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 formal '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, and ensuring all of the important data is captured.

Types of transcripts we can produce

- **Medical Transcription**
  Medico-legal reports, expert witness reports, psychology reports, psychiatry reports, medical notes, summaries, clinic letters, etc.

- **Legal Transcription / HR Transcription**
  Correspondence, memos, court documents for solicitors. We can produce a verbatim transcript of your grievance interviews and disciplinary hearing interviews.

- **Academic Transcription**
  We assist students with dissertations, interviews, academic research and lecturers and professors in transcribing lectures to assist students. We accurately type research interviews.

- **Media Transcription**
  We can transcribe your YouTube videos, radio, video, webinar or podcast content.

- **Market Research Transcription**
  In-depth discussions, one-to-one and multi-speaker interviews, focus groups and group discussions.

- **Property Transcription**
  Correspondence, minutes, building survey reports, inventories, schedule of dilapidations, schedules of condition, homebuyer reports, expert witness reports, check-in/check-out reports, health and safety policies, sales particulars, rental particulars.

- **General Transcription**
  Journalist interviews, conference recordings, seminars, panel discussions, group discussions, sermons, etc.

- **General Typing / Secretarial Tasks**
  Newsletters, risk assessments, CV formatting.

- **Scottish Accent Transcription**
  Based in Scotland with a team of native Scottish speakers and proofreaders, we are best placed to provide your Scottish accent recordings.

Further information on all of the above services can be found here. If there's something you don't see on the list above, don't hesitate to 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 transcript format
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 and can be time-coded for you**:**

1. Full Verbatim
Includes everything that is said:

- Verbiage
- Speech disfluencies
- Repeated words

- Half words
- Half sentences
- Repeated short phrases
- Formal contractions
- Rhetorical questions at end of sentences
- Background noises and emotions
- Meaningless "so"
- Poor grammar/slang
- Emotions
- Background noises
- Meaningless prompts by the interviewer or respondent(s)

Excludes:

- Informal contractions

2. Standard Format
This is a verbatim transcript, but excludes:

- Speech disfluencies
- Repeated words
- Emotions
- Background noises
- Meaningless prompts by the interviewer or respondent(s)
- Informal contractions

But includes:

- Half sentences
- Half words
- Repeated short phrases
- Verbiage
- Rhetorical questions at end of sentences
- Meaningless "so"
- Poor grammar/slang
- Formal contractions

3. Smart Style
This type of transcript avoids the use of:

- Verbiage
- Repeated words
- Repeated short phrases
- Half words
- Meaningless prompts by interviewer or respondent(s)
- Emotions or background noises

- Speech disfluencies
- Rhetorical questions at end of sentences
- Poor grammar
- Informal contractions
- Meaningless "so"

But includes:

- Half-sentences and **significant** pieces of trailing off
- Formal contractions

Key of terms used above:
- Repeated words –
  - "Obesity… obesity is a…"
  - "No, no, no" and "Yes, yeah, yeah"
- Repeated short phrases – "I'd just like to say… I'd just like to say."
- Speech disfluencies/filled pauses –
  - Any noises that are not words, so word stumbling/word scrambling, unintelligible sounds that people can often make that are not words
  - Um, ah, uh-huh, mmm, hmm, er, em
- Half sentences – "When I talk to… I'll be talking to them about it."
- Half words – e.g. def- (perhaps the person seemed like they were going to say, "definitely") – typed as: def-
- Verbiage/discourse markers – e.g. "you know", "sort of/kind of", "like", "obviously", "I mean", etc.
- Formal contractions, e.g. – "let's", "there's", "couldn't", "can't", "won't", etc.
- Informal contractions – "gimme", "lemme", "wanna", "gonna", "kinda", etc., (if not required to keep as is, change to "give me", "let me", "want to", "going to", "kind of").
- Rhetorical questions at end of sentences – e.g. "It's not the same for women, do you know what I mean?", "I know, right?" etc.
- Meaningless "so" at the beginning of a sentence – people do this out of habit and it usually doesn't add anything. Only kept in if it adds any meaning to the sentence or adds some meaning following on from the previous sentence.
- Poor grammar/slang – "yous", "ain't", "I were going to", "we was all at my nan's" (e.g. regional), etc.
- Emotions – [crying], [laughter] [sighs]
- Background noises – [person enters room], [phone rings], [coughing], [sneezing]
- Meaningless prompts by the interviewer or respondent(s), e.g. hmm, yeah, right, okay.

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.

Additional Information

The following are added free of charge, included in the per audio minute rate:

- Paragraphs are added within the document at sensible/natural points.
- Overly long sentences are avoided.
- If there is chatter or discussion irrelevant to the discussion, this will be marked within the transcript at [Dialogue irrelevant to meeting/interview 0:00:00] and timestamped so you can easily reference this should you need to.
- We don't over-edit – i.e. if a speaker says "do not" we would never change to "don't", and vice versa.

Direct quoting

Every now and then someone will read from statement or report and this can be italicised and in speech marks. For longer quoted pieces, they will be displayed within a separate paragraph.

Hearsay-style speech

This is a common occurrence in interview transcripts. See below example:

I was like, no. It's in the contract; you have to be here 10 minutes before. And she was like, when was the last time I was late? I was like, I'm not saying anything about anyone being late; you're not late – you've been really good, you've changed. And I was like, I just need you to come in a few minutes beforehand so we can...

This type of speech is typically introduced with a comma, but can be in speech marks and italicised if you prefer this.

Trailing off/changing tack mid-sentence AND end of sentence
Where someone trails off or changes tack, ellipsis are used:

Mid-sentence example: I would like to thank… Sorry, I would like to thank everyone for attending.

End of sentence example: What more can be done about…?

Joking or laughter

In the standard and smart formats, an exclamation mark is used at the end of a sentence to indicate joking or laughter. For full verbatim, we will use markers: [Laughter] [Laughing], etc.

Foreign accents/broken English
Because to correct the person's speech may mean changing the nature and meaning of what is being said, poor use of English is kept in and is not corrected. This can be corrected for smart and standard formats, if so requested.

General agreement
For focus group discussions, where there is general agreement in the room about a topic or point under discussion, we will mark this on a new line with [General agreement].

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. 0:03:01 (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 (it happens!) 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! These are not traditionally timestamped, but we can timestamp them for you for ease of reference.

Identifying speakers

If required, we will identify individual speakers, where they have introduced themselves on the recording. 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 timestamped so you can go back and reference this if you need to.

Research

As mentioned above, we 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

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sheet" including names that might crop up in the recording, or a crib sheet containing commonly-used company or industry acronyms, names or terms, as this is helpful and appreciated by the typists when carrying out the work. Where our transcriber staff are unable to find correct spellings or references, they will be marked either as a best guess word (e.g. [IGGA 0:03:42]) or as inaudible and timestamped for your ease of reference/review.

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.