BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY
POST-SECONDARY COMMUNICATION ACCESS SERVICES

POST-SECONDARY COMMUNICATION ACCESS SERVICES
TRANSCRIBER TRAINEE SELECTION
INTRODUCTION TO THE DOCUMENTS

The TypeWell course is rigorous and the nature of the work doesn't suit all those who might apply, or even all those accepted by TypeWell into training. Careful selection is essential. These resources and PCAS are available to assist.

- **Steps in Transcriber Sponsorship Selection**
  This document reviews the general process for selecting candidates for sponsorship. Many of the steps also apply to potential applicants who are being encouraged to apply but will not be sponsored.

  We have learned how important it is to ensure candidates are ready before they apply to TypeWell, since they may not be encouraged or allowed to re-apply if they do not perform well. Carefully reviewing the TypeWell website so they know what to expect is essential, and practicing their typing may be advantageous.

  We now ask for CV/self screen only from candidates once they've been accepted by TypeWell. We have had some success in advocating for candidates initially denied admission to TypeWell but have generally found the TypeWell process to be fair and a good predictor of candidate success in the course.

  The interview questions mentioned in this document are not included in this document but are available from PCAS.

- **Pre-Screening Checklist for Disability Services**
- **Self-Screening Checklist for Candidate**
  Coordinators may wish to meet with candidates prior to having them proceed with the TypeWell application, in which case the Pre-Screening Checklist provides a guide for the discussion and a record of candidate suitability.

  In many cases, it is more convenient to have candidates complete and submit the Self-Screening Checklist. This also provides a valuable indication of literacy skill level. In addition, it forces candidates to consider the realities of transcribing work and possibly re-assess their interest and suitability.

- **Reference Check Template**
  This template can be used to guide a telephone interview or sent to the referee for completion. The latter approach has generally been found most convenient and also generates a record for the applicant files.

- **Note: Interview Questions are available from PCAS**
  These questions comprise a blend of typical interview questions and applied, situational questions specific to transcribing work. They have been revised based on implementation feedback, and used effectively across the province.

  The situational questions reflect candidates' innate responses since they have not yet had training, but provide a good indicator regarding the fit of transcribing work with their character and personality. It becomes apparent through these questions that some candidates may not be able to work within the professional boundaries necessary: it is essential that they be able to focus on provision of communication access Vs becoming an advocate and general helper for the student, risking creation or reinforcement of dependency and helplessness. The situational questions also assess candidates' inclination to work independently yet as part of a team, consulting and referring as necessary to Disability Services or other institutional personnel. We have found it advantageous to have a practicing transcriber as a member of the interview team, particularly to assess the responses to the situational questions.

Steps in Transcriber Sponsorship Selection

Please note that PCAS is available to provide consultation, resources and support with all steps in the selection process

1. Disability Services asks candidates to thoroughly review TypeWell's website at http://www.typewell.com/home.html, and view the PCAS transcribing video at http://www.bcit.ca/pcas/speechtotext.shtml, to ensure they are making an informed decision about applying.

2. If candidates are not confident that they can type at least 60 wpm with minimal errors, they should be encouraged to practice typing then take another test (e.g. tests are available online or through some colleges) to see if they have a reasonable chance of passing the TypeWell test. **The TypeWell test sets a higher standard than other tests and a 2nd try may not be allowed, depending on performance. TypeWell recommends performance of at least 65 wpm.**

3. If candidates reach net 60 wpm on a typing test or are confident they can do so, Disability Services (or PCAS) direct them to apply to TypeWell and complete the TypeWell admission process, which includes auditory and grammar assessments as well as the typing test, at http://www.typewell.com/applying.html.

4. If applicants successfully complete the TypeWell admission process, Disability Services or PCAS ask them to complete the Self-Screening Checklist and submit it along with a current CV. The CV and Self-Screening Checklist can also be requested earlier in the process to facilitate follow-up with candidates who appear to have potential but may not initially meet the TypeWell requirements.

5. If sponsorship is being considered, Disability Services or PCAS direct candidates to identify PCAS or the Disability Services as sponsor so that TypeWell will provide candidates' assessment results. However it is important to clarify that **sponsorship for training is not guaranteed until the interview and reference checks are complete**

6. Disability Services or PCAS set up the interview process, with sample interview questions provided by PCAS. HR involvement and the participation of an experienced transcriber are encouraged. Candidates are asked to provide at least 3 references, prefe**rably work-related, with both email and telephone contact information.**

7. **If the selection panel agrees** that the candidate appears suitable, references are checked using the format provided, either electronically or on the phone. Candidates are then notified of the outcome of the selection process.

8. Although it is preferable that training be completed as close as possible to the first transcribing assignment, candidates could start their training as soon as they have been accepted, space is available in the TypeWell program, and equipment/software is available (generally 10 - 15 days after being requested if provided by ATBC). Once they have selected a start date, candidates need to complete the enrollment process at http://www.typewell.com/availdates.form. At this time sponsorship (if available) is confirmed and course fees paid.

9. Disability Services or PCAS (depending on who is sponsoring) forward candidates' mailing address to TypeWell so that course materials can be sent, and to ATBC if they are providing equipment.

10. Candidates who are accepted for sponsorship will have their course fees covered but will not generally be paid for their training time unless they are already employees, in which case institutions may make other arrangements such as provision of time off from other duties.

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Pre-Screening Checklist for Disability Services

Candidate: **Date:**

Indicator	√	Comment
1. Completes and passes TypeWell application process		
2. Appears to meet recommended trainee qualifications/attributes: • Excellent interpersonal skills • Good communication (oral and written; in conversation, email, etc.) • Experience with comparable work (e.g. extended sitting, information processing; varying; demanding; independent) • Extensive experience with word processing and computer use • High school graduation; some successful post secondary • Other		
3. Demonstrates familiarity with the TypeWell Website and Transcriber Job Description		
4. Demonstrates enthusiasm for the work, student group, academic setting, etc.		
5. Demonstrates commitment to completing the training (e.g. recognizes intensity of training; has a plan to make time available; makes completion a priority)		
6. Expresses willingness to commit to part-time, occasional work		
7. Demonstrates commitment to the institution and/or community		
8. Other:		

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POST-SECONDARY COMMUNICATION ACCESS SERVICES

Self-Screening Checklist for Candidates

Candidate: **Date:**

1. Have you completed the TypeWell application process? When? How did you do?
2. Describe work experiences you have had which appear comparable to transcribing.
3. Describe your experience and expertise with word processing and computers.
4. When did you graduate from high school? What post secondary experience have you had since then? How successful were they?
5. How comfortable do you think you would be working in a variety of different post-secondary classrooms, with learners who are Deaf or have hearing loss?
6. What appeals to you about the TypeWell course and part-time work as a transcriber? What makes you think this part-time work might be a good option for you at this time? How would this fit into your short and long term plans (career and personal)?
7. How available would you be to do part-time, occasional work? To work outside the region where you live?
8. Is there anything else about your background and experience that you think is relevant to this opportunity, or anything else you want to mention about you?

BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY
POST-SECONDARY COMMUNICATION ACCESS SERVICES

Transcriber Recruitment and Training Project

Reference Check

Candidate: **Referee:** **Date:**

1. What is your relationship to the candidate? How long have you worked with her/him?
2. What is your overall impression of this individual?
3. How would you rate the quality of this person's work, including accuracy, consistency, etc. (on a 1 - 5 scale, 5 being excellent)? Please explain your score.
4. Are there any areas where you feel this candidate should develop or improve? Please outline/explain.
5. Please describe this individual's interpersonal and communication skills. To your knowledge, has he or she experienced significant conflict at work? If so, please describe the situation and how it was handled.
6. How well does this person cope with changes in the work environment, stressful situations, urgent assignments, etc.?
7. Can you comment on issues related to attendance and punctuality?
8. Can you comment on this person's overall professionalism?
9. Would you want her or him to continue working for/with you or be re-hired? Please comment.
10. Is there anything else we should know about this candidate?