



**POST-SECONDARY COMMUNICATION ACCESS SERVICES
QUESTIONS AND ANSWERS**

**Most questions about the TypeWell transcribing system and training program
are answered on the TypeWell website (www.typewell.com)
or in the Handbook for Disability Coordinators Using TypeWell
(http://www.bcit.ca/files/pcas/pdf/2015_typewell_handbook_for_disability_services.pdf)
Additional questions are noted below.**

Sponsorship

Q: Will students be sponsored for training?

A: At present, PCAS does have some funding to sponsor additional students. Individual institutions may, however, decide to offer candidates sponsorship to assist with recruitment and ensure service needs are met.

Training

Q: What equipment do transcribing students require to complete the training?

A: Equipment and software requirements are detailed in the TypeWell website. For students who are sponsored, required equipment and software may be provided on loan during training and during mentorship, following graduation. Generally institutions provide equipment for the transcribers they employ

Q: How long is the training and how much time does it require?

A: According to the TypeWell website:

The 29 lessons in the transcribing course take most students between 35 and 60 hours to complete. Most lessons take between 1 to 3 hours, depending on the material covered and the individual student's learning rate. The course is typically completed in 3 months part-time, or 1 month at the maximum rate of 4 hours every day, once the course start date arrives. A few people have finished more quickly, but most need time to learn the techniques adequately. (see <http://www.typewell.com/course.html>)

Local transcribers report completing in 6 weeks, spending 10 - 15 hours per week on TypeWell lessons and practice. Course demands are intense, requiring a distraction-free setting and serious concentration; students are encouraged to schedule time during the day when they are most likely to be "fresh".

Q: Won't sponsored candidates expect to be reimbursed for their training time as well as the cost of the training program?



A: For external candidates and contractors, this shouldn't be a problem since they will be hired as transcribers only after training is complete. Candidates who are sponsored will be gaining the benefit of a highly valued job skill without paying for the training.

For people already employed by the institution, who are "cross training" to meet institutional needs, collective agreement and other requirements regarding support for employee training will have to be met. This may include release from other duties to complete the training.

Qualifications/admission

Q: Can candidates complete a typing test through HR or other testing sources, rather than the TypeWell one?

A: No; in order to be accepted for TypeWell training candidates must take and pass the on-line test available at the TypeWell website (<http://www.typewell.com/applying.html>), which is more difficult than many other typing tests. The TypeWell application process also includes grammar and auditory skill testing.

Q: Are international students eligible for sponsorship?

A: International students may be eligible depending on their work permit (see <http://www.cic.gc.ca/english/study/work.asp>). Important considerations include their English level since transcribing requires a high level of spoken and written fluency; their likely long-term availability (they may have only a short term study permit and students can only work after graduation under certain conditions – see <http://www.cic.gc.ca/english/study/work-postgrad-who.asp>); and their ability to work in more than one institution, which will depend on their means of transportation and work permit.

Employment

Q: Will sponsored candidates be expected to commit to working for the institution for a prescribed period of time as a condition of sponsorship for training?

A: While the goal is to find candidates who are committed to working for the institution and in the post-secondary system for a considerable period of time, it is generally not viewed as realistic to expect a formal commitment through a signed agreement or similar arrangement. Thus it is important that candidates' likely long-term commitment to the institution and community is assessed in the pre-screening.

Q: Once transcribers are trained, will it be up to each institution to determine whether to hire them as term employees or as contractors? What should they be paid?



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A: Yes, this will be up to the hiring institution as is the case with interpreters. Pay scale guidelines are available, however the actual rate of pay is determined by the hiring institution.

Remote Service

Q: Will remote service be available for communities where there aren't trained transcribers or for situations where teaming or substitute transcribers aren't available?

A: Remote service has been piloted and has the potential for successful provision of communication access province-wide; implementation across the province is currently being explored. Individual institutions may wish to explore remote service and should consult PCAS, ATBC, and the TypeWell website for guidance.

Remote Transcribing Resources:

<http://support.typewell.com/customer/portal/articles/1259866-when-to-use-remote-typewell-services->

<http://support.typewell.com/customer/portal/topics/103923>