



Australian Government

Assessment Requirements for PSPTIS042 Manage discourses in general settings

Release: 1

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Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none"> Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified, the candidate must demonstrate evidence of performance of the following on at least two occasions.

- applying code of conduct to work processes
- using problem solving skills to assess barriers to effective communication
- supporting parties to understand and reach agreement on the interpreting process
- deflecting pressure from other parties to perform duties other than interpreting
- seeking debriefing and support where required

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified, the depth of knowledge demonstrated must be appropriate to the job context of the candidate

- factors that may impact interpreting in general settings, including barriers to communication
- communication techniques that facilitate communication flow and discourse management
- culture-specific knowledge to arrange work environment and confirm relationships between and with parties
- strategies and techniques for working with people with special communication needs
- relevant professional standards and codes
- limitations of work role, responsibility and professional abilities
- nature and structure of interpersonal and institutional dynamics
- WHS and risk management practices and procedures relevant to nature of assignment

Assessment Conditions

Assessment of this unit of competency must include use of scenarios, case studies, experiences and examples of interactions with colleagues and clients that demonstrate diverse skills and strategies for managing discourses in general settings.

Consideration must be given to holistic assessment for this unit. Refer to advice in the Companion Volumes.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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