



Australian Government

Department of Education, Employment and Workplace Relations

PSPTIS511A Demonstrate language proficiency in different subjects and cultural contexts

Release: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to conduct complex, creative, routine and non-routine spoken or signed communication in at least two different languages to meet the language and communication needs of translating and interpreting. It involves very effective and fluent communication skills with the ability to conduct negotiations, present information and participate in social and cultural activities at a high level of complexity and fluency. This unit can be used for training delivery and assessment of complex proficiency in any language including English. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication

Application of the Unit

This unit applies to individuals working in any context and at many different levels of responsibility. This unit may be customised for training delivery and assessment of proficiency in any language.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Conduct negotiations in different languages.	<ul style="list-style-type: none">1.1. Establish rapport by using appropriate courtesy protocols, identifying common ground and observing social, cultural and business conventions of the specific language.1.2. Provide explanations, information and supporting details about specific products or services.1.3. Use a range of language functions to conduct <i>negotiations</i>, including introducing formal talk, using turn-taking skills, and agreeing and disagreeing tentatively.1.4. Use prosodic features, gestures and body language effectively.1.5. Exchange and agree to information, including details of personnel, dates, quantities, products and services.1.6. Support negotiations by using any relevant visuals, graphics and other approaches in keeping with the requirements of particular subjects or cultural contexts.
2. Deliver presentations in different languages.	<ul style="list-style-type: none">2.1. Deliver <i>presentations</i> in a style relevant to the purpose and objectives, audience characteristics, occasion and venue.2.2. Present information in a logical and concise manner using sequencing and linguistic linking.2.3. Support presentations with <i>public speaking</i> techniques.
3. Participate in social and cultural activities.	<ul style="list-style-type: none">3.1. Use language and language functions appropriate to given <i>social and cultural activities</i>.3.2. Adapt and modify communication strategies and language functions according to the situation and client requirements.
4. Provide summaries of complex communication.	<ul style="list-style-type: none">4.1. Provide <i>summaries</i> of the purpose and meaning of the original utterance.4.2. Use communication strategies and language functions that support immediate and unhindered communication.4.3. Make appropriate comments between parties to check and clarify meaning.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to use language functions such as presenting, questioning and negotiating, and a sufficiently comprehensive vocabulary to conduct a range of communication in a specific language in a particular context
- analytical skills to:
 - providing summaries that support immediate and unhindered communication
 - interpersonal skills to:
 - using appropriate oral expression and vocabulary to conduct negotiations, make presentations and participate in varied social and cultural activities
- problem solving skills to:
 - apply problem solving and conflict resolution techniques to communication
 - use cross-cultural communication skills in relation to the language being assessed and the associated culture, in order to undertake the full range of social and cultural activities

Required knowledge

- comprehensive technical vocabulary required to support specific context of communication
- standard procedures specific to communication in a particular context
- key information and information sources in relation to operations and functions in a particular language and cultural context
- key information and standard procedures specific to negotiating in a particular social and cultural context
- applications of social, business and cultural conventions specific to the language being assessed, including:
 - social conventions and consistent use of forms of address
 - customs, protocols and taboos
 - dialect, idiom, colloquialisms and language conventions

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms the candidate's ability to conduct complex, creative, routine and non-routine spoken or signed communication to meet the language and communication needs of translating and interpreting. This includes:

- interacting, establishing and maintaining rapport with in a range of subject and cultural contexts, in the language being assessed.
- using a range of language functions appropriate to negotiating, conducting presentations, and participating in social and cultural activities according to the needs of particular social and cultural contexts and settings
- using a range of extended non-verbal communication skills effectively, as well as verbal skills such as narrative and descriptive statements
- using repetition, clarification and paraphrasing techniques to clarify requirements, address problems and conflict, and reassure others

Context of and specific resources for assessment

Assessment of this unit of competency must ensure the opportunity and resources to provide examples of activities that show the candidate:

- making presentations, presenting commentary and facilitating communication between parties engaged in complex issues while using the language being assessed
- using relevant and current communication materials, resources and equipment, such as dictionaries, glossaries, researched information, subject and cultural information, presentation equipment and microphones for media and audience presentations

Assessment may make use of scenarios, case studies, previous experiences and, where possible, examples of interactions with colleagues and clients which illustrate a range of skills and strategies for demonstrating proficiency in languages.

A range of assessment methods should be used to assess the candidate's practical skills and knowledge. The following

examples are appropriate for this unit:

- oral testing of conversational language use
- direct observation of the candidate communicating and interacting in the language being assessed
- role-play activities that simulate language use and communication in a range of subject and cultural contexts
- written and oral questioning or interview to test knowledge of the functions of the language, culture, social and cultural conventions and cross-cultural communication requirements
- review of portfolios of evidence and third-party reports of professional performance by the candidate

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Negotiations may be conducted in the context of:

- meeting and event activities and venues
- tour and guiding services
- accommodation
- international business
- finance and marketing activities
- business arrangements involving contracts and assignments
- government and community services
- legal services
- media and publishing
- immigration
- education and children's services
- commercial contracts and ventures
- health and welfare services

Presentations may include:

- arguments
- persuasion
- debates
- narratives
- reports
- factual information
- creative productions

Public speaking techniques may include:

- audience engagement
- humour
- irony
- word play
- voice projection and intonation
- placement and movement
- timing
- non-verbal gestures and communication
- audience participation
- demonstrations and visual aids

Social and cultural

- formal and informal meetings

activities may include:

- interacting with a range of people from different:
 - values and cultures
 - age groups
 - social status
- introductions and invitations
- ceremonies and celebrations
- personal and family relationships and obligations
- business and financial meetings

Summaries may include:

- factual and personal information
- cultural references and conventions
- literary conventions
- instructions and arrangements
- information about meetings, events, tours and places of interest
- information about products, services, facilities, options, advice and treatment

Unit Sector(s)

Not applicable.

Competency field

Translating and Interpreting.