

Unit 323 Prepare text from shorthand

Unit summary

Take shorthand notes and produce accurate and correct text from these notes in an agreed format.

Skills

You will apply the following skills:

- Questioning
- Listening
- Noting
- Writing
- Using technology
- Checking
- Managing time

Performance indicators

You will:

1. Agree the purpose, format, quality standards and deadlines for the text
2. Take dictation using shorthand at a minimum speed of 80 words per minute
3. Clarify points you are unsure about
4. Input and format the text from your shorthand notes
5. Make efficient use of the technology available
6. Check for accuracy, editing and correcting as necessary
7. Store the text and the original shorthand notes safely and securely in approved locations
8. Present the text in the required format within agreed deadlines and quality standards

Knowledge

You will know:

1. The different types of documents that you may be asked to produce from shorthand and the formats they should follow
2. The importance of having an effective working relationship with the person giving the dictation
3. Why it is important to agree the purpose, format and deadline for the text
4. How to check for accuracy and correctness – including spelling and grammar – and why this is important
5. Why it is important to store text safely and securely and how to do so

6. Why it is important to store the original shorthand notes safely and securely and how to do so
7. The importance of confidentiality and data protection
8. The different forms in which the text may be presented
9. Why it is important to meet quality standards and deadlines
10. The different types of technology available for inputting, formatting and editing text and their main features

Evidence Requirements

This section is aimed at the assessor and sets out the evidence requirements for this unit.

1. Evidence for this unit is generated when your candidate is carrying out real work in a private sector organisation, not-for-profit organisation or public service organisation whether full-time or part-time, paid or voluntary.
2. A Realistic Working Environment or Simulation is not allowed for this unit.
3. Evidence must show that your candidate has consistently met the standard over a sufficient period of time for you to consider the candidate competent.
4. You may use the following assessment methods when assessing this unit:

Performance evidence	Observation	Yes
	Examination of work products	Yes
Supplementary evidence	Witness testimony	Optional
	Questions *	Yes

* This includes verbal and written questioning, questionnaires, work based tasks, reflective accounts, case studies, professional discussion and feedback reports.

5. Your candidate needs to show that they:

Prepare to produce text. Evidence may include:

- Request
- Written note pads

Prepare text. Evidence may include:

- Shorthand notes taken at 80 words per minute*

Produce text. Evidence may include:

- Letters
- Reports
- Memos
- E-mails
- Newsletters

- Flyers
 - Posters
- * To test accurate speeds dictate 400 words accurately in five minutes. The candidate should be given 15 minutes to transcribe their shorthand notes accurately. Maximum error rate including punctuation and mistakes = 5.

6. Contingencies

Performance Indicator 3	If no clarification is necessary during the assessment period professional discussion or dedicated tasks may be used to confirm competence.
Performance Indicator 6	If no corrections are necessary during the assessment period professional discussion or dedicated tasks may be used to confirm competence

7. Evidence generated for this unit may contribute towards Unit 301:

- Communicate information
- Plan and be accountable for your work
- Improve your own performance
- Behave in a way that supports effective working

and Unit 302

- Work to achieve your organisation's purpose and values
- Support sustainability
- Maintain security and confidentiality