



Outsource Typing

Virtual Assistant & Transcription Service

How we produce your transcript

Introduction

Here at Outsource-Typing we draw on our many years' combined experience in secretarial and transcription work to offer you a professionally presented end product. This guide explains how we set out our documents and the basic styles available. However, if you have a particular preference for using your own style transcript or wish to adapt and follow a style you have seen used elsewhere, please just let us know. We can adapt and produce a document in any way you request. If unsure what you will require, we can guide you and provide some samples and make some suggestions.

Transcripts can vary depending on the type of project. Our team are time served in the industry and are skilled in typing up all kinds of transcripts – from interviews to video transcripts, to webinars and podcasts.

Why you should hire a professional service

Transcription of lengthy reports, correspondence, interviews or presentations can be time-consuming and often quite technical. We can transcribe your audio files for you to produce an accurate record of what was discussed or dictated, saving you time to get on with your research or core business tasks.

Types of transcripts we can produce

- **Medical Transcription**
Medico-legal, medical notes, summaries, clinic letters, etc.
- **Legal Transcription**
Letters, memos, court documents.
- **Academic Transcription**
We assist students, lecturers and professors in transcribing lectures to assist students. We accurately type research interviews.
- **HR Transcription**
We can produce a verbatim transcript of your grievance and disciplinary hearing meetings.
- **Media Transcription**
We can transcribe your YouTube videos, radio, video, or podcast content.
- **Market Research Transcription**
In-depth discussions, one-to-one and multi-speaker interviews, focus groups.

- **Other kinds of misc. transcription**

These might include journalist interviews, conference recordings, seminars, panel discussions.

If there's something you don't see on the list above, contact us and we will advise on how best to carry out the work to the highest standards.

Formats we offer

We can produce your work in the following standard formats, example copies of which are available upon request:

Video transcripts

We offer a fully time-coded transcript and action descriptions within the text.

Standard interview format

Our standard interview format has the following three options:

1. **Full Verbatim**

Includes everything that is said – ums, ahs, repeated words, half sentences, background noises, emotions and verbiage (see examples below).

2. **Standard Format**

This is a verbatim transcript, but excludes ums and ahs, repeated words, emotions, background noises and insignificant prompts by the interviewer, but includes half sentences, verbiage (you know, kind of, etc.) and repeated short phrases.

3. **Smart Style**

This type of transcript avoids the use of verbiage (e.g. “you know”, “sort of/kind of”, “like”, “obviously”, “I mean”, etc.), unnecessary use of “right”, “okay” and other insignificant prompts by other participants or the interviewer. However, it does include half-sentences and significant pieces which then trail off, e.g. “I was... I did do that in the beginning” – just delete the “I was” bit and stick with the “I did, etc.” part. Does not include emotions or background noises.

Glossary of terms used above:

- Repeated words – “*obesity, obesity is a...*”
- Half sentences – “*When I talk to... I'll be talking to them about it.*”
- Verbiage – e.g. “you know”, “sort of/kind of”, “like”, “obviously”, “I mean”, etc.
- Repeated short phrases – “*I'd just like to say, thanks... I'd just like to say, thanks.*”
- Poor grammar – “ain't”, “I were going to” (e.g. regional), etc.
- Emotions – [crying], [laughter] [sighs] [loud] [short pause] [long pause]

- Background noises – [person enters room], [phone rings], [coughing], [sneezing]

If you'd like to see all three format styles above in the form of an example copy transcript just ask – we will be happy to produce copies of these for you to peruse to help make your decision easier. If you would like to adapt any of the above styles with any of your own requests or additional we are happy to work to **your** preferred needs – we aim to provide a tailored service. The above will hopefully give you an immediate understanding of the framework we use.

Unclear words

“Inaudible”

We do our very best to transcribe everything that is being said, however on occasion there will be obscured speech for a variety of reasons – background noise such as chairs scraping, sirens/alarms/mobile phones ringing, soft speech/muttering, etc. Where we absolutely cannot make out what is being said we will mark this within the transcript with “(inaudible)” and time-stamp it, e.g. 00:03:01 (3 minutes and 1 second), against the original recording time so that you can easily reference it if you need to.

“Overspeaking”

Where more than one person is talking at once and we absolutely cannot make out what is being said we will insert “(overspeaking)” into the transcript. It is best to prompt speakers to avoid doing this, or to ask parties to repeat what was being said – one at a time!

Identifying speakers

We will identify all speakers as standard and do not charge extra for this. If you do not wish the speakers to be named, or for them to be anonymised this can easily be done. If this needs to be amended later, we can replace names with anything you wish – e.g. FS1 for anonymised female speaker 1, 2, 3 and so on. Otherwise, we normally identify each speaker by first name, marked down the left-hand side of the transcript, on a new line for each new speaker. Where we are unable to identify a speaker, (UMS) (unidentified male speaker) or (UFS) (unidentified female speaker) will be inserted into the transcript down the left-hand margin. The speech will also be time-stamped so you can go back and reference this if you need to.

Research

We also research all unfamiliar names, person and place names, company names, etc., at no extra cost to you. Feel free to provide us with a “vocab sheet” including names that might crop up in the recording, or commonly-used company or industry

acronyms as this is helpful and appreciated by the typists when carrying out the work.

Further reading

To help you get the very best from your transcripts, we have hints and tips articles on most aspects of the recording process – check out our [blog](#) for these. You can also give us a call to chat about your project on 01875 340 892, or email us: fiona@outsource-typing.com.

If you are carrying out research interviews or dictating for the first time take a look at our “[8 Top Tips](#)” article.