Job Analysis: Certified Realtime Captioner

This job analysis was prepared by the National Court Reporters Association Task Force. In January 2015 a panel of experts in the CART captioning and broadcast captioning fields produced this job analysis. The resulting document describes the underlying knowledge and skills that are essential for a Certified Realtime Captioner.

The Certified Realtime Captioner abides by all rules and regulations affecting the captioning profession and is in compliance with the NCRA Code of Professional Ethics at all times. The Certified Realtime Captioner possesses the knowledge and skill to produce accurate, simultaneous translation and display captions utilizing realtime translation software.

An entry-level, realtime captioner is a stenographer who possesses the knowledge, skill, and ability to produce accurate, simultaneous translation and display of live proceedings utilizing computer-aided translation. The following job analysis was initially prepared by NCRA's Realtime Certification task force, and consists of four "Job Domains."

Domains and Tasks of the
Certified Realtime Captioner (CRC) Exam

Domain 01
Writing Realtime (20%)

Writes spoken words, with punctuation, by means of a conflict-free reporting system to provide instantaneous translation.

Knowledge of:
K-1 Realtime translation system
K-2 Speaker identification
K-3 Style and format for realtime translation
K-4 Conflict-free theory
K-5 Techniques for developing and retaining brief forms
K-6 Dictionary development and maintenance
K-7 Appropriate environmental cues

Skills:
S-1 Writing realtime at 180 words per minute on literary matter for five minutes at 96% accuracy
S-2 Writing conflict-free theory
S-3 Writing numbers, roman, cardinal, ordinal
S-4 Fingerspelling alphabet
S-5 Writing punctuation
S-6 Conceptualize translation prior to input (to control output)

Domain 02
Language Skills (15%)

Detects and corrects mishearings during realtime translation and anticipates and prevents mistranslations.

Knowledge of:
K-1 English, including grammar, punctuation, spelling, and vocabulary
K-2 Applicable terminology of subject matter

Skills:
S-1 Listening and writing for continuity, sense, and detail
S-2 Recognizing and preventing potential errors in translation
S-3 Inserting appropriate punctuation symbols while writing realtime

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Domain 03
The Broadcast Captioning Environment (25%)

Possesses the knowledge or procedures applicable to this specific realtime environment.

Knowledge of:
K-1 Role of master control
K-2 Ability to view programming online
K-3 Available hardware and software technology
K-4 Newsroom systems/interfaces
K-5 Broadcast preparation
K-6 File review/post production procedures
K-7 Knowledge of FCC Quality Standards, NCRA Code of Professional Ethics, NCRA captioning guidelines, and other best practices
K-8 Broadcast production format and materials
K-9 Current events
K-10 Recordkeeping
K-11 Role of the Broadcast captioner

Skills:
S-1 Troubleshooting
S-2 Simultaneously write realtime and monitor output
S-3 Write parentheticals/environmental cues
S-4 Use word substitutions without altering the meaning of the broadcast
S-5 Provide accurate, synchronous, complete, and properly placed captions

Domain 04
The CART Captioning Environment (30%)

Possesses the knowledge and procedures applicable to this specific Realtime environment.

Knowledge of:
K-1 Available hardware and software technology
K-2 Equipment setup and room layout
K-3 Consumer preferences
K-4 Client preferences
K-5 Role of the CART captioner (i.e., in relation to consumer, client, sign language interpreter)
K-6 Deaf culture, diversity, and sensitivity issues
K-7 Need to coordinate with support staff (i.e., audio/visual team, conference planner, disability resource office, etc.)

K-8 NCRA's Code of Professional Ethics (COPE), CART Provider's Manual, Guidelines for CART Captioners
K-9 File production, review, and retention/deletion
K-10 Remote CART captioning
K-11 Confidentiality
K-12 Use of Assistive Listening Devices (ALDs)
K-13 Knowledge of alternative speech-to-text methods

Skills:
S-1 Troubleshooting
S-2 Simultaneously write realtime and monitor output
S-3 Write parentheticals/environmental cues
S-4 Use word substitutions without altering the meaning
S-5 Business management: Planning, organization, and recordkeeping
S-6 Communicating effectively with consumers, participants, and support staff

Domain 05
Research (10%)

Utilizing all available resources to prepare for realtime.

Knowledge of:
K-1 How to locate appropriate research material
K-2 Extract appropriate information
K-3 How to enter information into computer dictionary

Skills:
S-1 Retain and recall information while writing realtime
S-2 Organizing and using prep material

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References

The main reference for the CRC WKT is the CRC Certification Education, including the videos, Handbook, and handouts.

Supplementary references
All pages linked on the Captioning Resources page.

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

General
Dictionary (Merriam-Webster's)
NCRA (Journal of Court Reporting, Web site, Policies and Procedures Manual, other)
Court Reporting: Bad Grammar/Good Punctuation
ASL.Land
Handspeak