PSPTIS114 Manage interactions in general settings

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to manage the communication setting and pace of interactions in general settings. It includes knowledge of the nature and structure of general interpersonal and institutional dynamics and the ability to recognise personal and professional limitations and seek assistance from appropriate persons.

This unit applies to those working as interpreters in a range of general settings for a variety of purposes.

General settings are those in which the context is broad and routine, the content or complexity of the situation can usually be predicted and planned for, and there are opportunities for error correction. There are typically few, or only two participants. Interpreting may be completed onsite or remotely. The elements of the setting must permit the interpreter opportunities to manage the interaction to ensure that utterances are suitable for retention and recall. Miscommunication or consequences of errors in communicative intent that may occur in this setting are readily managed through consultation and preparation.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian Standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Competency Field

Translating and Interpreting

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Set up interaction.	1.1. Establish assignment requirements with clients.
	1.2. Identify any factors that may compromise interpreter effectiveness.
	1.3. Arrange work environment to assist performance and ensure interpreter safety, comfort and effectiveness.
2. Agree process.	2.1. Confirm relationships between and with participants according to established interpreting and cultural protocols.

		2.2.	Explain the role of the interpreter and identify areas requiring further clarification.
3.	Manage flow of communication.	3.1.	Assess participant attributes and use appropriate communication style.
		3.2.	Advise speakers on length, pace and mode of delivery in a professional and courteous manner.
		3.3.	Address problems affecting communication flow in a culturally appropriate manner.
4.	Monitor and maintain message transfer.	4.1.	Monitor and identify miscommunications.
		4.2.	Seek and provide clarification where required.
		4.3.	Identify personal and professional limitations in managing interaction and take necessary steps to remediate these.
		4.4.	Seek assistance from appropriate persons in challenging situations to manage breakdown in interaction and restore communication.
5.	Evaluate interaction management.	5.1.	Seek and analyse feedback on interactional management from appropriate persons and evaluate effectiveness of performance.
		5.2.	Take advice on issues and solutions and explore and develop strategies to improve practice.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to PSPTIS042 Manage discourses in general settings.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623