The ACT Standards set out the standards that an ACT must adhere to as it relates to:

1. [the quality of transcripts produced by an ACT of an appeal, civil, criminal, family, or small claims court proceeding conducted in](#_Quality_of_Transcripts):  
   * the Superior Court of Justice; and/or
   * the Ontario Court of Justice;

(b) [an ACT’s conduct during their dealings with ordering parties, courts staff, and/or the Ministry in relation to the production of transcripts](#_Conduct_Standards); and

(c) [the renewal of registration requirements for ACTs to be listed on the Registry of ACTs](#_Renewal_of_Registration).

Failure to adhere to such standards may result in the ACT receiving breach points, which may result in the possibility of being removed from the Registry of ACTs.

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| **(a)** | Quality of Transcripts |

ACTs must comply with the court transcript standards as outlined in the Court Transcript Standards and Procedures Manual. The table below sets out the categories used to assess the quality of transcripts and an ACT’s failure to adhere to such court transcript standards.

| **QUALITY OF TRANSCRIPT ASSESSMENT** | | |
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| **#** | **Category** | |
| **1.** | Formatting or errors on the cover page and/or Table of Contents. | |
| **2.** | Incorrect cover colour and/or paper type. | |
| **3 (a).** | Formatting Standards | Improper indentations (+/- mms) |
| **3 (b).** | Incorrect font size and/or type |
| **3 (c).** | Spelling |
| **3 (d).** | Punctuation |
| **3 (e).** | Incorrect lines per page (+/-) |
| **3 (f).** | Spacing |
| **3 (g).** | Business identifiers or advertising |
| **3 (h).** | Errors in page numbers or headers |
| **4 (a).** | Minor Verbatim Errors:  *Such errors have no impact on the substance of the transcript.* | Omission of minor details |
| **4 (b).** | Addition of minor details |
| **4 (c).** | Distortion of minor details |
| **5 (a).** | Medium Verbatim Errors:  *Such errors somewhat change the substance of the transcript.* | Omission of medium details |
| **5 (b).** | Addition of medium details |
| **5 (c).** | Distortion of medium details |
| **6 (a).** | Major Verbatim Errors:  *Such errors fundamentally change the substance of the transcript.* | Omission of major details |
| **6 (b).** | Addition of major details |
| **6 (c).** | Distortion of major details |
| **7.** | Publication Bans, *Youth Criminal Justice Act* (Canada) warnings, etc., that are improperly included or missing | |
| **8.** | Improper inclusions or exclusions | |

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| **(b)** | Conduct Standards |

The table below sets out the standards for the ACT’s conduct during their interactions with ordering parties, court staff, and the Ministry in relation to transcript production.

| **#** | **Standard** | **Failure of Standard** |
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| **1 (a).** | Deliver the ordered transcript within the agreed upon time. | Failure to deliver the ordered transcript does not create delays to the proceedings. |
| **1 (b).** | Failure to deliver the ordered transcript creates delays to the proceedings. |
| **2.** | Comply with the requirements to provide and file the requisite certificates for the ordered transcript and/or the certificates of completion, as outlined in the Transcript Manual and/or the Authorized Court Transcriptionist’s undertaking. | Failure to comply with the requirements to provide and file the requisite certificates for the ordered transcript and/or the certificates of completion, as outlined in the Transcript Manual and/or the Authorized Court Transcriptionist’s undertaking. |
| **3.** | Comply with invoicing requirements, as outlined in the Transcript Manual. | Failure to comply with invoicing requirements, as outlined in the Transcript Manual. |
| **4 (a).** | Charge the regulated fees for transcripts, as stated in Ontario Regulation 94/14 under the *Administration of Justice Act* (Ontario). | If the Authorized Court Transcriptionist charges above the regulated fees, but remedies such conduct once it has been informed of failure of this standard. |
| **4 (b).** | If the Authorized Court Transcriptionist charges above the regulated fees, but refuses to remedy such conduct once it has been informed of failure of this standard. |
| **5.** | Inform the Ordering Party that the requested transcript has previously been transcribed by another Authorized Court Transcriptionist, when this information is provided by the courts’ staff, and as such allowing such Ordering Party to make an informed decision as to whether to contact the other Authorized Court Transcriptionist for a copy of the transcript. | Failure to inform the Ordering Party that the requested court recording has been previously transcribed by another Authorized Court Transcriptionist. |
| **6.** | Provide copies of previously transcribed transcripts at the copy rate, as stated in Ontario Regulation 94/14 under the *Administration of Justice Act* (Ontario). | Failure to provide copies of the previously transcribed transcripts at the copy rate, as stated in Ontario Regulation 94/14 under the *Administration of Justice Act* (Ontario). |
| **7.** | Only charge the Ordering Party for one (1) copy of a previously transcribed appeal transcripts at the copy rate and/or not requiring such Ordering Party to pay for multiple copies of such transcript even though only one (1) copy is required for appeal purposes as outlined in the Transcript Manual and per *R. v. CG*, unless the Ordering Party has been notified to the contrary and has agreed to pay for multiple copies. | Failure to only charge the Ordering Party for one (1) copy of a previously transcribed appeal transcripts at the copy rate and/or requiring such Ordering Party to pay for multiple copies of such transcript even though only one (1) copy is required for appeal purposes. |
| **8.** | Proofread transcripts before the Authorized Court Transcriptionist sends such transcripts to judicial officials for judicial review, as outlined in the Transcript Manual. | Failure to proofread transcripts before the Authorized Court Transcriptionist sends such transcripts to judicial officials for judicial review. |
| **9.** | Release transcripts, which contain rulings, reasons for judgment, reasons for sentence, and/or charges to the jury only after such transcripts have received judicial approval, as outlined in the Transcript Manual and/or the Authorized Court Transcriptionist’s undertaking. | Releasing transcripts, which contain rulings, reasons for judgment, reasons for sentence, and/or charges to the jury prior to receiving judicial approval. |
| **10.** | Abstain from contacting a judicial official, as outlined in the Transcript Manual. | Contacting a judicial official. |
| **11.** | Only produce transcripts from recordings received directly from recording management staff of a court or another Authorized Court Transcriptionist. | Failure to only produce transcripts from recordings received directly from recording management staff of a court or another Authorized Court Transcriptionist. |
| **12.** | Only act within the scope of qualifications (e.g., only accept a bilingual transcript order if the Authorized Court Transcriptionist is listed as Bilingual on the Registry). | Failure to only act within the scope of qualifications. |
| **13.** | Disclose any conflict of interest to the Ordering Party prior to accepting the order for the transcript. | Failure to disclose any conflict of interest to the Ordering Party prior to accepting the order for the transcript. |
| **14.** | Do not engage in forgery in relation to transcript production, for example, without consent, signing another Authorized Court Transcriptionist’s name to a Certificate of Transcript. | Engaging in forgery in relation to transcript production. |
| **15.** | Do not impersonate another Authorized Court Transcriptionist to produce transcripts. Examples include, but are not limited to, using another Authorized Court Transcriptionist’s email accounts, credentials, etc. | Impersonating another Authorized Court Transcriptionist to produce transcripts. |
| **16.** | Do not engage in discriminatory conduct, such as racism and sexism. | Engaging in discriminatory conduct. |
| **17.** | Do not alter or mis-transcribe transcripts. | Altering or mis-transcribing transcripts. |
| **18.** | Disclose and report any new criminal conviction(s). | Failure to disclose and report any new criminal conviction(s). |
| **19.** | Correctly complete the applicable Certificate of Transcript on all transcripts. | Incorrectly complete the applicable Certificate of Transcript on all transcripts. |
| **20.** | Comply with any and all policies, directions, etc., which is posted on the Website for adherence by the Authorized Court Transcriptionists. | Failure to comply with any and all policies, directions, etc., which is posted on the Website for adherence by the Authorized Court Transcriptionists. |
| **21.** | Do not release transcripts with access restrictions, as outlined in the Transcript Manual. | Releasing transcripts with access restrictions. |
| **22.** | Comply with judicial direction. | Failure to comply with judicial direction. |
| **23.** | Adhere to the undertaking issued by the court to the Authorized Court Transcriptionist in relation to the use of court recordings. | Failure to adhere to the undertaking issued by the court to the Authorized Court Transcriptionist in relation to the use of the court recordings. |
| **24.** | Do not publish or broadcast court recordings. | Publishing or broadcasting court recordings. |
| **25.** | Do not share court recordings with non-Authorized Court Transcriptionists, as outlined in the Authorized Court Transcriptionist’ undertaking. | Sharing court recordings with non-Authorized Court Transcriptionists. |
| **26.** | Store court recordings in a secure manner. | Failure to store court recordings in a secure manner. |
| **27.** | Destroy and render inoperable the court recording within thirty (30) days from the earlier of: (a) the day on which the Ordering Party receives the transcript; and (b) immediately upon the transcript order being cancelled. | Failure to destroy and render the court recording inoperable within thirty (30) days from the earlier of: (a) the day on which the Ordering Party receives the transcript; and (b) immediately upon the transcript order being cancelled. |

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| **(c)** | Renewal of Registration Requirements |

ACTs are required to meet the renewal of registration requirements on an annual basis. Such requirements are:

1. a non-expired security screening clearance number;
2. payment of the Invoice (annual fee); and
3. the executed Annual Acknowledgement and Agreement Document.

Failure to meet any of the above will result in the ACT receiving a Deregistration Notification and being removed from the Registry of ACTs. In the event that such failure is rectified, the ACT will be reinstated on the Registry of ACTs.