Notes
Section 1 Faults - keying in errors One fault will be given for each word* which:	
1.1 contains a character which is incorrect (including upper case character within a word), or is illegible for any reason	<ul style="list-style-type: none"> • a penalty will be incurred for any word that contains a character that is incorrect or that includes an upper case character within a word, eg <i>LaBeI</i> • candidates may use legal, English and mother tongue dictionaries and spellcheckers where available
1.2 has omitted or additional characters or spaces (including omissions caused by faulty use of correction materials/techniques, eg hole in paper)	<ul style="list-style-type: none"> • a space inserted between a word and its associated punctuation, eg <i>word :</i> or <i>word ?</i> will incur 1 fault per instance • incorrect or omitted paired punctuation, eg brackets, single or double quotes, will incur 1 fault per pair, eg (Progress Group), ‘ Progress Group ‘ • failure to underline a word or words within the text as dictated incurs 1 fault • if underlining is too short or too long, 1 fault will be incurred. (This is not treated as presentation which relates to the underlining of <u>headings</u> – see 4J below)
1.3 contains handwritten character(s)	<ul style="list-style-type: none"> • a handwritten deletion on the form will incur 1 fault. • no signatures should be added to documents. One fault will be incurred for a handwritten (or keyed) signature
1.4 has no space following it	
1.5 has more than 2 character spaces following it, except where appropriate, eg before postcode, after punctuation	In continuous text, 1 fault per instance will be incurred for: <ul style="list-style-type: none"> • more than 3 spaces appearing after a full stop, question mark, exclamation mark or colon • more than 2 spaces appearing after a comma, semi-colon, closing bracket, dash, apostrophe (at the end of a word) and closing single or double quotes • where a short line appears, this will be penalised if the first word following could have fitted at the end of the short line with at least 18 mm ($\frac{3}{4}$") to spare (measuring the short line against the longest line in the document)
1.6 contains overtyping, including overtyping of pre-printed material (per entry regardless of the number of words involved) eg text cutting through letterhead template	<ul style="list-style-type: none"> • overtyping of details on form will incur 1 fault per instance
1.7 does not contain initial capitals for: <ul style="list-style-type: none"> – proper nouns and at the beginning of sentences, or – as dictated 	<ul style="list-style-type: none"> • initial capitals will not be dictated for proper nouns or at the beginning of sentences. One fault per instance will be incurred for each initial capital that has been keyed in as a lower case character for proper nouns or at the beginning of a sentence

	<ul style="list-style-type: none"> • candidates should key in other text as dictated. One fault per instance will be incurred for each initial capital dictated that has been keyed in as a lower case character • failure to insert a capital letter following a penalty for an omitted full stop will not be penalised. Likewise, inserting a capital letter following a penalty for an incorrect full stop will not be penalised
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Section 2 Faults - omissions and additions	
One fault will be given for:	
2.1 each word which is the wrong word and a word that has been omitted or added	<p>Letters</p> <ul style="list-style-type: none"> • any style of <i>Our ref</i> and <i>Your ref</i> is acceptable – these may be included in a letterhead template, but candidates will incur a fault if they set up their own reference (not as dictated or on information sheet) • the reference, special mark, date, name and address may be presented in any order but must appear above the salutation • the reference, name and address must be keyed in as given on the information sheet, including capitalisation • the subject heading must appear somewhere between the letterhead details and the first paragraph of the letter and must be keyed in as dictated, including capitalisation • any style of date is acceptable, with the exception of the American numerical format, eg <i>12/25/2009</i> as Christmas Day • dates should appear below the letterhead and above the salutation of the letter and should have a clear linespace above/below • dates will not be acceptable in the header/footer details alone • one fault will be incurred for each instance of a missing, incomplete or incorrect date to be inserted on correspondence as instructed on the front cover of the question paper • all errors in other dates are penalised per element • where postdating is required, one fault maximum will be incurred for any errors or omissions • if a date appears in a document that does not require dating, this will be penalised 1 fault max unless the date appears as part of the personal details or above the first line of the document or below the last line of the document
2.2 failure to produce an extra copy	<ul style="list-style-type: none"> • two extra copies to be produced, either by photocopying, additional printouts or from typewriter memory

	<ul style="list-style-type: none"> • failure to produce extra copies will be penalised 1 fault per copy missing • copies may be produced on headed paper or plain A4 paper • errors on copies that did not appear on the top copy will be penalised under 4G
<p>2.3 omission of implied or explicit instructions (regardless of the number of words involved) for failure to:</p> <ul style="list-style-type: none"> – insert a subject heading – a special mark – indicate an enclosure – indicate additional destination on all copies – indicate routing on appropriate extra copy – delete infill points 	<ul style="list-style-type: none"> • errors or omissions in a subject heading will incur 1 fault max • errors or omissions in a special mark, for example PERSONAL, URGENT, SUBJECT TO CONTRACT, will incur 1 fault max • where enclosures are implied, any appropriate method of indicating them may be used, eg <i>Enc Att Encs Atts</i>. Indications must differentiate between single and multiple enclosures • the indication of an enclosure must appear between the signatory details and the footer • the destination details must appear on all copies of the letter. These may include the words “file” or “files” • the destination details must include the word “copy”, “cc” or similar – if not, 1 fault will be incurred • if addressee’s name is included in destination details, 1 fault max will be incurred • any method of indication of routing will be accepted, eg “tick”, special mark or character, emphasis such as bold, underline or use of highlighter pen • errors relating to extra copies, such as errors or omissions in destination details, incorrect or omitted routing, are limited to 2 faults maximum <p>Legal documents:</p> <p>The date should not be filled in where instructed to leave spacing for the date, as this would be completed on the day the document was signed. A day and month inserted in this instance will incur 1 fault max</p> <p>Forms:</p> <p>Infill points should be deleted when the information is inserted. One fault max will be incurred for failing to delete infill symbols</p> <p>NB: Page numbers are not tested in this unit as they are frequently not required on legal documents</p>

Section 3 Faults - transpositions and misplacements

One fault will be given for each instance of:

3.1	not applicable to this unit
3.2	<ul style="list-style-type: none"> • words that are misplaced within text, regardless of the number of words involved • this also applies to each incorrect insertion of an entry against an infill point on the form
3.3	failure to paragraph as dictated

Section 4 Faults – presentation

No more than one fault per paper for each of the following items:

4A	left and/or top margins of less than 13 mm, or ragged left margin	This includes: <ul style="list-style-type: none">• ragged left margin, eg additional character spacing at the beginning of a line or paragraph• main and subheadings not keyed in at the left margin, in the absence of an alternative instruction (eg centring)
4B	no clear linespace before and after separate items within a document	<ul style="list-style-type: none">• failure to leave a clear linespace before and after separate items within a document, eg before/after headings, between paragraphs
4C	failure to use linespacing as instructed	This includes: <ul style="list-style-type: none">• failure to change linespacing as instructed
4D	failure to emphasise text as instructed	This includes: <ul style="list-style-type: none">• emphasis extended beyond the required portion• additional emphasis of text where not requested (except for headings – see 4J below) Emphasis may be any method such as bold, italics or underlining
4E	allocation of horizontal space not as instructed	<ul style="list-style-type: none">• an instruction to <i>leave a space of at least 4 cm</i> means that anything under 4 cm incurs a penalty• horizontal space, eg for later addition of a date, may include the space at the end of one line added to the space at the beginning of the next line
4F	failure to centre text or data as instructed	<ul style="list-style-type: none">• failure to centre text or data as instructed to within 13 mm over the typing line
4G	work which is creased, torn or dirty (including conspicuous corrections)	<ul style="list-style-type: none">• errors on copies that did not appear on the top copy will be penalised under 4G Invigilators should report any machine problems resulting in marks on paper Invigilators should also report any problems with printers, so as not to disadvantage the candidates
4H	incorrect stationery used (ie letterhead, A4 plain paper, portrait/landscape)	
4I	inconsistent spacing between and within similar items within a document	This includes: <ul style="list-style-type: none">• inconsistent indenting of numbered clauses• inconsistent spacing (including linespacing) between and within similar items is only penalised if a comparison with a similar item can be made within the same document When using double linespacing, there is no requirement for extra linespacing between paragraphs or numbered clauses

<p>4J use of initial capitals where not dictated or required, or:</p> <ul style="list-style-type: none"> – block capitals used where not dictated – failure to use block capitals as dictated – failure to key in headings with initial capitals and underlined as dictated 	<p>This includes:</p> <ul style="list-style-type: none"> • use of initial capitals where initial capitals were not dictated, eg <i>Sincerely</i> in complimentary close. Initial capitals are required for proper nouns and at the beginning of sentences, or • block capitals used where not dictated, eg <i>WHITE</i> instead of <i>White</i>, or • failure to use block capitals as dictated, eg <i>WHEREAS</i> keyed in as <i>Whereas</i>, or • failure to underline headings, including subheadings, dictated, eg “<u>Miscellaneous Household Items</u>” keyed in as “Miscellaneous Household Items” • capitalisation faults in postcodes and references • additional emboldening, italicising or underlining of headings will not be penalised
<p>4K inconsistent use of alternative spellings within a document</p>	<ul style="list-style-type: none"> • alternative spellings that may be found in an English dictionary will be accepted but a penalty will be incurred if that alternative spelling is used inconsistently, eg <i>organize</i> but <i>organisation</i> within the same document
<p>4L inconsistent display of dates, measurements, weights, times, money, figures, dashes/hyphens, lines of ruling within a document</p>	<ul style="list-style-type: none"> • dates must be of consistent style throughout a document. For example, if full style is used such as <i>12 January 2009</i>, this style should be used for all subsequent dates within the same document (Please also refer to Section 2.1 Notes above) • measurements and weights must be used consistently. For example, <i>5 cm</i> or <i>5cm</i>; <i>16 kg</i> or <i>16kg</i> • times should be keyed in as dictated. Candidates should not change times from 12-hour clock to 24-hour clock or vice versa, unless instructed to do so • money: there must be no character space between £ and the amount, eg <i>£60</i> • the display of figures should be an “acceptable system”, eg <ul style="list-style-type: none"> - all figures including “1” - all words (but use of words such as <i>twenty-five</i> or <i>twenty five</i> must be consistent) - <i>one</i> as a word, all others as figures - <i>one</i> to <i>nine</i> or <i>ten</i> as words and then <i>10</i> or <i>11</i> upwards as figures - <i>one</i> to <i>twenty</i> as words and then <i>21</i> upwards as figures • where dashes or hyphens are used to represent the word “to” (eg <i>15-22</i> or <i>15 – 22</i>) these must be used consistently throughout a document • lines of ruling in a table – a candidate opting to use gridlines in a table will incur a penalty only if these result in empty cells

	<ul style="list-style-type: none"> where lines of ruling have been inserted, a penalty under 4B will not be incurred for failure to leave a clear linespace below the column headings
4M	<p>inconsistent use of open or full punctuation within a document</p> <p>This includes:</p> <ul style="list-style-type: none"> a full stop appearing in any abbreviation such as enc, cc, eg, am, QC where open punctuation has been used a missing full stop in any abbreviation such as enc., c.c., e.g., a.m., Q.C. where full punctuation has been used
4N	<p>insertion of an additional comma which alters the meaning of a sentence</p> <ul style="list-style-type: none"> candidates should key in punctuation as dictated. However, the insertion of an additional comma will only be penalised if this alters the meaning of the sentence
4P	<ul style="list-style-type: none"> failure to align text and figures in columns to the left consistently failure to left align data in columns consistently with column headings failure to align data on the form to the left consistently
4Q	<p>failure to align the decimal points in columns of numbers (eg sums of money)</p>