

# Classification and Qualification



# STANDARDS

The California State University System

## Realtime Captioner Series

Classification Title	Class Code	Date Established
Realtime Captioner	7191	08-02-06
Lead Realtime Captioner	7192	08-02-06
Realtime Captioner - 8/12	7220	08-02-06
Lead Realtime Captioner - 8/12	7221	08-02-06
Hourly Interpreter/Realtime Captioner/ Computer-Aided Transcriber	7193	08-02-06

### OVERVIEW:

This series is comprised of two classifications, Realtime Captioner and Lead Realtime Captioner. Incumbents provide communication access realtime translating services (CART) to consumers such as Deaf or Hard-of-Hearing individuals, and/or other disabled individuals, including students, faculty, staff, and university guests. Incumbents facilitate communication by using court reporting methods, a steno machine, realtime technology, software, and a laptop computer to create realtime word-for-word text of spoken English. Incumbents further facilitate communication by assisting consumers with concurrent participation in the communication process by voicing questions or comments that the consumer has entered into the system.

Realtime Captioners are distinguished from Computer-Aided Transcribers by their technical training in and use of court reporting steno methods, theories, and software to provide realtime word-for-word transcriptions. Additionally, incumbents are distinguished from Notetakers in that they are actively involved in facilitating interactive communication between the consumers and others through the use of computerized systems, realtime technology and software.

### REALTIME CAPTIONER

Realtime Captioners provide immediate verbatim translation of spoken English into text using court reporting methods, a steno machine, realtime technology, software, and a laptop computer. The consumer(s) reads the text on a laptop computer screen or other display device as it is being created in such settings as the classroom, student-teacher conferences, and/or other academic, instructional or administrative situations. The Captioner does not summarize information, but provides a complete transcription of all spoken words and environmental cues. Incumbents often provide consumer(s) with an electronic disk, e-mail, or hard copy version of the final, edited transcript.

To ensure the efficiency and accuracy of translations, Realtime Captioners must research technical terminology related to assignments and continually develop and modify custom software dictionaries. Assignments may be specialized or technical in nature and may require additional preparation for comprehension and accurate translation. Some assignments may involve team captioning to provide relief opportunities. Because system software and dictionaries are highly customized, incumbents may provide their own software and equipment.

Two skill levels/salary ranges are defined for this classification. Placement in the second skill level and salary range is based on obtaining industry-recognized certification as outlined under Typical Qualifications.

## **TYPICAL QUALIFICATIONS:**

### ***Knowledge:***

Incumbents must possess a thorough knowledge of court reporting methods and theories, realtime software and technology, realtime captioning computer systems and equipment, and the industry-recognized code of ethics; comprehensive knowledge of the English language, including grammatical structures, syntax, spelling, vocabulary, and punctuation; working knowledge of the language and vocabulary used in the assigned translating situations; and general knowledge of Deaf and Hard-of-Hearing Culture.

### ***Abilities:***

Incumbents must be able to caption at a minimum rate of 180 or more words per minute with a high level of accuracy; proficiently use, maintain, and troubleshoot court reporting steno equipment, realtime software, and computer systems and equipment; develop, maintain, and proficiently use a thorough dictionary that enables accurate and fluid translation; effectively listen for continuity, sense, and detail while translating; proficiently write in realtime in a conflict-free manner using punctuation and sustaining accuracy in fast-paced stressful situations; use advanced editing skills; work effectively with consumers; and maintain confidentiality.

### ***Education and Experience:***

Formal training in court reporting and steno methods to meet position requirements is required, with graduation from a court reporting school preferred. In addition, typically six to twelve months of experience providing realtime captioning services, preferably in a higher education setting, is necessary to perform at the level required for the translating assignments in the university setting. Additional post-secondary education in a four-year college or university setting may be necessary to fully comprehend and provide accurate translations of the language and vocabulary used in various academic, instructional, and/or administrative situations.

### ***Certification Requirements and Salary Range Placement:***

Salary range placement is based on the certification of the Realtime Captioner.

#### **Salary Range A:**

Incumbents must meet the typical qualifications outlined above.

#### **Salary Range B:**

In addition to meeting the requirements outlined above, incumbents typically have two or more years of captioning experience and must possess one of the following certifications:

1. State of California Certified Shorthand Reporter certificate; or,
2. Court Reporting Certificate of Completion; or,
3. Certified CART Provider through the National Court Reporters Association (NCRA) (preferred); or,
4. Possess a comparable industry certification.

### ***Equipment:***

Because the dictionaries of these systems are highly customized, Realtime Captioners often provide their own equipment and software, including realtime-capable steno machine, laptop computer, display monitor for consumers, current software for realtime translation, realtime cables, and other items for set up (e.g., extension cords, extra battery, power surge protector).

## LEAD REALTIME CAPTIONER

Under general direction, Lead Realtime Captioners provide lead work direction and coordination to individuals providing realtime captioning and related services and support (service providers) to Deaf and/or Hard-of-Hearing and/or other disabled individuals. In addition, Lead Captioners regularly perform realtime captioning services. Incumbents must possess skills comparable to or higher than those identified for a Realtime Captioner to effectively assess student needs, evaluate the skills of realtime captioners, and make successful matches between students and service providers.

Lead work direction typically involves assigning and scheduling other employees, taking into consideration a student's needs and preferences and the skills of the service provider; arranging for substitutes; orienting and training new employees in university procedures; facilitating and participating in in-service training; assisting in the recruitment and selection of employees through skill evaluations; monitoring work quality and providing input to performance evaluations; reviewing timesheets; and serving as a resource to other service providers on technical, confidential, and sensitive matters.

### TYPICAL QUALIFICATIONS:

#### ***Knowledge:***

In addition to the knowledge requirements for a Realtime Captioner, the Lead must possess knowledge of standard supervisory practices and techniques; demonstrate a thorough understanding of student and classroom needs in a university setting; and possess a thorough knowledge of industry recognized certification requirements and code of ethics.

#### ***Abilities:***

In addition to the abilities required of the Realtime Captioner, the Lead must be able to facilitate and provide technical training; demonstrate organizational skills related to scheduling; assess student needs and service provider skills to make effective matches between students and service providers; demonstrate a high level of captioning capabilities; and provide effective lead work direction.

#### ***Education and Experience:***

In addition to the education and experience of a Realtime Captioner, the Lead Captioner may require a broader acquaintance with academic higher education through attendance at or graduation from a four-year college or university in order to effectively understand student needs in various university settings and ensure effective delivery of services. In addition, incumbents must have sufficient experience to demonstrate the skills and abilities necessary to provide lead work direction, including effectively evaluating capabilities of providers. Typically, two to three years of relevant experience are required.

#### ***Certification Requirements:***

Possession and maintenance of the certifications cited under the Realtime Captioner, Salary Range B, are highly preferred, but not required.

#### ***Equipment:***

Because the dictionaries in these systems are highly customized, incumbents often provide their own equipment and software, including realtime-capable steno machine, laptop computer, display monitor for consumers, current software for realtime translation, realtime cables, and other items for set up and ensuring minimal interruption of translating (e.g., extension cords, extra battery, power surge protector).