



Australian Government

**Assessment Requirements for PSPTIS140
Demonstrate complex English proficiency in
different subjects and cultural contexts**

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:

- demonstrate the following on at least two occasions:
 - using extended communication skills including verbal skills and non-verbal skills
 - using repetition, clarification and paraphrasing techniques to clarify requirements, address problems and conflict, and reassure others.

Knowledge Evidence

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

- applications of social, official, business and cultural conventions, including:
 - customs, protocols and taboos
 - language varieties
 - idiom and colloquialisms
 - consistent use of forms of address
- standard procedures specific to communication in a particular context
- technical English vocabulary required to support specific context of communication.

Assessment Conditions

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

Assessment must ensure access to:

- scenarios and examples of oral or signed presentations and interactions that illustrate diverse skills and strategies for demonstrating proficiency in English.

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>

