

A JOB ANALYSIS

for

THE REGISTERED DIPLOMATE REPORTER

Prepared by the

NATIONAL COURT REPORTERS ASSOCIATION

In conjunction with the

PROFESSIONAL EXAMINATION SERVICE

THE REGISTERED DIPLOMATE REPORTER (RDR)

A JOB ANALYSIS

This job analysis has been prepared by the National Court Reporters Association in cooperation with the Professional Examination Service, a nonprofit testing corporation. In May 1993, a panel of seven experts in the court reporting field, along with PES staff, developed the Diplomate-level reporter job analysis. The resulting document describes the overall professional practice domains and associated tasks as well as the underlying knowledge and skills that are essential for a registered diplomate reporter.

The Registered Diplomate Reporter abides by all rules and regulations affecting the court reporting profession and is in compliance with the NCRA code of Professional Ethics at all times.

A Diplomate is a reporter who exhibits exemplary organizational and practical skills in all reporting activities. The Diplomate accomplishes these tasks efficiently and effectively by drawing upon personal and outside resources. The Diplomate is actively involved in court reporter-related organizations, and serves as a consultant/leader to attorneys, other reporters, and court personnel by providing direction and disseminating technological information. In doing so, the Diplomate protects and assures the future of court reporting.

It is assumed that a Diplomate-level reporter has mastered the tasks, knowledge, and skills delineated in the Registered Merit Reporter (RMR) job analysis. The elements common to practice in the RMR and Diplomate levels are not necessarily repeated herein. This document is intended to highlight the additional domains and tasks that differentiate the Diplomate and RMR levels of practice.

THE REGISTERED DIPLOMATE REPORTER JOB DOMAINS

35%	10.00	REPORTING
35%	10.01	Reports Spoken Words
27%	20.00	TRANSCRIPTION PRODUCTION
13%	20.01	Performs Computer-Aided Transcription
14%	20.02	Verifies Factual Accuracy
11%	30.00	MANAGEMENT
6%	30.01	Manages Reporting Activities
5%	30.02	Consults with Attorneys and their Support Staff
10%	40.00	EDUCATION
5%	40.01	Educates Court Reporters
5%	40.02	Instructs Attorneys and their Support Staff
8%	50.00	MARKETING
8%	50.01	Promotes Court Reporting Services
9%	60.00	PROFESSIONAL ISSUES
9%	60.01	Professional Responsibilities/ Development and Ethics

10.00 REPORTING

10.01 Reports Spoken Words

Writes spoken words of technical and complex proceedings incorporating the appropriate ancillary services.

Ancillary services may include:

- ASCII Disks
- braille transcripts
- captioning
- CART
- compressed transcripts
- data projection methods
- imaging
- litigation support
- realtime
- telecommunicating
- teleconferencing
- video
- uncertified rough drafts

Knowledge of:

- K-1** Realtime translation, composition and format of a realtime record
- K-2** English grammar, punctuation, sentence structure, spelling, and vocabulary
- K-3** Medical, legal, and other technical terminology
- K-4** Legal procedures
- K-5** The use of ancillary services
- K-6** On-line editing

20.00 TRANSCRIPT PRODUCTION

20.01 Uses computer equipment to produce a verbatim transcript.

Knowledge of:

- K-1** English grammar, punctuation, sentence structure, spelling, and vocabulary
- K-2** Medical, legal, and other technical terminology
- K-3** Computer operations, terminology, and support services
- K-4** State-of-the-art computer equipment and ancillary services
- K-5** Scoping/Editing to accomplish desired changes, such as correcting untranslations and mistranslations

20.02 Verifies factual elements of the transcript to ensure accuracy.

Knowledge of:

- K-1** The content and location of printed and computerized reference materials, such as dictionaries, directories, atlases, newspapers, magazines, books, and on-line resources.
- K-2** Library reference services and index systems
- K-3** Common, frequently referenced organizations and associations representing various occupations, trades, and professions
- K-4** Legal citation systems
- K-5** Information that may be gathered from judges, attorneys, and fellow reporters

30.00 MANAGEMENT

30.01 Manages reporting activities by developing schedules, securing support staff, obtaining equipment and supplies, and maintaining an information retrieval system to maximize productivity and to ensure efficient administrative operations.

Knowledge of:

- K-1** Reporting assignment scheduling methods
- K-2** Resources for acquiring qualified reporters and support staff
- K-3** Employee assessment methods
- K-4** Equipment acquisition and maintenance
- K-5** Supply sources
- K-6** Quality assurance methods, such as the use of proofreaders, text editors, etc.
- K-7** Information retrieval systems
- K-8** Problems and needs of a scopist/text editor and other support personnel
- K-9** Organizational methods, such as prioritizing and delegating tasks, allocating resources, budgeting, etc.
- K-10** Rules and regulations regarding special needs groups that use court reporting services, (e.g., Americans with Disabilities Act)

30.02 Consults with clients, attorneys and/or court staff and obtains information to determine the technological requirements (e.g., realtime, braille transcript) for the proceedings.

Knowledge of:

K-1 The use of ancillary services and associated costs

K-2 Equipment acquisition and maintenance

K-3 Supply sources

K-4 Rules and regulations regarding special needs groups that utilize court reporting services, (e.g., Americans with Disabilities Act)

40.00 EDUCATION

40.01 Serves as an educator and role model for court reporters by assisting and instructing in all aspects of court reporting.

Knowledge of:

- K-1** Juridical organizations
- K-2** The use of ancillary services
- K-3** Training and internship programs
- K-4** The NCRA Code of Professional Ethics
- K-5** Local, state, and national professional reporting associations
- K-6** New developments in the court reporting field
- K-7** Confidentiality requirements
- K-8** Equipment acquisition and maintenance
- K-9** The responsibilities of the reporter to the court, counsel, colleagues, and the public, including punctuality, timely delivery of transcripts, courtesy, dependability, impartiality, and timely response to oral and written communication
- K-10** Methods of fulfilling continuing education requirements
- K-11** Motivational techniques
- K-12** Rules and regulations regarding special needs groups that use court reporting services, (e.g., Americans with Disabilities Act)

40.02 Instructs and demonstrates the use of ancillary services to attorneys and their support staff, judges, judicial staff, and court administrators so they may fully utilize current technology to manage their cases more efficiently.

Knowledge of:

K-1 The use of ancillary services and associated costs

K-2 Hardware and software capability in providing ancillary services

K-3 Effective communication and demonstration techniques

50.00 MARKETING

50.01 Promotes court reporting services by describing and demonstrating technology, interacting with legal groups, and publishing articles that will assist professionals in the litigation process, maintains and expands the reporting client base, and ensures the future of court reporting.

Knowledge of:

- K-1** The use of ancillary services and associated costs
- K-2** Effective communication and demonstration techniques
- K-3** Alternative methods of making and retrieving a record
- K-4** Reference materials, such as publications, and computerized resources
- K-5** Juridical organizations
- K-6** Public relations/advertising techniques

60.00 PROFESSIONAL ISSUES

60.01 Professional Responsibilities, Development, and Ethics

Conducts oneself as a leader to serve the best interests of the bench, bar, and the public. Provides the highest standard of practice by keeping abreast of customs, procedures, and developments in the reporting profession. Reads professional journals, publishes articles, supports professional reporting associations, participates in activities in cooperation with the bench and the bar, etc.

Knowledge of:

- K-1** Confidentiality requirements of specific proceedings, such as grand jury proceedings and sealed records
- K-2** Confidentiality requirements of private discussions, such as with judges, attorneys, and other court personnel
- K-3** Laws, rules, policies, customs, and practice relative to professional conduct and ethics
- K-4** The NCRA Code of Professional Ethics
- K-5** Local, state, and national professional reporting associations
- K-6** Pro bono activities with bar associations
- K-7** Methods for furthering personal growth and development
- K-8** The responsibilities of the reporter to the court, counsel, colleagues, and the public, including punctuality, timely delivery of transcripts, courtesy, dependability, impartiality, and timely response to oral and written communications
- K-9** NCRA professional and educational programs
- K-10** Legislative processes and activities relevant to the profession