

# TRAINING REGULATIONS



## MEDICAL TRANSCRIPTION NC II

INFORMATION AND COMMUNICATION  
TECHNOLOGY (ICT) SECTOR

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY  
East Service Road, South Superhighway, Taguig City, Metro Manila

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## **TRAINING REGULATIONS FOR MEDICAL TRANSCRIPTION NC II**

### **Section 1 MEDICAL TRANSCRIPTION NC II QUALIFICATIONS**

The **MEDICAL TRANSCRIPTION NC II** Qualification consists of competencies that a person must achieve to transcribe dictated recordings made by physician and other health care professionals and transcribe them into medical reports.

This Qualification is packaged from the competency map of the Information and Communication Technology Industry (Service sector) as shown in Annex A.

The units of competency comprising this qualification includes the following:

<b>Code</b>	<b>BASIC COMPETENCIES</b>
500311105	Participate in workplace communication
500311106	Work in a team environment
500311107	Practice career professionalism
500311108	Practice occupational health and safety procedures

<b>Code</b>	<b>COMMON COMPETENCIES</b>
ICT315202	Apply quality standards
ICT311203	Perform computer operations

<b>Code</b>	<b>CORE COMPETENCIES</b>
ICT313307	Use business technology
ICT313308	Use medical terminology to carry out task
ICT313309	Produce text from audio transcription

**A person who has achieved this Qualification is competent to be:**

- **Transcriptionist**

## SECTION 2            COMPETENCY STANDARDS

This section gives the details of the contents of the core units of competency required for **MEDICAL TRANSCRIPTION NC II**.

### BASIC COMPETENCIES

**UNIT OF COMPETENCY :** PARTICIPATE IN WORKPLACE COMMUNICATION

**UNIT CODE :** 500311105

**UNIT DESCRIPTOR :** This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from <b>appropriate sources</b> 1.2 Effective questioning , active listening and speaking skills are used to gather and convey information 1.3 Appropriate <b>medium</b> is used to transfer information and ideas 1.4 Appropriate non- verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and <b>storage</b> of information are used 1.7 Personal interaction is carried out clearly and concisely
2. Participate in workplace meetings and discussions	2.1 Team meetings are attended on time 2.2 Own opinions are clearly expressed and those of others are listened to without interruption 2.3 Meeting inputs are consistent with the meeting purpose and established <b>protocols</b> 2.4 <b>Workplace interactions</b> are conducted in a courteous manner 2.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to 2.6 Meetings outcomes are interpreted and implemented
3. Complete relevant work related documents	3.1 Range of <b>forms</b> relating to conditions of employment are completed accurately and legibly 3.2 Workplace data is recorded on standard workplace forms and documents 3.3 Basic mathematical processes are used for routine calculations 3.4 Errors in recording information on forms/ documents are identified and properly acted upon 3.5 Reporting requirements to supervisor are completed according to organizational guidelines

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Appropriate sources	1.1. Team members 1.2. Suppliers 1.3. Trade personnel 1.4. Local government 1.5. Industry bodies
2. Medium	2.1. Memorandum 2.2. Circular 2.3. Notice 2.4. Information discussion 2.5. Follow-up or verbal instructions 2.6. Face to face communication
3. Storage	3.1. Manual filing system 3.2. Computer-based filing system
4. Forms	4.1. Personnel forms, telephone message forms, safety reports
5. Workplace interactions	5.1. Face to face 5.2. Telephone 5.3. Electronic and two way radio 5.4. Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams
6. Protocols	6.1. Observing meeting 6.2. Compliance with meeting decisions 6.3. Obeying meeting instructions

## EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1. Prepared written communication following standard format of the organization</li> <li>1.2. Accessed information using communication equipment</li> <li>1.3. Made use of relevant terms as an aid to transfer information effectively</li> <li>1.4. Conveyed information effectively adopting the formal or informal communication</li> </ul>
<p>2. Underpinning Knowledge and Attitudes</p>	<ul style="list-style-type: none"> <li>2.1. Effective communication</li> <li>2.2. Different modes of communication</li> <li>2.3. Written communication</li> <li>2.4. Organizational policies</li> <li>2.5. Communication procedures and systems</li> <li>2.6. Technology relevant to the enterprise and the individual's work responsibilities</li> </ul>
<p>3. Underpinning Skills</p>	<ul style="list-style-type: none"> <li>3.1. Follow simple spoken language</li> <li>3.2. Perform routine workplace duties following simple written notices</li> <li>3.3. Participate in workplace meetings and discussions</li> <li>3.4. Complete work related documents</li> <li>3.5. Estimate, calculate and record routine workplace measures</li> <li>3.6. Basic mathematical processes of addition, subtraction, division and multiplication</li> <li>3.7. Ability to relate to people of social range in the workplace</li> <li>3.8. Gather and provide information in response to workplace Requirements</li> </ul>
<p>4. Resource Implications</p>	<ul style="list-style-type: none"> <li>4.1. Fax machine</li> <li>4.2. Telephone</li> <li>4.3. Writing materials</li> <li>4.4. Internet</li> </ul>
<p>5. Methods of Assessment</p>	<ul style="list-style-type: none"> <li>5.1. Direct Observation</li> <li>5.2. Oral interview and written test</li> </ul>
<p>6. Context of Assessment</p>	<ul style="list-style-type: none"> <li>6.1. Competency may be assessed individually in the actual workplace or through accredited institution</li> </ul>

**UNIT OF COMPETENCY: WORK IN TEAM ENVIRONMENT**

**UNIT CODE : 500311106**

**UNIT DESCRIPTOR :** This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized</i> terms are elaborated in the Range of Variables
1. Describe team role and scope	1.1. The <b><i>role and objective of the team</i></b> is identified from available <b><i>sources of information</i></b>  1.2. Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources
2. Identify own role and responsibility within team	2.1. Individual role and responsibilities within the team environment are identified  2.2. Roles and responsibility of other team members are identified and recognized  2.3. Reporting relationships within team and external to team are identified
3. Work as a team member	3.1. Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives  3.2. Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and <b><i>workplace context</i></b>  3.3. Observed protocols in reporting using standard operating procedures  3.4. Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Role and objective of team	1.1. Work activities in a team environment with enterprise or specific sector 1.2. Limited discretion, initiative and judgement maybe demonstrated on the job, either individually or in a team environment
2. Sources of information	2.1. Standard operating and/or other workplace procedures 2.2. Job procedures 2.3. Machine/equipment manufacturer's specifications and instructions 2.4. Organizational or external personnel 2.5. Client/supplier instructions 2.6. Quality standards 2.7. OHS and environmental standards
3. Workplace context	3.1. Work procedures and practices 3.2. Conditions of work environments 3.3. Legislation and industrial agreements 3.4. Standard work practice including the storage, safe handling and disposal of chemicals 3.5. Safety, environmental, housekeeping and quality guidelines

## EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1. Operated in a team to complete workplace activity</li> <li>1.2. Worked effectively with others</li> <li>1.3. Conveyed information in written or oral form</li> <li>1.4. Selected and used appropriate workplace language</li> <li>1.5. Followed designated work plan for the job</li> <li>1.6. Reported outcomes</li> </ul>
<p>2. Underpinning Knowledge and Attitude</p>	<ul style="list-style-type: none"> <li>2.1. Communication process</li> <li>2.2. Team structure</li> <li>2.3. Team roles</li> <li>2.4. Group planning and decision making</li> </ul>
<p>3. Underpinning Skills</p>	<ul style="list-style-type: none"> <li>3.1. Communicate appropriately, consistent with the culture of the workplace</li> </ul>
<p>4. Resource Implications</p>	<p>The following resources <b>MUST</b> be provided:</p> <ul style="list-style-type: none"> <li>4.1. Access to relevant workplace or appropriately simulated environment where assessment can take place</li> <li>4.2. Materials relevant to the proposed activity or tasks</li> </ul>
<p>5. Methods of Assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> <li>5.1. Observation of the individual member in relation to the work activities of the group</li> <li>5.2. Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal</li> <li>5.3. Case studies and scenarios as a basis for discussion of issues and strategies in teamwork</li> </ul>
<p>6. Context for Assessment</p>	<ul style="list-style-type: none"> <li>6.1. Competency may be assessed in workplace or in a simulated workplace setting</li> <li>6.2. Assessment shall be observed while task are being undertaken whether individually or in group</li> </ul>

**UNIT OF COMPETENCY: PRACTICE CAREER PROFESSIONALISM**

**UNIT CODE : 500311107**

**UNIT DESCRIPTOR :** This unit covers the knowledge, skills and attitudes in promoting career growth and advancement.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized</i> terms are elaborated in the Range of Variables
1. Integrate personal objectives with organizational goals	1.1 Personal growth and work plans are pursued towards improving the qualifications set for the profession 1.2 Intra- and interpersonal relationships are maintained in the course of managing oneself based on performance <b>evaluation</b> 1.3 Commitment to the organization and its goal is demonstrated in the performance of duties
1. Set and meet work priorities	2.1 Competing demands are prioritized to achieve personal, team and organizational goals and objectives. 2.2 <b>Resources</b> are utilized efficiently and effectively to manage work priorities and commitments 2.3 Practices along economic use and maintenance of equipment and facilities are followed as per established procedures
2. Maintain professional growth and development	3.1 <b>Trainings and career opportunities</b> are identified and availed of based on job requirements <del>3.2</del> <b>Recognitions</b> are -sought/received and demonstrated as proof of career advancement 3.3 <b>Licenses and/or certifications</b> relevant to job and career are obtained and renewed

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Evaluation	1.1 Performance Appraisal 1.2 Psychological Profile 1.3 Aptitude Tests
2. Resources	2.1 Human 2.2 Financial 2.3 Technology 2.3.1 Hardware 2.3.2 Software
3. Trainings and career opportunities	3.1 Participation in training programs 3.1.1 Technical 3.1.2 Supervisory 3.1.3 Managerial 3.1.4 Continuing Education 3.2 Serving as Resource Persons in conferences and workshops
4. Recognitions	4.1 Recommendations 4.2 Citations 4.3 Certificate of Appreciations 4.4 Commendations 4.5 Awards 4.6 Tangible and Intangible Rewards
5. Licenses and/or certifications	5.1 National Certificates 5.2 Certificate of Competency 5.3 Support Level Licenses 5.4 Professional Licenses

## EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Attained job targets within key result areas (KRAs)</li> <li>1.2 Maintained intra - and interpersonal relationship in the course of managing oneself based on performance evaluation</li> <li>1.3 Completed trainings and career opportunities which are based on the requirements of the industries</li> <li>1.4 Acquired and maintained licenses and/or certifications according to the requirement of the qualification</li> </ul>
2. Underpinning Knowledge	<ul style="list-style-type: none"> <li>2.1 Work values and ethics (Code of Conduct, Code of Ethics, etc.)</li> <li>2.2 Company policies</li> <li>2.3 Company-operations, procedures and standards</li> <li>2.4 Fundamental rights at work including gender sensitivity</li> <li>2.5 Personal hygiene practices</li> </ul>
3. Underpinning Skills	<ul style="list-style-type: none"> <li>3.1 Appropriate practice of personal hygiene</li> <li>3.2 Intra and Interpersonal skills</li> <li>3.3 Communication skills</li> </ul>
4. Resource Implications	<p>The following resources <b>MUST</b> be provided:</p> <ul style="list-style-type: none"> <li>4.1 Workplace or assessment location</li> <li>4.2 Case studies/scenarios</li> </ul>
5. Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> <li>5.1 Portfolio Assessment</li> <li>5.2 Interview</li> <li>5.3 Simulation/Role-plays</li> <li>5.4 Observation</li> <li>5.5 Third Party Reports</li> <li>5.6 Exams and Tests</li> </ul>
6. Context of Assessment	<ul style="list-style-type: none"> <li>6.1 Competency may be assessed in the work place or in a simulated work place setting</li> </ul>

**UNIT OF COMPETENCY :** PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

**UNIT CODE :** 500311108

**UNIT DESCRIPTOR :** This unit covers the outcomes required to comply with regulatory and organizational requirements for occupational health and safety.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized</i> terms are elaborated in the Range of Variables
1. Identify hazards and risks	1.1 <b>Safety regulations</b> and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures 1.2 <b>Hazards/risks</b> in the workplace and their corresponding indicators are identified to minimize or eliminate risk to co-workers, workplace and environment in accordance with organization procedures 1.3 <b>Contingency measures</b> during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedures
2. Evaluate hazards and risks	2.1 Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV) 2.2 Effects of the hazards are determined 2.3 OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized</i> terms are elaborated in the Range of Variables
3. Control hazards and risks	3.1 Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed 3.2 Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies 3.3 <b>Personal protective equipment (PPE)</b> is correctly used in accordance with organization OHS procedures and practices 3.4 Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol
4. Maintain OHS awareness	4.1 <b>Emergency-related drills and trainings</b> are participated in as per established organization guidelines and procedures 4.2 <b>OHS personal records</b> are completed and updated in accordance with workplace requirements

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Safety regulations	May include but are not limited to: 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Philippine Occupational Safety and Health Standards 1.6 DOLE regulations on safety legal requirements 1.7 ECC regulations
2. Hazards/Risks	May include but are not limited to: 2.1 Physical hazards – impact, illumination, pressure, noise, vibration, temperature, radiation 2.2 Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects 2.3 Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors 2.4 Ergonomics 2.4.1 Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles 2.4.2 Physiological factors – monotony, personal relationship, work out cycle
3. Contingency measures	May include but are not limited to: 3.1 Evacuation 3.2 Isolation 3.3 Decontamination 3.4 Calling emergency personnel
4. PPE	May include but are not limited to: 4.1 Mask 4.2 Gloves 4.3 Goggles 4.4 Hair Net/cap/bonnet 4.5 Face mask/shield 4.6 Ear muffs 4.7 Apron/Gown/coverall/jump suit 4.8 Anti-static suits

VARIABLE	RANGE
5. Emergency-related drills and training	5.1 Fire drill 5.2 Earthquake drill 5.3 Basic life support/CPR 5.4 First aid 5.5 Spillage control 5.6 Decontamination of chemical and toxic 5.7 Disaster preparedness/management
6. OHS personal records	6.1 Medical/Health records 6.2 Incident reports 6.3 Accident reports 6.4 OHS-related training completed

## EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Explained clearly established workplace safety and hazard control practices and procedures</li> <li>1.2 Identified hazards/risks in the workplace and its corresponding indicators in accordance with company procedures</li> <li>1.3 Recognized contingency measures during workplace accidents, fire and other emergencies</li> <li>1.4 Identified terms of maximum tolerable limits based on threshold limit value- TLV.</li> <li>1.5 Followed Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace</li> <li>1.6 Used Personal Protective Equipment (PPE) in accordance with company OHS procedures and practices</li> <li>1.7 Completed and updated OHS personal records in accordance with workplace requirements</li> </ul>
<p>2. Underpinning Knowledge and Attitude</p>	<ul style="list-style-type: none"> <li>2.1 OHS procedures and practices and regulations</li> <li>2.2 PPE types and uses</li> <li>2.3 Personal hygiene practices</li> <li>2.4 Hazards/risks identification and control</li> <li>2.5 Threshold Limit Value -TLV</li> <li>2.6 OHS indicators</li> <li>2.7 Organization safety and health protocol</li> <li>2.8 Safety consciousness</li> <li>2.9 Health consciousness</li> </ul>
<p>3. Underpinning Skills</p>	<ul style="list-style-type: none"> <li>3.1 Practice of personal hygiene</li> <li>3.2 Hazards/risks identification and control skills</li> <li>3.3 Interpersonal skills</li> <li>3.4 Communication skills</li> </ul>
<p>3. Resource Implications</p>	<p>The following resources must be provided:</p> <ul style="list-style-type: none"> <li>4.1 Workplace or assessment location</li> <li>4.2 OHS personal records</li> <li>4.3 PPE</li> <li>4.4 Health records</li> </ul>
<p>4. Methods of Assessment</p>	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> <li>5.1 Portfolio Assessment</li> <li>5.2 Interview</li> <li>5.3 Case Study/Situation</li> </ul>
<p>5. Context for Assessment</p>	<p>6.1 Competency may be assessed in the work place or in a simulated work place setting</p>

## COMMON COMPETENCIES

**UNIT TITLE** : **APPLY QUALITY STANDARDS**

**UNIT CODE** : **506315202**

**UNIT DESCRIPTOR** : This unit covers the knowledge, skills, attitudes and values needed to apply quality standards in the workplace. The unit also includes the application of relevant safety procedures and regulations, organization procedures and customer requirements.

ELEMENTS	PERFORMANCE CRITERIA
1. Assess quality of received materials	<p><i>Italicized</i> terms are elaborated in the Range of Variables</p> <p>1.1. Work instruction is obtained and work is carried out in accordance with standard operating procedures.</p> <p>1.2. Received <b>materials</b> are checked against workplace standards and specifications.</p> <p>1.3. Faulty materials related to work are identified and isolated.</p> <p>1.4. <b>Faults</b> and any identified causes are recorded and/or reported to the supervisor concerned in accordance with workplace procedures.</p> <p>1.5. Faulty materials are replaced in accordance with workplace procedures.</p>
2. Assess own work	<p>2.1. <b>Documentation</b> relative to quality within the company is identified and used.</p> <p>2.2. Completed work is checked against workplace standards relevant to the task undertaken.</p> <p>2.3. <b>Errors</b> are identified and isolated.</p> <p>2.4. Information on the quality and other indicators of production performance are recorded in accordance with workplace procedures.</p> <p>2.5. In cases of deviations from specific <b>quality standards</b>, causes are documented and reported in accordance with the workplace' s standards operating procedures.</p>
3. Engage in quality improvement	<p>3.1. Process improvement procedures are participated in relative to workplace assignment.</p> <p>3.2. Work is carried out in accordance with process improvement procedures.</p> <p>3.3. Performance of operation or quality of product of service to ensure <b>customer</b> satisfaction is monitored.</p>

## RANGE OF VARIABLES

VARIABLE	RANGE
1 Materials	1.1 Materials may include but not limited to: 1.1.1. Manuals 1.1.2. Job orders 1.1.3. Instructional videos
2 Faults	2.1 Faults may include but not limited to: 2.1.1. Materials not to specification 2.1.2. Materials contain incorrect/outdated information 2.1.3. Hardware defects 2.1.4. Materials that do not conform with any regulatory agencies
3 Documentation	3.1 Organization work procedures 3.2 Manufacturer's instruction manual 3.3 Customer requirements 3.4 Forms
4 Errors	4.1 Errors may be related but not limited to the following: 4.1.1. Deviation from the requirements of the Client 4.1.2. Deviation from the requirement of the organization
5 Quality standards	5.1 Quality standards may be related but not limited to the following: 5.1.1. Materials 5.1.2. Hardware 5.1.3. Final product 5.1.4. Production processes 5.1.5. Customer service
6 Customer	6.1 Co-worker 6.2 Supplier/Vendor 6.3 Client 6.4 Organization receiving the product or service

## EVIDENCE GUIDE

<p>1 Critical aspect of competency</p>	<p>Assessment must show that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Carried out work in accordance with the company's standard operating procedures</li> <li>1.2 Performed task according to specifications</li> <li>1.3 Reported defects detected in accordance with standard operating procedures</li> <li>1.4 Carried out work in accordance with the process improvement procedures</li> </ul>
<p>2 Underpinning knowledge</p>	<ul style="list-style-type: none"> <li>2.1 Relevant production processes, materials and products</li> <li>2.2 Characteristics of materials, software and hardware used in production processes</li> <li>2.3 Quality checking procedures</li> <li>2.4 Workplace procedures</li> <li>2.5 Safety and environmental aspects of production processes</li> <li>2.6 Fault identification and reporting</li> <li>2.7 Quality improvement processes</li> </ul>
<p>3 Underpinning skills</p>	<ul style="list-style-type: none"> <li>3.1 Reading skills required to interpret work instruction</li> <li>3.2 Communication skills needed to interpret and apply defined work procedures</li> <li>3.3 Carry out work in accordance with OHS policies and procedures</li> <li>3.4 Critical thinking</li> <li>3.5 Solution providing and decision-making</li> </ul>
<p>4 Method of assessment</p>	<p>The assessor must select two of the following to objectively evaluate the candidate:</p> <ul style="list-style-type: none"> <li>4.1 Observation and oral questioning</li> <li>4.2 Third party report</li> <li>4.3 Portfolio</li> <li>4.4 Practical demonstration</li> </ul>
<p>5 Resource implication</p>	<p>Materials, software and hardware to be used in a real or simulated situation</p>
<p>6 Context of Assessment</p>	<p>Assessment may be conducted in the workplace or in a simulated environment</p>

**UNIT TITLE : PERFORM COMPUTER OPERATIONS**

**UNIT CODE : 506311203**

**UNIT DESCRIPTOR :** This unit covers the knowledge, skills, attitudes and values needed to perform computer operations which include inputting, accessing, producing and transferring data using the appropriate hardware and software.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized</i> terms are elaborated in the Range of Variables
1. Plan and prepare for task to be taken undertaken	1.1. Requirements of task are determined in accordance with the required output. 1.2. Appropriate <b>hardware</b> and <b>software</b> are selected according to task assigned and required outcome. 1.3. Task is planned to ensure that <b>OH &amp; S guidelines and</b> procedures are followed. 1.4. Client -specific guidelines and procedures are followed. 1.5. Required data security guidelines are applied in accordance with existing procedures.
2. Input data into computer	2.1. Data are entered into the computer using appropriate program/application in accordance with company procedures. 2.2. Accuracy of information is checked and information is saved in accordance with standard operating procedures. 2.3. Inputted data is stored in <b>storage media</b> according to requirements. 2.4. Work is performed within <b>ergonomic guidelines</b> .
3. Access information using computer	3.1. Correct program/application is selected based on job requirements. 3.2. Program/application containing the information required is accessed according to company procedures. 3.3. <b>Desktop icons</b> are correctly selected, opened and closed for navigation purposes. 3.4. Keyboard techniques are carried out in line with OH & S requirements for safe use of keyboards.

<p>4. Produce output/ data using computer system</p>	<p>4.1. Entered data are processed using appropriate software commands.</p> <p>4.2. Data are printed out as required using computer hardware /peripheral devices in accordance with standard operating procedures.</p> <p>4.3. Files and data are transferred between compatible systems using computer software, hardware/peripheral devices in accordance with standard operating procedures.</p>
<p>5. Use basic functions of a www-browser to locate information</p>	<p>5.1. Information requirements for internet search are established.</p> <p>5.2. Browser is launched.</p> <p>5.3. Search engine is loaded.</p> <p>5.4. Appropriate search criteria/or URL of site is entered.</p> <p>5.5. Relevant links are followed to locate required information.</p> <p>5.6. Useful pages are bookmarked or printed as required.</p>
<p>6. Maintain computer equipment and systems</p>	<p>6.1. Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures.</p> <p>6.2. Basic file maintenance procedures are implemented in line with the standards operating procedures.</p>

## RANGE OF VARIABLES

VARIABLE	RANGE
1 Hardware and peripheral devices	1.1 Personal computers 1.2 Networked systems 1.3 Communication equipment 1.4 Printers 1.5 Scanners 1.6 Keyboard 1.7 Mouse 1.8 Voice/Data logger
2 Software	Software includes the following but not limited to: 2.1 Word processing packages 2.2 Database packages 2.3 Internet 2.4 Spreadsheets 2.5 Client Specific Software
3 OH & S guidelines	3.1 OHS guidelines 3.2 Enterprise procedures
4 Storage media	Storage media include the following but not limited to: 4.1 Diskettes 4.2 CDs 4.3 Zip disks 4.4 hard disk drives, local and remote 4.5 Optical drives
5 Ergonomic guidelines	5.1 Types of equipment used 5.2 Appropriate furniture 5.3 Seating posture 5.4 Lifting posture 5.5 Visual display unit screen brightness

6 Desktop icons	6.1 Icons include the following but not limited to: 6.2 Directories/folders 6.3 Files 6.4 Network devices 6.5 Recycle bin 6.6 Program icons
7 Maintenance	7.1 Creating and managing more space in the hard disk and other peripherals 7.2 Reviewing programs 7.3 Deleting unwanted files 7.4 Backing up files 7.5 Checking hard drive for errors 7.6 Using up to date anti-virus programs 7.7 Cleaning dust from internal and external surfaces

## EVIDENCE GUIDE

<p>1 Critical aspects of competency</p>	<p>Assessment must show that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Selected and used hardware components correctly and according to the task requirement</li> <li>1.2 used basic software applications to create new files and documents</li> <li>1.3 Produced accurate and complete data in accordance with the requirements</li> <li>1.4 Used appropriate devices and procedures to transfer files/data accurately</li> <li>1.5 Used basic functions of a www-browser to locate information.</li> </ul>
<p>2 Underpinning knowledge</p>	<ul style="list-style-type: none"> <li>2.1 Basic ergonomics of keyboard and computer user</li> <li>2.2 Main types of computers and basic features of different operating systems</li> <li>2.3 Main parts of a computer</li> <li>2.4 Storage devices and basic categories of memory</li> <li>2.5 Relevant types of software</li> <li>2.6 General security, privacy legislation and copyright</li> <li>2.7 Viruses</li> <li>2.8 OH &amp; S principles and responsibilities</li> <li>2.9 Calculating computer capacity</li> <li>2.10 Productivity Application</li> <li>2.11 Business Application</li> <li>2.12 System Software</li> </ul>
<p>3 Underpinning skills</p>	<ul style="list-style-type: none"> <li>3.1 Reading and comprehension skills required to interpret work instruction and to interpret basic user manuals.</li> <li>3.2 Communication skills to identify lines of communication, request advice, follow instructions and receive feedback.</li> <li>3.3 Technology skills to use equipment safely including keyboard skills.</li> </ul>
<p>4 Method of assessment</p>	<p>The assessor may select two of the following assessment methods to objectively assess the candidate:</p> <ul style="list-style-type: none"> <li>4.1 Direct Observation and Oral Questioning</li> <li>4.2 Practical demonstration</li> </ul>
<p>5 Resource implication</p>	<ul style="list-style-type: none"> <li>5.1 Computer hardware with peripherals</li> <li>5.2 Appropriate software</li> </ul>
<p>6 Context of Assessment</p>	<p>Assessment may be conducted in the workplace or in a simulated environment</p>

## CORE COMPETENCIES

- UNIT TITLE** : **USE BUSINESS TECHNOLOGY TO RESPOND TO CUSTOMERS NEEDS**
- UNIT CODE** : **ICT313307**
- UNIT DESRIPTOR** : This unit covers the knowledge, skills and attitude required to respond to customer needs using appropriate technology.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized</i> terms are elaborated in the Range of Variables
1. Select and use technology	1.1 Appropriate <b>technology</b> and <b>software</b> applications are selected to achieve the requirements of the task. 1.2 Work is performed within <b>ergonomic guidelines</b> . 1.3 Technology is used according to <b>organizational requirements</b> that promote a safe work environment.
2. Process and organize data	2.1 Files and records are identified, opened, generated or edited according to task and organizational requirements. 2.2 <b>Input devices</b> are operated according to organizational requirements. 2.3 <b>Data is stored</b> appropriately and application is exited without damage to or loss of data. 2.4 Manuals, training booklets and / or on-line help or help-desks are used to overcome basic difficulties of application.
3. Maintain technology	3.1 Used <b>technology consumables</b> are identified and replaced in accordance with manufacturers' instructions and organizational requirements. 3.2 <b>Routine maintenance</b> is carried out and / or arranged in order to ensure that equipment is maintained in accordance with manufacturers' instructions and organizational requirements. 3.3 Equipment faults are accurately identified and action taken in accordance with manufacturer's instruction or fault reported to the designated person.

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Technology	1.1. Computer 1.2. Printer 1.3. Modem 1.4. Zip Drive 1.5. Earphones 1.6. Pedal
2. Software	2.1. Word Processor 2.2. Database 2.3. Specific Software 2.4. Voice Players 2.5. Line Counter 2.6. Template Macros 2.7. Audio file Converter
3. Ergonomic Guidelines	3.1. Type of Equipment Used 3.2. Appropriate Furniture 3.3. Seating Posture 3.4. Visual Display Unit Screen Brightness
4. Organizational Requirement	4.1. Log-On Procedure 4.2. Locating Data 4.3. Storing Data 4.4. Legal and Organizational Policy Guidelines & Requirement 4.5. Saving & Closing Files 4.6. OHS Policies & Guidelines

5. Input Device	5.1. Keyboard 5.2. Mouse 5.3. Numerical key Pad
6. Storage of Data	6.1. Storage in Directory & Sub-Directories 6.2. Storage in Directory CD ROM, Diskette, Drives 6.3. Or Back up System 6.4. Appropriate storage / filling of hard copies of computer generated document
7. Technology Consumables	7.1. Printer Cartridge 7.2. CD- ROM 7.3. Zip Disks 7.4. Print Heads
8. Routine Maintenance	8.1. Regular Checking 8.2. Replacing Consumables 8.3. "In-House" Cleaning and Servicing according to manufacturers & guidelines

## EVIDENCE GUIDE

<p>1. Critical aspect of Competency</p>	<p>Assessment must show that the candidate</p> <ul style="list-style-type: none"> <li>1.1. Selected and applied appropriate transcription software, hardware to produce document</li> <li>1.2. Applied OHS procedure to set up work station, operation of computer and other activities</li> <li>1.3. Accessed, retrieved and stored data</li> </ul>
<p>2. Underpinning Knowledge</p>	<ul style="list-style-type: none"> <li>2.1. Correct log-on sheet –down procedures for computer equipment</li> <li>2.2. Keyboarding</li> <li>2.3. Back-up -virus protection procedures</li> <li>2.4. Methods of detecting faults in solving problem with business technology</li> <li>2.5. Mathematical ideas and techniques</li> <li>2.6. Planning and organizing activities</li> </ul>
<p>3. Underpinning Skills</p>	<ul style="list-style-type: none"> <li>3.1. Keyboarding skills</li> <li>3.2. Internet manipulation skills</li> <li>3.3. Communication skills to identify lines of communication.</li> <li>3.4. Technology skills to use business equipment</li> </ul>
<p>4. Method of Assessment</p>	<p>The assessor must use the following methods to objectively assess the candidate:</p> <ul style="list-style-type: none"> <li>4.1. Practical demonstration and oral questioning</li> <li>4.2. Third party report</li> </ul>
<p>5. Resource Implication</p>	<p>The following resources MUST be provided:</p> <ul style="list-style-type: none"> <li>5.1. Appropriate hardware</li> <li>5.2. Appropriate software</li> <li>5.3. Consumables</li> </ul>
<p>6. Context of Assessment</p>	<p>Assessment may be conducted in the workshop or in a simulated environment</p>

**UNIT TITLE** : **USE MEDICAL TERMINOLOGY TO CARRY OUT TASKS**

**UNIT CODE** : **ICT313308**

**UNIT DESCRIPTOR** : This unit covers the knowledge, skills and attitude needed to understand and respond to instructions, carry out routine tasks to prepare documents using medical terminology.

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> <i>Italicized</i> terms are elaborated in the Range of Variables
1. Respond appropriately to instruction	1.1 Written and oral instructions using <b><i>medical terminology</i></b> are received, understood and properly documented. 1.2 Abbreviation for commonly used medical terms and associated processes are understood. 1.3 Clarifications are sought from <b><i>references</i></b> , if necessary.
2. Perform routine tasks	2.1 Medical terminology is used correctly in the completion of <b><i>routine tasks</i></b> . 2.2 Gaps in knowledge are identified and clarification is sought through appropriate person. 2.3 Abbreviation for commonly used medical terminologies are identified and used, where appropriate.
3. Use appropriate medical terminology in the preparation of documents	3.1 Appropriate medical technology is used in preparing documents. 3.2 Medical terminology is spelt correctly and used in appropriate context. 3.3 Advice is sought from <b><i>designated person</i></b> with regards to medical terms and accompanying process, if necessary.

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Medical terminology	Medical terminology may include: <ul style="list-style-type: none"> <li>1.1. Fundamental word structure used in medical terms</li> <li>1.2. Common abbreviations</li> <li>1.3. Medical specialties</li> <li>1.4. Causes to changes in the systems of the body</li> <li>1.5. Interrelated functions of the body</li> <li>1.6. Illnesses</li> <li>1.7. Injuries</li> <li>1.8. Diseases</li> <li>1.9. Medical investigations and procedures</li> <li>1.10. Pharmacological terms</li> <li>1.11. Medico-legal terminology</li> </ul>
2. References	<ul style="list-style-type: none"> <li>2.1. Medical dictionary</li> <li>2.2. Relevant handbook/manual</li> <li>2.3. Designated person</li> <li>2.4. Drug and prescription information sources/databases</li> </ul>
3. Routine tasks	<ul style="list-style-type: none"> <li>3.1. Preparing reports</li> <li>3.2. Transcribing documents</li> <li>3.3. Maintaining files of clients</li> </ul>
4. Designated Person	<ul style="list-style-type: none"> <li>4.1. Editor</li> <li>4.2. Supervisor</li> </ul>

## EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment must show that the candidate:</p> <ul style="list-style-type: none"> <li>1.1. Selected and used hardware components correctly and according to tasks requirements.</li> <li>1.2. Used correct medical terminologies in transcribing audio files into texts.</li> <li>1.3. Produced accurate and complete documents using correct medical terminologies</li> </ul>
<p>2. Underpinning knowledge</p>	<ul style="list-style-type: none"> <li>2.1. Fundamental word structure used in medical terms</li> <li>2.2. Systems of the body (e.g., skeletal, respiratory, cardiovascular)</li> <li>2.3. Basic Medical terminology</li> <li>2.4. Advanced medical terminology</li> <li>2.5. Organization's policy and procedure requirements</li> <li>2.6. Human anatomy</li> <li>2.7. Human physiology</li> <li>2.8. Fundamental nature of a disease process, signs, symptoms and methods of treatment</li> <li>2.9. Common medical conditions</li> <li>2.10. Medical investigations and procedures</li> <li>2.11. Injuries</li> <li>2.12. Common abbreviations for medical and pharmacological terms (e.g., BCG, HRT)</li> <li>2.13. Common medications</li> <li>2.14. Commonly used medical equipment and instruments</li> <li>2.15. Laboratory testing methods</li> <li>2.16. Diagnostic and surgical procedures</li> <li>2.17. Laboratory values and significance</li> <li>2.18. Medico-legal terminology</li> <li>2.19. Ergonomic guidelines</li> </ul>

3. Underpinning skills	3.1. Listening skills 3.2. Comprehension skills 3.3. Proofreading and editing skills 3.4. Correct grammar and punctuations 3.5. Reading skills 3.6. Keyboarding skills not less than 45 wpm 3.7. Researching skills
4. Methods of assessment	The following must be used to objectively assess the candidate: 4.1. Written test 4.2. Third Party report
5. Resource implication	The following resources MUST be provided: 5.1. Computer and peripherals 5.2. Audio dictations
6. Context of Assessment	Assessment may be conducted in the workplace or in a simulated environment.

**UNIT TITLE** : **PRODUCE TEXT FROM AUDIO TRANSCRIPTION**  
**UNIT CODE** : **ICT313309**  
**UNIT DESCRIPTOR** : This unit covers the knowledge, skills and attitudes necessary to transcribe audio files and produce accurate texts from the transcriptions.

<b>ELEMENT</b>	<b>PEFORMANCE CRITERIA</b> <i>Italicized</i> terms are elaborated in the Range of Variables
1. Prepare for audio transcription	1.1. Client requirements relating to style, presentation and storage of technology are identified prior to commencing the task. 1.2. <b>Equipment and materials</b> needed for transcription are obtained and checked for correct operation and safety. 1.3. Requirement of the texts are clarified with the superior.
2. Transcribe audio file	2.1. Text is produced from transcription with the required accuracy. 2.2. Audio transcription reflected the intended meaning of the author/physician. 2.3. The meaning of unclear speech is predicted from the context of the dictation. 2.4. Meaning and spelling and technical terms are clarified to ensure accuracy of the text. 2.5. Text is produced within <b>designated timelines</b> . 2.6. Transcription is self-checked for <b>accuracy</b> .
3. Edit and revise text	3.1. Final text is self-checked for accuracy 3.2. Grammar and syntax are appropriate for the intended purpose. 3.3. Text is revised, formatted, labeled, stored, and printed in accordance with clients' requirements.

## RANGE OF VARIABLES

VARIABLE	RANGE
1. Equipment	1.1. Computer and peripherals 1.2. pedals 1.3. earphone
2. Materials	2.1. Manuals 2.2. Medical dictionary
3. Designated timelines	3.1. Timeline agreed with the supervisor 3.2. Organization timeline 3.3. Client timeline
4. Accuracy	4.1. Correct Spelling 4.2. Correct grammar 4.3. Intended meaning 4.4. Correct use of technical vocabulary

## EVIDENCE GUIDE

<p>1. Critical aspects of competency</p>	<p>Assessment must show that the candidate:</p> <ol style="list-style-type: none"> <li>1.1. Selected and used hardware components correctly and according to tasks requirements.</li> <li>1.2. Used appropriate terminologies in transcribing audio files into texts.</li> <li>1.3. Produced accurate and complete documents in accordance with the requirements.</li> </ol>
<p>2. Underpinning knowledge</p>	<ol style="list-style-type: none"> <li>2.1. Fundamental word structure used in medical terms</li> <li>2.2. Systems of the body (e.g., skeletal, respiratory, cardiovascular)</li> <li>2.3. Basic Medical terminology</li> <li>2.4. Advanced medical terminology</li> <li>2.5. Organization's policy and procedure requirements</li> <li>2.6. Human anatomy</li> <li>2.7. Human physiology</li> <li>2.8. Fundamental nature of a disease process, signs, symptoms and methods of treatment</li> <li>2.9. Common medical conditions</li> <li>2.10. Medical investigations and procedures</li> <li>2.11. Injuries</li> <li>2.12. Common abbreviations for medical and pharmacological terms (e.g., BCG, HRT)</li> <li>2.13. Common medications</li> <li>2.14. Commonly used medical equipment and instruments</li> <li>2.15. Laboratory testing methods</li> <li>2.16. Diagnostic and surgical procedures</li> <li>2.17. Laboratory values and significance</li> <li>2.18. Medico-legal terminology</li> <li>2.19. Ergonomic guidelines</li> </ol>

3. Underpinning skills	3.1. Listening skills 3.2. Comprehension skills 3.3. Proofreading and editing skills 3.4. Correct grammar and punctuations 3.5. Reading skills 3.6. Keyboarding skills not less than 45 wpm 3.7. Researching skills
4. Methods of assessment	The following must be used to objectively assess the candidate: 4.1. Direct Observation and Oral Questioning 4.2. Third Party report
5. Resource implication	The following resources MUST be provided: 5.1. Computer and peripherals 5.2. Recorded dictations
6. Context of Assessment	Assessment may be conducted in the workplace or in a simulated environment.

## SECTION 3 TRAINING STANDARDS

These guidelines are set to provide the Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for Medical Transcription.

### 3.1. CURRICULUM DESIGN

Course Title: **MEDICAL TRANSCRIPTION** NC Level: **NC II**

Nominal Training Hours: **18 HOURS (Basic) + 18 Hours (Common)**

Course Description:

This course is designed to develop the basic knowledge, desirable attitudes, and skills of a medical transcriptionist.

To obtain this, all units prescribed for this qualification must be achieved:

#### BASIC COMPETENCIES

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Participate in workplace communication	1.1 Obtain and convey workplace information. 1.2 Complete relevant work related documents. 1.3 Participate in workplace meeting and discussion.	Group discussion Interaction	<ul style="list-style-type: none"> <li>• Demonstration</li> <li>• Observation</li> <li>• Interviews/questioning</li> </ul>
2. Work in a team environment	2.1 Describe and identify team role and responsibility in a team. 2.2 Describe work as a team member.	Discussion Interaction	<ul style="list-style-type: none"> <li>• Demonstration</li> <li>• Observation</li> <li>• Interviews/questioning</li> </ul>
3. Practice career professionalism	3.1 Integrate personal objectives with organizational goals. 3.2 Set and meet work priorities. 3.3 Maintain professional growth and development.	Discussion Interaction	<ul style="list-style-type: none"> <li>• Demonstration</li> <li>• Observation</li> <li>• Interviews/questioning</li> </ul>
4. Practice occupational health and safety	4.1 Evaluate hazard and risks 4.2 Control hazards and risks 4.3 Maintain occupational health and safety awareness	Discussion Plant tour Symposium	<ul style="list-style-type: none"> <li>• Observation</li> <li>• Interview</li> </ul>

## COMMON COMPETENCIES

### SECTOR: INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) NC II

Unit of Competency	Learning Outcomes	Methodology	Assessment Approach
1. Apply Quality Standards	1.1. Asses quality of received materials  1.2. Assess own work  1.3. Engage in quality improvement	1. Field trip  2. Symposium  3. Problem solving  4. Film showing  5. Simulation  6. Individualize learning  7. On the job training	1. Demonstration and questioning  2. Observation and questioning  3. Third party report
2. Perform Computer Operation	2.1. Set-up workstation  2.2. Prepare storage media  2.3. Work with files and objects  2.4. Manipulate word processing software  2.5. Manipulate spreadsheet software  2.6. Manipulate customize and database applications  2.6. Utilize the internet  2.7. Maintain computer hardware and software	1. Modular  2. Film showing  3. Computer based training (e-learning)  4. Project method  5. On the job training	1. Demonstration and questioning  2. Observation and questioning  3. Third party report  4. Assessment of output product  5. Portfolio  6. Computer based assessment

## CORE COMPETENCIES

Course Title: **MEDICAL TRANSCRIPTION** NC Level: **NC II**

Nominal Training Hours: **360 HOURS**

Course Description:

This course is designed to develop knowledge, desirable attitudes, and skills in preparing medical reports from dictated recordings made by physicians and other health care professionals. It covers specialized competencies such as using business technology, use medical terminology to carry out tasks, and produce text from audio transcription.

To obtain this, all units prescribed for this qualification must be achieved:

<b>Unit of Competency</b>	<b>Learning Outcome</b>	<b>Methodology</b>	<b>Assessment Approach</b>
1. Use Business Technology	1.1 Select appropriate technology and software for MT tasks 1.2 Process and organize MT data 1.3 Maintain business technology equipment	<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Discussions</li> <li>• Demonstrations</li> </ul>	<ul style="list-style-type: none"> <li>• Written examination</li> <li>• Demonstration</li> <li>• Interview</li> </ul>
2. Use Medical Terminology to Carry out Tasks	2.1 Prepare report using medical terminology	<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Discussions</li> <li>• Demonstrations</li> </ul>	<ul style="list-style-type: none"> <li>• Written examination</li> <li>• Demonstration</li> <li>• Interview</li> </ul>
3. Produce Text from Audio Transcription	3.1 Prepare for audio transcription 3.2 Transcribe audio files using appropriate technology 3.3 Edit and revise text	<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Discussions</li> <li>• Demonstrations</li> </ul>	<ul style="list-style-type: none"> <li>• Written examination</li> <li>• Demonstration</li> <li>• Interview</li> </ul>

### 3.2. TRAINING DELIVERY

The delivery of training should adhere to the design of the curriculum. Delivery should be guided by the 10 basic principles of the competency-based TVET.

- The training is based on curriculum developed from the competency standards;
- Learning is modular in its structure;
- Training delivery is individualized and self-paced;
- Training is based on work that must be performed;
- Training materials are directly related to the competency standards and the curriculum modules;
- Assessment is based in the collection of evidence of the performance of work to the industry required standard;
- Training is based both on and off-the-job components;
- Allows for recognition of prior learning (RPL) or current competencies;
- Training allows for multiple entry and exit; and
- Approved training programs are nationally accredited.

The competency-based TVET systems recognizes various types of delivery modes, both on and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities may be adopted when designing training programs:

- The dualized mode of training delivery is preferred and recommended. Thus programs would contain both in-school and in-industry training or fieldwork components. Details can be referred to the Dual Training System (DTS) Implementing Rules and Regulations.
- Modular/self-paced learning is a competency-based training modality wherein the trainee is allowed to progress at his own pace. The trainer facilitates the training delivery.
- Peer teaching/mentoring is a training modality wherein fast learners are given the opportunity to assist the slow learners.
- Supervised industry training or on-the-job training is an approach in training designed to enhance the knowledge and skills of the trainee through actual experience in the workplace to acquire a specific competencies prescribed in the training regulations.
- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructors are not in the same place. Distance learning may employ correspondence study, or audio, video or computer technologies.

### 3.3. TRAINEE ENTRY REQUIREMENTS

Trainees or students should possess the following requirements:

- can communicate either oral and written;
- must be physically and mentally fit
- with good moral character; and
- must pass the trainability/aptitude test.

This list does not include specific institutional requirements such as educational attainment, appropriate work experience, and others that may be required of the trainees by the school or training center delivering the TVET program.

### 3.4. LIST OF TOOLS, EQUIPMENT AND MATERIALS MEDICAL TRANSCRIPTION – NC II

Recommended list of tools, equipment and materials for the training in Medical Transcription – NC II

QTY.	EQUIPMENT
*	Computer
*	Audio player software or equivalent
	Local Area Network (LAN)
	Telephone
	<b>FURNITURES</b>
*	Computer Table
*	Ergonomic Chairs
	<b>MATERIALS</b>
	Commercially available practice audio files with proof of purchase/source
*	Word Processor
*	Foot Pedal or equivalent audio controller for transcription
*	Earphones
	Medical Dictionary
	English Dictionary
	Drug Reference Book

Note: \* *Minimum required equipment-to-trainee ratio = 1 : 1*  
(equipment includes software and furniture)

### 3.5. TRAINING FACILITIES

The building must be in compliance with occupational health and safety guidelines.

<b>SPACE REQUIREMENT</b>	<b>SIZE (in METER)</b>	<b>AREA (in Sq. Meters)</b>	<b>TOTAL AREA (in Sq. Meters)</b>
• Trainee working space	1 x 1	25	25
• Lecture Room ( <i>Optional</i> )	6 x 5	30	30
• Learning Resource Center	2 x 2	4	4

Note: *Minimum required ratio of trainer to students = 1 : 25*

*Minimum required ratio of student to computer workstation = 1 : 1*

### 3.6. TRAINERS QUALIFICATION

#### MEDICAL TRANSCRIPTION – NC II

#### TRAINERS QUALIFICATION (TQ II)

- Must be a holder of Medical Transcription NC II or at least six (6) months of relevant industry experience.
- Must have undergone training on Training Methodology II or equivalent trainer's training /experience.
- Must be computer literate
- Must be physically and mentally fit

### 3.7 INSTITUTIONAL ASSESSMENT

Institutional Assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.

## **SECTION 4 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS**

- 4.1 To attain the National Qualification of Medical Transcription NC II, the candidate must demonstrate competence in all units listed in Section 1. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.
- 4.2 The qualification of Medical Transcription NC II may be attained through demonstration of competence through a single comprehensive project-type assessment covering all required units of competency of the qualification.
- 4.3 Assessment shall focus on the core units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.
- 4.4 The following are qualified to apply for assessment and certification:
  - 4.4.1. Graduate of formal, non-formal, and informal including enterprise-based training programs.
  - 4.4.2. Experienced workers (wage employed or self employed)
- 4.5 The guidelines on assessment and certification are discussed in detail in the "Procedures Manual on Assessment and Certification" and "Guidelines on the Implementation of the Philippine TVET Qualification and Certification System (PTQCS)".

## ANNEX A COMPETENCY MAP

### BASIC COMPETENCIES

Receive and Respond to workplace communication	Work with Others	Demonstrate Work Values	Participate in Workplace Communication	Work in a Team Environment	Practice Career Professionalism
Practice occupational Health and Safety Procedures	Practice Housekeeping Procedures (5S)	Lead Workplace Communication	Lead Small Team	Develop and Practice Negotiation Skills	Solve Problems Related to Work Activities
Use Mathematical Concepts and Techniques	Use Relevant Technologies	Utilize Specialist Communication skills	Develop Team and Individual	Apply Problem Solving Techniques in the Workplace	Collect, Analyze and Organize Information
Plan and Organize Work	Promote Environmental Protection				

### COMMON COMPETENCIES

Apply OHS Practices and 5 S in the workplace	Apply Quality Standards	Perform Computer Operations
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### CORE COMPETENCIES

Communicate effectively in a customer contact center	Render quality customer service	Utilize enterprise/ company technology	Conduct contact center campaign	Provide specialized support and assistance to customers	Manage the activities of a contact center work team
Lead a contact center work team	Use business technology	Use medical technology to carry out task	Produce text from audio transcription	Review/edit documents	Manage the activities of a work team
Lead a team in delivering quality service	Produce cleaned-up and in-betweened drawings	Create 2D models and images	Produce 2D colored animation	Produce key drawings for animation	Produce over-all designs for animation
Produce background designs	Composit and edit animation sequence	Create 3D models and images	Produce storyboard for animation	Coordinate the production of animation	

Qualification for NC II



## GLOSSARY OF TERMS

1. **Anatomy** – the branch of morphology concerned with the structure of animals or plants.
2. **Browser** – a software package that provides the user interface for accessing Internet, intranet and extranet Web sites.
3. **Computer** – a device that has the ability to accept data; internally store and execute a program of instructions; perform mathematical, logical, and manipulative operations on data; and report the results.
4. **Computer Terminal** – any input/output device connected by telecommunications links to a computer.
5. **Data** - objective measurements of the attributes (characteristics) of entities such as people, places, things, and events.
6. **Documentation** – a collection of documents or information.
7. **Edit** – to modify the form or format of data
8. **Encryption** – to scramble data or convert it, prior to transmission, to a secret code that masks the meaning of the data to unauthorized recipients.
9. **End user** – anyone who uses an information system or the information it produces.
10. **Ergonomics** - the science and technology emphasizing the safety, comfort, and ease of use of human-operated machines. The goal of ergonomics is to produce systems that are user-friendly: safe, comfortable and easy to use.
11. **Information** – data placed in a meaningful and useful context for an end user.
12. **Information and Communication Technology (ICT)** - refers to technologies associated with the transmission and exchange of data in the form of sound, text, visual images, signals or any combination of those forms through the use of digital technology. It encompasses such services as telecommunications, posts, multimedia, electronic commerce, broadcasting, and information technology.
13. **Keyboarding** – using the keyboard of a microcomputer or terminal.
14. **Knowledge workers** – people whose primary work activities include creating, using, and distributing information.
15. **Local Area Network (LAN)** – a communications network that typically connects computers, terminals, and other computerized devices within a limited physical area such as an office, building, manufacturing plant and other work sites.
16. **Outsourcing** – turning over all or part of an organization's information systems operation to outside contractors, known as systems integrators or facilities management companies.

17. **Physiology** – the branch of biology concerned with the functions of living things.
18. **Protocol** – a set of rules and procedures for the control of communication in a communications network.
19. **Quality Assurance** – methods for ensuring that information systems are free from errors and fraud and provide information products of high quality.
20. **Software** – computer programs and procedures concerned with the operation of an information system.
21. **Standards** – measures of performance developed to evaluate the progress of a system toward its objectives
22. **System** – an assembly of methods, procedures, or techniques unified by regulated interaction to form an organized whole
23. **Telecommunications** – pertaining to the transmission of signals over long distances, including not only data communications but also the transmission of images and voices using communication technologies.
24. **User- friendly** – a characteristic of human-operated equipment and systems that makes them safe, comfortable, and easy to use.

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