

4.2 Transcription Course Overview at a Glance

Course Name: TST 007 – Transcription

Course Description: Transcription is the process of producing a written, printed, or typed copy of words that have been spoken. To support investigative surveillance activities, law enforcement agencies use wiretaps to capture spoken conversations either real-time or on audio media. In this course, English and Spanish audio recordings of differing quality and complexity will be used as proxies for actual wiretaps. Learners will acquire and practice strategies that are required to accurately copy the content of these recordings into documents that can subsequently be used to support the investigative surveillance activities of law enforcement agencies. These strategies will take into account how to represent hesitations and pauses, listen for slang and swear words, bridge for unintelligible words, and work through background noises. Learners will also be introduced to different types of recording modalities that are used in the government sector and the different operating devices used to extract audio from various mediums. At the end of this course, learners will be able to transfer the meaning of the audio recording into a well-written, polished, and accurate transcription.

Continuing Education Units (proposed upon accreditation approval): Learners who complete this course with a grade of “B” or greater will be eligible for 3 Continuing Education Units (CEUs) accredited by the International Association for Continuing Education and Training (IACET).

Learning Outcomes: At the end of this course, learners will be able to:

- A. Identify, recognize, and define drug terms and code words to formulate meanings of conversations by memorizing the rules and standards of identified formal and colloquial drug terminology.
- B. Graph the grammatical structure of source text sentences in both source and target languages by accurately preparing an outline using correct grammatical conventions of legal transcription *except* such as may be committed by the speakers in the source text.
- C. Interpret and classify the meaning of certain words and phrases by assessing, relating, and summarizing both the choice of words and phrases used to produce and prepare an outline using correct grammatical conventions of legal transcription in the transcription and any relevant transcriber’s notes.
- D. Interpret and report dialogue through accurate transcription of words heard on an audio recording by applying correct use of language mechanics and editorial conventions of legal transcription to produce a written corpus.
- E. Examine and analyze dialogue contextually, evidenced by accurate transcription of words heard on an audio recording by applying context, connotations, and implied

meanings using editorial conventions of legal transcription to report and produce a transcription and any relevant transcriber's notes.

- F. Distinguish and infer the difference between dictionary and contextual meanings, and employ the orthographical conventions to differentiate homonyms, close homonyms and homophones in a transcription and any relevant transcriber's notes.
- G. Assess, relate, and summarize the key ideas of a text, including any peculiarities in language usage such as code words or ciphered language, by noting the relevancy of any such words to the simulated objective(s) of the surveillance in the transcription and any relevant transcriber's notes
- H. Assess, relate, and summarize pertinent non-linguistic aspects from non-verbal auditory background noise noted in the transcription by properly placing and attributing these non-verbal elements properly within the transcription and any relevant transcriber's notes.
- I. Assess, relate, and summarize underlying themes, allusions, or cultural references accurately and relate the relevance of these in the context of the transcription and any relevant transcriber's notes.

Prerequisites: In order to sit for this course, a learner must:

- Have completed a Bachelor of Arts and/or Bachelor of Science degree from an accredited institution in the U.S. or respective country and needs to be validated in the U.S.
- Be bilingual in English and Spanish and must exhibit bilingual capability of at least Interagency Learning Roundtable (ILR) Level 1.

Prerequisite requirements can be waived with satisfactory scores achieved on the TST Comprehensive Assessment or graduate level course equivalents taken at an institution approved by the TST Program Director.

Learning Methodology: This is an online, asynchronous course. Course material will be presented to learners from the textbook, additional readings, custom developed slides with written and embedded audio instruction, and case study examples of structured wiretap scenarios.

Assessment: Learners will be assessed through a combination of short answer questions, transcriptions, discussion forums, and a reflective journal.

- Short answer questions: Multiple-choice exercise reviews, True/False, and fill-ins will be used to test learners' understanding of underlying skills and necessary fundamentals that support the discipline of transcription.
- Transcriptions: Learners will apply presented transcription skills and strategies in practice by transcribing audio recordings that serve as facsimiles for actual wiretap

situations. These audio recordings of increasing complexity have been designed to illustrate the application of transcription strategies around the key criteria that define quality transcription. Techniques for addressing each of the Qualitative Criteria will be presented. Learners will then have an opportunity to develop proficiency in each of these individual areas through hands-on practice exercises (where they will receive instructor feedback) before being formally assessed.

- **Online Discussion Questions:** Online discussion questions are used to create additional engagement with the material and to build community among the learners in the course. This community will be important within the classroom to enhance learning, but will also serve to enhance the professional community for learners beyond the completion of the course.
- **Reflective Journals:** A reflective journal provides two functions to support the learning experience. First, it provides a framework for the learner to place his/her newly acquired skills into the context of how these skills will be applied in the workplace. This enhanced awareness will support informal learning in the workplace beyond the scope of this course. Second, it provides a forum for the learner to create a more meaningful one-one relation with her/his instructor, sharing information on challenges that s/he may be experiencing, accomplishments that being achieved, and intermediate feedback on the usefulness and delivery of the course material.

Technical Equipment and Related Skills Requirements: Learners must have a valid email address, file saving capability to support instructor correspondence, and access to the appropriate computer technology as outlined below:

Computer & Web Browser

System	Windows	MAC
Operating System Version	Windows XP, Windows 7 or 8	OS/X
Browser	Latest Version of Firefox or Chrome	Latest Version Firefox, Chrome, or Safari
Browser Configuration	Default Levels Popup blocking disabled Java/Java Script enabled Cookies enabled	
Plug-Ins (Latest versions)	Adobe Flash Player Adobe Acrobat Reader RealPlayer (Basic) Apple QuickTime Player Java v7 or higher Citrix Online Plug-in/Receiver	
RAM	Minimum 512 MB RAM	
Screen Resolution (size)	1024 x 768 or higher	
Telecommunications	Minimum 56k Modem	
Additional Hardware	Microphone Speakers/Headphones	



Computer specifications are reviewed annually to accommodate changes in technology. *Translation Skills Training™* reserves the right to require software upgrades in the event of technology changes. Students will be given 60 days notice before such changes are implemented via written communication.

General familiarity and skills using a computer--which include starting a computer, typing on a keyboard, opening web browsers, searching web browsers, entering web addresses, and reading and writing via a digital format--are necessary for successful completion of a 100% online program. Each learner wishing to enroll must be familiar and comfortable with using a computer, the Internet, and basic computer software (such as Microsoft Word). Translation Skills Training™ does not offer enrolling students any free or discounted computers, computer hardware, and/or computer software.

Support Services: For questions or any difficulties encountered setting up or accessing your course, please call 714-540-1014 or email info@tst-online.us and in the subject line type "Technical Support Request."

Course Length: Course section starts are confirmed two (2) weeks in advance of a course start. The anticipated completion date for this course is four (4) weeks, but no longer than six (6) weeks from the start of the course.

Cost: The following cost structure applies to the cost of course delivery:

Basic course cost	\$675
Textbook	\$70
Additional Transcription Practice Bundles (10 minute/bundle)	\$50/bundle

Payment will be required in full before course section start. Payments can be processed via credit card through Paypal, which has an embedded link on the *Translation Skills Training™ Course* website, or by company check.