Text Processing (Business Professional)

Unit Title: **Legal Audio-Transcription**

OCR unit number:	06980
Level:	2
Credit value:	5
Guided learning hours:	50
Unit reference number:	R/505/7094

Unit aim

This unit aims to equip candidates with the ability to produce, from recorded speech and information provided on the information sheet, a variety of routine legal documents to a standard that meets the requirements of employment.

Learning outcomes *The learner will:*	Assessment criteria *The learner can:*	Knowledge, understanding and skills
1 Be able to use a word processor or typewriter in combination with audio equipment	1.1 Select and use functions of a word processor or typewriter, including - setting margins - line spacing - alignment including decimal alignment of numbers and money - ways of emphasising text - printing - 1.2 Use functions of audio equipment, including - playback - controls	• All margins to be at least 13 mm • Use and alter line spacing (single/double) • Left alignment and centring of text • Alignment of decimal points • Emphasise text using any method e.g. bold, italic, underline or capitalisation • Produce printouts or typescripts
2 Be able to transcribe text from recorded material in a legal context	2.1 Key in text from recorded material, including - capitalisation - punctuation - paragraphing - 2.2 Apply English spelling, punctuation, grammar and legal terminology 2.3 Key in text to a specified layout from recorded material, including - letter in a legal context - specialist legal document form or display document in a legal context	• English grammar, spelling and punctuation • Legal terminology • Use conventional and consistent layout and style of a letter in a legal context, for example: - letter from solicitor to client - letter from one solicitor's firm to another - letter from solicitor to another organisation • Use conventional and consistent layout and style of a variety of legal documents, for example - Deed - Contract

Learning outcomes *The learner will:*	Assessment criteria *The learner can:*	Knowledge, understanding and skills
		- 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 • Retrieve stored legal form or use legal form provided, for example - initial instructions - probate or conveyancing instructions - licence - agreement - extract from a longer form, e.g. a petition or transfer OR - transcribe a display document, for example a fee note, completion statement or notice • 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 • **Letter** - *Our ref* details keyed in as draft, including capitalisation and punctuation

Learning outcomes *The learner will:*	Assessment criteria *The learner can:*	Knowledge, understanding and skills

3 Be able to interpret implied and explicit instructions	3.1 Complete work within set timescales
	3.2 Select stationery, or template appropriate for document type
	3.3 Comply with dictated changes to text
	3.4 Use consistent style and presentation, including
	  - clear line space before and after separate items in documents
	  - spelling
	  - punctuation
	  - display of date, measurement, weight, time, money, figures, dashes and hyphens
	  - number items in a document consistently, as instructed
	  - leave horizontal spacing as instructed
	3.5 Comply with instructions for production of letters, including
	  - indicating enclosure(s)
	  - inserting today's date
	  - producing extra copies
	  - indicating routing
	3.6 Follow instructions to complete template, including deleting alternatives
	3.7 Key in a table consistently from recorded material, including
	  - text
	  - numbers
	  - amounts of money
		• Use appropriate stationery or templates as instructed
		• Retrieve pre-stored templates
		• Amend text following word corrections as dictated
		• Key in three columns of data containing text and numbers
		• Ensure data in columns and column headings are aligned consistently
		• Letter
		  - Insert today's date
		  - Insert a special mark, e.g. URGENT, CONFIDENTIAL as indicated on the recording
		  - Insert a subject heading, as indicated
		  - Indicate enclosure(s), as implied in the dictation, using an acceptable convention
		  - Produce extra copies and indicate routing of copies, as dictated

4 Be able to locate information from another source and extract relevant details	4.1 Incorporate information from a separate source into a document	• Identify and incorporate information for example names, addresses and specific legal terms.
5 Be able to check documents for accuracy	5.1 Check documents for accuracy, correcting mistakes as necessary	• Use of spellchecker (word processor users) • English spelling, punctuation and grammar • Proofreading skills • Using appropriate correction techniques to ensure work is accurate

        Legal Audio Transcription Level 2 (06980)

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. The grade achieved will be stated on the certificate.

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).

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.

- Centres must ensure that the recall material for this examination is available for candidates. Recall material is supplied for each examination by OCR publications on CD-ROM or can be downloaded free of charge from Interchange, OCR's secure website.

- Stationery: A4 plain paper will be required. Candidates must use the templates supplied by OCR for the examination. Templates may be pre-printed onto plain paper for those candidates using a typewriter.

- Printing: Candidates **must** carry out their own printing. No changes whatsoever may be made to the documents outside the time allowed for the examination. Printing may be undertaken 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 '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .

Guidance on assessment and evidence requirements

For detailed guidance, please refer to the marking criteria and tutor notes in this document.

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-selanious" will be penalised 1 fault, even though several faults have been incurred in the word. Presentation (Section 4) faults may also be applied.

* 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.

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	• 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, e.g. LaBel • 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, e.g. hole in paper)	• A space inserted between a word and its associated punctuation, e.g. *word :* or *word ?* will incur 1 fault per instance • Incorrect or omitted paired punctuation, e.g. brackets, single or double quotes, will incur 1 fault per pair, e.g. (Progress Group), ' Progress Group ' • Failure to underline a word or words within the text exactly as shown in the draft incurs 1 fault maximum, including omission of the underline and underlining which is too long or too short (this is not treated as presentation which relates to the underlining of headings – see 4J below)
1.3 contains handwritten character(s)	• 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

Marking Criteria	Tutor Notes
1.4 has no space following it	
1.5 has more than 2 character spaces following it, except where appropriate, e.g. before postcode, after punctuation	In continuous text, 1 fault per instance will be incurred for: • 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 (¾") 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) e.g. text cutting through letterhead template	• Overtyping of details on form will incur 1 fault per instance

1.7   does not contain initial capitals for:
   − proper nouns and at the beginning of sentences, or
   − as dictated, or
   − as shown on the information sheet
	• 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 dictated or shown on the information sheet that has been keyed in as a lower case character for proper nouns or at the beginning of a sentence
	
	• 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.
	
	• Inserting a capital letter following a penalty for an incorrect full stop will not be penalised

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	**Letters** • Any style of *Our ref* and *Your ref* is acceptable, but candidates will incur a fault if they set up their own reference (not as dictated or on the information sheet), or omit the reference, or add their own initials to the reference • 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 and punctuation • 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 and punctuation

       Legal Audio Transcription Level 2 (06980)

Marking Criteria	Tutor Notes
	• Any style of date is acceptable, with the exception of the American numerical format, e.g. *12/25/2011* as Christmas Day
	• The date must appear below the letterhead and above the salutation of the letter and should have a clear line space 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	• Two extra copies to be produced, either by photocopying, additional printouts or from typewriter memory
	• 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
2.3 omission of implied or explicit instructions (regardless of the number of words involved) for failure to: - 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	• 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, e.g. *Enc Att* Encs *Atts.* 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. In addition, candidates may include the words "file" or "files" as a destination on all, or just the file copy
	• 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, e.g. "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

Legal Audio Transcription Level 2 (06980)

Marking Criteria	Tutor Notes
	Legal documents
	• 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
	Forms
	• Infill points should be deleted when the information is inserted. One fault max will be incurred for failing to delete infill symbols
	NB: Page numbers are not tested in this unit as they are frequently not required on legal documents

Section 3 Faults – transpositions and misplacements
One fault will be given for each instance of:

3.1	not applicable to this unit	
3.2	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: • ragged left margin, e.g. 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 (e.g. centring)
4B	no clear line space before and after separate items within a document	• Failure to leave a clear line space before and after separate items within a document, e.g. before/after headings, between paragraphs NB: Where letterhead template is centred or right aligned there is no requirement for a clear line space below the letterhead. Where letterhead template is left aligned, a clear line space must be left
4C	failure to use line spacing as instructed	This includes: • failure to change line spacing as instructed
4D	failure to emphasise text as instructed	This includes: • Emphasis extended beyond the section of text specified • Additional emphasis of text in a document where not requested (except for headings – see 4J below) Emphasis may be bold, italic, underline, change of font style/size only
4E	allocation of horizontal space not as instructed	• An instruction to *leave a space of at least 4 cm* means that anything under 4 cm incurs a penalty • Horizontal space, e.g. 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

Legal Audio Transcription Level 2 (06980)

Marking Criteria		Tutor Notes
4F	failure to centre text or data as instructed	• 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)	• 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 (e.g. letterhead, A4 plain paper, portrait/landscape)	• Failure to use OCR templates supplied for the examination (tutors may print these for use with typewriters) • Templates, including company information and margins, must not be altered in any way
4I	inconsistent spacing between and within similar items within a document	This includes: • inconsistent indenting of numbered clauses • inconsistent spacing (including line spacing) 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 line spacing, there is no requirement for extra line spacing between paragraphs or numbered clauses
4J	use of initial capitals where not dictated or required, or: – closed capitals used where not dictated – failure to use closed capitals as dictated – failure to key in headings with initial capitals and underlined as dictated	This includes: • use of initial capitals where initial capitals were not dictated, e.g. *Sincerely* in complimentary close. Initial capitals are required for proper nouns and at the beginning of sentences, or • closed capitals used where not dictated, e.g. *WHITE* instead of *White*, or • failure to use closed capitals as dictated, e.g. *WHEREAS* keyed in as *Whereas*, or • failure to underline headings, including subheadings, dictated, e.g. "<u>Miscellaneous Household Items</u>" keyed in as "Miscellaneous Household Items", or • capitalisation faults in postcodes • additional emboldening, italicising or underlining of headings will not be penalised • headings with initial capitals are acceptable as both 'Codicil to your Will' and 'Codicil To Your Will'
4K	inconsistent use of alternative spellings within a document	• 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, e.g. *organize* but *organisation* within the same document
4L	inconsistent display of dates, measurements, weights, times, money, figures, dashes/hyphens, lines of ruling within a document	• Dates must be of consistent style throughout a document. For example, if full style is used such as *12 January 2011*, this style should be used for all subsequent dates within the same document (Please also refer to Section 2.1 Notes above) • Dates in legal documents may be displayed all in words or figures consistently unless otherwise instructed • Measurements and weights must be used consistently. For example, *5 cm* or *5cm*; *16 kg* or *16kg*

Legal Audio Transcription Level 2 (06980)

Marking Criteria	Tutor Notes
	• 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, e.g. *£60*
	• Telephone numbers must be presented as draft. For example *024 7647 0033* keyed as *02476470033* would incur a penalty. (Please note: an inaccurate telephone number (e.g. *02576470033*) would also be penalised under 1.1/1.2.)
	• The display of figures should be an "acceptable system", e.g.
	- all figures including "1"
	- all words (but use of words such as *twenty-five* or *twenty five* must be consistent)
	- *one* as a word, all others as figures
	- *one* to *nine* or *ten* as words and then *10* or *11* upwards as figures
	- *one* to *twenty* as words and then *21* upwards as figures
	• Where dashes or hyphens are used to represent the word "to" (e.g. *15-22* or *15 – 22*) 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
	• Where lines of ruling have been inserted, a penalty under 4B will not be incurred for failure to leave a clear line space below the column headings
4M inconsistent use of open or full punctuation within a document	This includes:
	• 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 insertion of an additional comma which alters the meaning of a sentence	• 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 - 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 failure to align the decimal points in columns of numbers (e.g. sums of money)	

Legal Audio Transcription Level 2 (06980)