

Transcription News - 15th December 2022

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Good afternoon and welcome to the December 2022 edition of Transcription News from University Transcriptions and TP Transcription Limited. Our newsletter includes updates on our charitable foundation's work, a follow up to the best way to record an interview and key characteristics of a professional transcriber. If you would like to get in touch with us to have any questions answered, request an article, or include anything in future editions please drop us a line to jonathan@tptranscription.co.uk



Charity Focus - Rights of Women - donation £750

The trustees of the Ten Percent Foundation decided to donate £750 to the Rights of Women charity based in London as part of our 2022 donations. The charity was nominated by one of our clients who had direct experience of their services who sent us the information below..

What does the charity do?

"Rights of Women provide free specialist legal advice lines for women who are survivors of domestic abuse and violence. Their unique service is literally life saving, assisting women to understand their rights, make informed choices and access help so they and their children can live in safety."

"During some of the most difficult times in their lives, women who have experienced violence and domestic abuse need specialist support to understand their legal rights and feel empowered to make safe and informed choices. However, many women are denied this vital information and support simply because they can't afford it. Without this information and support women are left unaware of their options and have to face the complex legal system alone."

Solution

"Rights of Women are the only frontline women's legal rights charity in England and Wales. Our free and confidential telephone advice lines empower women to escape abusive situations and access justice through the law. Our advice is provided by our small staff and volunteer team of specialist women lawyers, who support over 3000 women callers each year, but there are many more women who still desperately need our help. We need more help to meet the demand for our telephone advice lines."

Quotes from users

I was assaulted as a child. I felt powerless to confront my abuser, then, but not this time. I called Rights of Women and they gave me reassurance and believed me, I will never forget the calls... they were amazing. I didn't want to live at one point, they made me feel strong again.

The advice you gave me previously totally changed things for me, completely changed things. The police turned around, put a superintendent on the case and started a fresh inquiry. Your advice completely changed the situation, every aspect of it.

You've given me an option I didn't know I had. I can't let him do this to me any longer, you've given me an option. You have empowered me with knowledge, more than I've had.

When I left my home I thought that I would never be able to go back. Rights of Women told me my rights and gave me the confidence to represent myself in court, something which I never thought possible. I've since obtained both orders and am so relieved that both my children and I are finally safe.

You have solved so much of my anxiety. Women like me are so lost without people like you... when you are the victim there is not much support... is a lonely time so is really valuable to have someone.

They're a fantastic organisation and one that has personally helped me a great deal. They would also be a perfect fit for your organisation as I know that many of your clients are in this position.

How will the donation help?

Estelle du Boulay, the director of Rights of Women, said: "The donation will be spent on operating our helplines, specifically supporting women survivors of domestic abuse and/or sexual violence who are in urgent need to access our free specialist legal advice. On behalf of our small team at Rights of Women, thank you so much for helping women access justice and safety through the law."

Further information

For further details about the charity please visit their website here:www.rightsofwomen.org.uk

What is the best way to record a qualitative research interview? Follow up article and corrected advice

In the November edition of Transcription News, we included an article on the best way to record a qualitative research interview for a new NHS client and whether they needed specialist equipment. Our advice, as ever for achieving a clear and accurate recording, was to use a smart phone.

Correction

One of our regular clients very kindly responded to point out an issue with our advice as follows:

"As regards ethical issues, smart phones are not acceptable for recording, especially if the content is sensitive or involves patients. For ethical review boards, especially for medical projects, traditional recorders are the only option, unfortunately. Smart phones would either not be accepted by review panels or would break ethical regulations, if used. The NHS person you mention .. will almost certainly be required to use a digital recorder (and one with added security) so you may have mis-advised them, in this case. This has been a source of contention (and researcher frustration) for many years, and it seems to be about security and keeping sensitive data under control and smartphones are not believed to do this."

So whilst our advice is the same to anyone - if you are permitted to use a smart phone - it is clear that researchers working with the NHS need to be aware of the issue above and establish what recording devices are permitted.

We had a look around at the various policies at a range of NHS organisations, and noted the following guidelines available online:

Medway NHS Foundation Trust

Personally owned devices, e.g., mobile phones, personal digital cameras, MP3 players, must never be used to take or store images or other recordings.

University Hospitals Plymouth NHS Trust

Staff should take recordings of patients for direct care purposes using a Trust owned smartphone or iPad...Staff should only make recordings of patients on their own mobile phones in exceptional circumstances. NB: the policy goes on to say that 'staff that have no option but to make a recording on their own personal device must upload the recording to the Trust network as soon as possible and ensure it is permanently deleted from the device and cannot be recovered. It is the responsibility of the staff member to ensure that features such as "recently deleted items" and cloud storage backups have not inadvertently stored the recording.'

Tees, Esk & Wear Valleys NHS Foundation Trust

Recordings should only be made using Trust approved equipment. Audio recordings must be made using trust approved digital dictation devices and Video recordings must be made directly onto Trust-approved equipment. The preferred configuration is to use a webcam to record directly onto the Trust's network via a desktop PC or laptop.

University of Sheffield - Clinical Psychology Training Programme

Encrypted digital recorders are required for use as they provide enhanced security and have a record of being used in the NHS. The department has some DS5000 (Olympus digital voice recorder).

It looks as if Olympus are the preferred manufacturer of choice, and indeed they are the company we have recommended to clients ourselves.

Universities seem to have a different approach and are more focused on discussing which platform an audio recording is made with and stored on, rather than the equipment being used. UWE like One Drive or Teams for the storage of transcriptions, but not Google. The University of Manchester does specify a requirement, and an extract from their policy is below:

University of Manchester

An encrypted University-provided device must be used for recording eg an Apple iOS device such as an iPod touch, iPhone or iPad which has been enrolled onto the University Exchange email service to activate device encryption.

Speaking simultaneously

Also in response to our article last month, Gloria Fulvia, one of our transcribers, writes:

"I think it should be standard practice to ask one person to speak at a time. If the transcriber is working from a video, or if there's a video included as well as an audio, and if it is easy to see who is speaking, then fine, but when multiple respondents speak at the same time it can be very difficult to transcribe and very easy to miss something, even an incomplete sentence, that might make all the difference. This is especially true when there are some respondents who are more confident than others, as they usually hog the air time."

Summary

We stand corrected and are so grateful to our client for raising the issue so we can take the opportunity to point this out. If you are doing NHS-linked research, it is likely you will need to be using a digital recorder. Anyone else - we see no reason to spend money on additional equipment, when your smartphone will do the job and the audio recording will be of very high quality.



What are the characteristics of a good transcriber?

We were recently asked this by a client looking around at transcription services, and we had to think about it for a while! In fact, we also asked our transcribers for their thoughts.

A selection of three responses is below:

Gill

As soon as the audio begins you are immersed in a monologue, or dialogue with any number of people, anywhere in the world, about absolutely any subject. I have always been nocturnal and absolutely love being able to work through the night. I have an illuminated keyboard, which can change colour, a bit like a mood ring!

Sarah

Being a good transcriber is not just about having fast typing skills – although that is a must. I've come across so many transcripts that have different regional accents as well as a variety of worldwide accents, so having a good pair of ears to decipher what is being said definitely helps – together with noise cancelling earphones of course. You also need good research skills to look up unusual names, places, medical terms, legal terms, religious terms etc. Patience when transcribing a more challenging transcript and not forgetting good proof reading skills to check what you've heard and typed actually makes sense!

Jennifer

My first thought was patience! I'd say the main qualities needed range from the ability to understand how to research a wide variety of topics; sometimes a great deal of emotional strength and mental resilience (ie being a tough cookie) is needed when the material is distressing and heartbreaking; a curious and inquisitive mind helps in maintaining interest in the variety of material we work with, and of course excellent English and a good grasp of regional accents and non-native accents.

Our thoughts

A transcriber needs to be able to listen very carefully to a recording, quickly process it, and then instantly be able to type that out at high speed into a document. A good transcriber will do this subconsciously and will be typing as they listen without necessarily needing to concentrate on every word.

Fast typing skills

Being able to type at high speed is essential. Anyone who is not able to quickly convert the audio they are listening to into a written document will not be able to remember what they have just heard for a long enough period of time in order to be able to accurately reflect that in their written work.

However, fast typing skills do not assist if, as Sarah & Jennifer both mention above, you do not have good research skills to be able to accurately transcribe in a range of fields.

Understanding

Transcribers need to be able to understand the terminology they are listening to in the audio or video recording. Quite a lot of our work is high end academic research, but similarly quite a lot is academic research based on conversations with ordinary people. Our transcribers are all native English speakers living and working in the UK. We have transcribers who are specialists in understanding particular regional accents and use of language, as well as transcribers who are able to cover all differing types of accents across the UK and around the world. We also, somewhat uniquely, provide transcription services in a large number of languages.

Professional transcribers

We very often have academic transcribers who are experienced in particular research areas. This means that when they hear particular terminology within those interviews, they are able to accurately transcribe it.

Flexibility

One of the key benefits of using our company to do your transcription work is that we provide a bespoke service. Unlike some of our larger competitors, we never return work uncompleted because we have not been able to hear words. Furthermore, if you have specific requests in the way you want the work returned or undertaken, you can tell us and we will do it. You are not restricted to our templates or our way of producing transcription – you can request your own style or layout as needs be. You simply have to tell us.

Integrity

We work with transcribers over a very long period of time, and a good number of our team have been with us for over 10 years or more. We benefit from our transcribers' integrity and honesty when it comes to telling us how they have found particular recordings, whether there have been particularly hard to hear bits, and to notify us about any issues or errors that have cropped up in the work.

Adhering to deadlines

A few years ago, we were called by a large company with a court hearing right after the Christmas break and over 100 hours of audio recordings that needed transcribing. They had been let down by another provider who had failed to keep to the deadline specified. We worked over the Christmas break and into the new year to complete the project, and it is testament to our transcribers' commitment to deadlines that meant we were able to complete the project and get all the recordings done in the time specified.

Being human

We have humans at the end of telephones, and you can have a conversation with us about your work at any time, and we are more than happy to help. If you want to use a small UK business providing high levels of accuracy with transcribers who are humans, then TP Transcription is for you!

Recent Advice Articles

[Machine Polishing Transcription](#)

[Transcribe it yourself - advice from some lecturers to students](#)

[Transcription for bosses - its harder than it looks](#)

[How long does it take to transcribe 20 minutes of audio?](#)

[Human transcription - why do automated companies recommend it?](#)

[How useful are DBS checks when ordering transcription work?](#)

[Ordering transcription work at universities - a guide](#)

[Spending research budgets before deadlines](#)

[For a full list of over 50 articles on our website please click here](#)

Charity Donations for 2022

TP Transcription Limited and University Transcriptions donate 10% of annual net profits to charity via the [Ten Percent Foundation](#), a charitable trust set up to distribute monies to charities in the UK and Africa. We have been doing this for over 20 years and by way of example in 2021 our charitable donation was £19,317.30. The Foundation never incurs any administration costs - all

monies are distributed to charities.

Why do we donate?

We set up our companies over 20 years ago with the aim of being ethical in everything we did. As part of this we decided that a percentage of our profits should always be earmarked for charitable work and set the rate at ten percent. A sudden burst of inspiration meant we called ourselves the Ten Percent Group and it is what the TP in our name (TP Transcription Limited) stands for.

Nominations 2022

The successful charities this year were as follows:

Arun Sunshine Group - £500
Ichthyosis Support Group - £500
Men in Sheds - £500
The First Step - £1500
Rights of Women - £750
Cure Parkinsons - £1000
Prison Choir Project - £500
PACE Charitable Trust - £500
Dundee Stroke Exercise Club - £1000
The Proud Trust - £500
The Cure & Action for Tay-Sachs - £1000
Leeds Womens Aid - £500
The Children's Heartbeat Trust – £1000
Mynydd Isa & Maeshafn Cricket Club - £1400 interest free loan

We will provide an outline of each charity every month for the next 12 months and how the money has been spent.

We have a strict list of criteria in relation our donating which is available on the [Ten Percent Foundation website](#). Donations tend to be within the range of £500-£2000 per charity per year, although in the past we have supported charities over a period of 5 years with donations going towards specific ongoing projects.

If you have any questions about the work of the Ten Percent Foundation, please email jonathan@tptranscription.co.uk or visit our website at <http://www.tenpercentfoundation.org>

The Transcription Society - providing professional accreditation to academic and business transcribers

The Transcription Society is a not-for-profit organisation dedicated to improving standards in the transcription industry and providing accreditation to both individual and corporate members. The organisation is run on a not for profit basis and registered in the UK with Companies House. The society offers individual transcribers the chance to obtain professional recognition for their standards of work and provides corporate members with recognition that they subscribe to a professional level of industry standards for quality and ethics.

Needless to say, TP Transcription Limited is a corporate member and our directors sit on the board of the Transcription Society. For details of the transcription standards the Society promotes, please visit www.transcriptionsociety.org.

We hope you have enjoyed reading our monthly newsletter and look forward to hearing from you if we can assist further.

Kind regards

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