

Job Analysis: Registered Diplomat Reporter



A Registered Diplomat Reporter is a stenographic reporter who possesses the knowledge, skill, ability to produce a verbatim record of proceedings, basic knowledge of reporter-related terminology and technology. A "verbatim record" is one which accurately reflects the spoken word and nonverbal communication and action.

Purpose of the Registered Diplomat Reporter (RDR) Program

The Registered Diplomat Reporter was established to show the competency and skills of an advanced stenographic reporter.

An RDR abides by all rules and regulations affecting the court reporting profession and is in compliance with the NCRA *Code of Ethics* at all times.

Requirements of the RDR Credential

In order to obtain the RDR credential, one must be a Registered Merit Reporter (RMR), and pass a written knowledge test with at least 70% accuracy

To maintain the RDR credential, one must maintain current NCRA membership and obtain 3.0 Continuing Education Units (CEUs) every three (3) years.

Purpose of the RDR Job Analysis

This document describes the overall professional practice domains and associated tasks

essential for a RDR. The percentages next to each domain and task equate to the approximate number of questions on the test in that specific area.

History of the RDR Job Analysis

The original RDR job analysis was prepared in 1994 by the National Court Reporters Association in cooperation with the Diplomat Examination Service, a not-for-profit testing corporation. NCRA works with its outside testing vendor to update the Job Analysis approximately every five to seven years per industry standards.

Overview of the RDR Job Analysis Study

In October 2017, a full study was performed to update the RDR Job Analysis. After the Job Analysis Task Force created the new domains and tasks, a survey was sent to the NCRA Registered membership to rate the frequency and importance of each task. Based on these ratings, percentages were

assigned to each domain and task.

Benefits of Certification

NCRA takes seriously the need to develop and administer objective and valid exams. The judicial system, and society as a whole, depends heavily on the services that only a qualified court reporter can provide. Therefore, working with Pearson VUE, a premier national testing authority, NCRA has established a test development and administration process that ensures that those who pass an NCRA certification are truly qualified to provide court reporting services based on that established standard.

In an increasingly competitive marketplace, it's harder than ever to impress your clients and employers. In this environment, there are only so many ways for you to differentiate yourself.

Now more than ever, it's critical that all stenographic reporters take the next step. It's time for you to add an NCRA certification to your list of career accomplishments.

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Domains and Tasks of the Registered Diplomat Reporter (RDR) Exam

Domain 01

Technology and Innovation (42%)

Utilize current technology to generate and deliver transcripts.

- Hardware and peripherals
- Computer operating systems
- CAT Software

Utilize current technology to provide realtime and/or captioning services.

- Consumer's viewing platforms
- Wired and wireless connections
- Rough-draft guidelines
- File formats
- File compression
- CAT/Captioning software
- Remote streaming methods (e.g., for classrooms, conventions, webinars)

Troubleshoot issues related to realtime and/or captioning services.

- Cabling/connections
- COM ports
- Driver installation/administrative privileges
- Baud rate
- Device Manager
- Firewalls and anti-virus software
- Power management settings
- Hot spots/Wi-Fi/LANs/WANs
- Realtime viewers/monitor output
- Captioning specific software

Manage electronic files for storage and retrieval.

- Zip files
- Storage drive types
- File transfer methods
- Cloud-based storage
- Archiving/backing up
- File associations

Utilize online resources to prepare and research job-related materials.

- Online search engines

- Identify credible online resources
- Online search strategies

*Technology questions related to computer knowledge are based on Windows operating systems

Domain 02

Industry Practices (22%)

Produce accurate transcripts using proper spelling, word usage, and punctuation.

- Punctuation rules
- Spelling rules
- Grammar rules

Demonstrate a comprehensive knowledge of vocabulary

- Topic-related resources
- Homophones, homonyms, synonyms, antonyms, acronyms, initialisms, phrases, and idioms
- Medical terms
- Legal terms
- Foreign phrases (e.g., Latin, French, Greek)
- Industry/trade terms

Understand the duties and responsibilities of a court reporter and/or captioner in various settings.

- Swearing in/affirming deponents, witnesses, interpreters, and minors
- Marking and custody/control of exhibits
- Sealing and redaction procedures
- Rules for reading back testimony
- Procedures related to off-the-record discussions
- Environmental cues
- Deaf, deaf, and hard-of-hearing consumers
- Legal decorum
- Captioner preparation and setup procedures

Understand the legal process.

- Pleadings and procedures
- Court structure

- Branches of the government
- Citations

Adhere to applicable local, state, and federal rules regarding court reporting and captioning.

- Equal access to the spoken word in accordance with established guidelines
- FCC, ADA, and Telecommunications Act
- When records become public
- Freedom of Information Act

Domain 03

NCRA, Professionalism, and Ethics (19%)

Understand the history, mission, structure, and guidelines of NCRA and NCRF.

- NCRA policies and procedures
- NCRA certifications
- NCRA membership requirements
- NCRA strategic plan and government relations
- NCRA continuing education requirements
- NCRA position statements
- NCRF committees
- NCRF governance
- NCRF hierarchy

Adhere to the NCRA Code of Professional Ethics.

- COPE general guidelines and advisory opinions

Promote the Association, the profession, and the membership through NCRA and NCRF initiatives and other avenues.

- NCRA mentorship
- NCRA professional development
- NCRF volunteerism

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Domain 04

Business Practices (17%)

Develop and maintain protocols regarding the security of information.

- Compliance with HIPAA requirements
- Internet security and potential vulnerabilities
- Court requirements regarding redaction and preserving Personally Identifiable Information
- Sealing procedures
- Secure transfer protocols
- Personally Identifiable Information/Sensitive Personal Information

Implement and follow all applicable local, state, and federal rules regarding business practices.

- IRS rules
- Insurance policy reviews
- Professional and general liability, COBRA, and worker's comp insurance
- Retirement plans (e.g., ERISA, 401(k), IRA, defined benefit plans)
- Employment law

Establish protocols relating to business management.

- Sales and marketing plans
- Independent contractor vs. employee status
- Business structure (e.g., LLC, LLP, S-Corp, C-Corp, PC)
- Performance review and HR management
- Business law
- Role of scopists and proofreaders

References

All references are the most recent editions, unless otherwise noted.

Business

- Dictionary of Business Terms (Barron's)
- Dictionary of Insurance Terms (Barron's)
- Marketing Your Services for People Who Hate to Sell
- Robert's Rules of Order

Computer

- Dictionary of Computer and Internet Terms (Barron)
- Windows Help

General

- Bartlett's Familiar Quotations
- Dictionary (Merriam-Webster's)
- NCRA (Journal of Court Reporting, web site, Policies and Procedures Manual, other)

Grammar

- Glossaries for Court Reporters
- Grammar for Court Reporters
- Gregg Reference Manual
- Morson's English Guide for Court Reporters
- Proofreading Manual [A Guide for Court Reporters, Scopists, and Proofreaders]

Legal

- ADA Information
- Black's Law Dictionary (8th)
- The Bluebook: A Uniform System of Citations
- Federal & State Rules of Civil and Appellate Procedures
- Federal Register
- IRS Publications
- Special Interest Groups (e.g. AAJ, ABA)

Medical

- Health Professional's Drug Guide
- Stedman's Medical Dictionary (28th ed)

Technology

- Alternative Realtime Careers
- An Introduction to Court Reporter Technology
- CART in the Courtroom: NCRA Model Guidelines
- CAT Software Manuals
- The Complete Court Reporter's Handbook and Guide for Realtime Writers
- The Court Reporter's and CART Services Handbook
- Closed Captioning Handbook
- Dictionary of Scientific and Technical Terms (McGraw-Hill)
- Inside Captioning
- Realtime Systems Administrator Pocket Guide (NCRA)
- Realtime Writing
- Writing Naked