



**Australian Government**

# **Assessment Requirements for PSPTIS114 Manage interactions in general settings**

**Release: 1**

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## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- manage interactions on at least two occasions, including:
  - applying code of ethics and conduct to work processes
  - using problem solving techniques to assess and resolve 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 or that are beyond the competence of the interpreter
  - seeking debriefing and support where required.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- factors that may impact interpreting in general settings, including barriers to face to face and remote communication
- communication techniques that facilitate communication flow and interactional management in general settings
- culture-specific knowledge to arrange work environment and confirm relationships between and with parties
- cross-cultural barriers to communication arising from culture-specific attitudes and behaviour and cultural conflicts specific to the language pair
- strategies and techniques for working with people with special communication needs
- relevant professional standards and codes
- limitations of work role, responsibility and professional abilities
- processes for seeking clarification and self-correcting misinterpretations
- Work Health and Safety (WHS) and risk management practices and procedures relevant to nature of assignment
- processes to evaluate effectiveness of performance.

## Assessment Conditions

Skills must be demonstrated in a workplace or simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- scenarios, case studies, experiences or examples of interactions with colleagues and clients that require diverse skills and strategies for managing interactions in general interpreting settings.

Assessors must satisfy the Standards for Registered Training Organisations' 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>