Australian Government

Department of Education, Employment and Workplace Relations

PSPTIS608A Interpret through communication media

Revision Number: 1

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

PSPTIS608A Interpret through communication media

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the outcomes required to use technology to support interpreting in visual or physical isolation. The unit addresses awareness of the technology available for interpreting situations, the potential impact of the technology on the interpreting assignment and its outcomes and the management skills required to adjust delivery to take account of the constraints and advantages of the technology.

Application of the Unit

Application of the unit	This unit applies to all consecutive and simultaneous interpreting in dialogue settings and may have applications for interpreting for people in remote, interstate and international locations via telephone, video conferencing, call centre or conference call, internet modes of delivery and TTY.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills	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 required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare environment and participants.	1.1 Prepare **resources** appropriate to **communication medium** and make necessary **environmental adjustments**. 1.2 Consult technical support staff to establish equipment conditions and access to become familiar with specific technology. 1.3 Undertake **technical management** and confirm the process and purpose of the assignment. 1.4 Seek **information about people and context** and identify issues which may affect the process or outcomes and take **necessary action** to address problems.
2 Adapt delivery to equipment.	2.1 Effect introductions and confirm process of interpreting by telephone or video link and relevant roles and conditions. 2.2 Adjust volume and position of equipment for audibility or visibility and adjust delivery to be heard or seen. 2.3 Identify and use **terms of address** appropriate to the medium. 2.4 Identify physical challenges posed by the communication medium and make recommendations to address them. 2.5 Act assertively to address technological. problems.
3 Manage discourse.	3.1 Adapt delivery to physical requirements and constraints of the technology. 3.2 Use open strategies to manage communication flow in a culturally appropriate manner 3.3 Use a range of strategies to adjust and adapt to rapidly changing subjects and context matters, dialects and regional variations and register.Take notes to support retention and recall and seek clarification or repetition when necessary. 3.4 Use overt strategies to manage communication breakdown. 3.5 Monitor occupational health and safety issues arising from using communication equipment and take preventative action.
4 Evaluate delivery	4.1 Evaluate appropriateness of technology chosen. 4.2 Evaluate own adaptation of delivery to the

ELEMENT	PERFORMANCE CRITERIA
	technology.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- analytical skills to:
    - assess the suitability of the medium and adapt for specific assignments
    - identify and address limitations in technology and the impact on interpreting
- communication skills to:
    - negotiate technology and communication requirements with clients
    - discuss and resolve OHS issues, including breaks, seating, physical and vicarious trauma
    - inform and educate parties on interpreting protocols and expectations related to using technology and distance media
    - advise of equipment or transmission failure and request remedies
- initiative and enterprise skills to adapt practices to communication media and seek assistance to address problems
- language skills to:
    - achieve effective message transfer and performance given the applications of communication media
    - adapt to language variations, dialects and register
    - project voice and speak or sign fluently and clearly

- learning skills to expand capabilities in new communications media
- literacy skills to:
    - access and use information and instructions related to communication media
    - research information on communication media and its limitations and advantages
- organisational skills to:
    - optimise the benefits of communications media for remotely located parties
    - meet professional obligations and assignment undertakings
- problem-solving skills to:
    - develop strategies for addressing limitations of communications media
    - manage communication breakdown, including withdrawal from assignment
- self-management skills to:
    - ensure suitable work environment, including adequate light, physical comfort and ergonomic work practices
    - undertake skills development in the use of communication media for interpreting

REQUIRED SKILLS AND KNOWLEDGE

- technical skills to use communication media effectively
- discourse management skills to ensure that communication is effective and meets clients' needs.

Required knowledge

- suitability and limitations of communications media and applications for interpreting
- OHS practices and procedures in relation to using communication equipment
- source and target languages to the level required for assignments using communication media
- area and culture-specific knowledge relevant to subject and client context of assignment
- tools and equipment relevant to assignments using communications media

Evidence Guide

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 ability to use technology to support interpreting in visual or physical isolation, including: • collaborating with clients and technical experts to ensure effective use of the technology • familiarity with the range of technology available and techniques for their use • identifying and addressing technical needs and problems • sourcing relevant assignment-specific information • adjusting delivery to take account of the constraints and advantages of the technology • using a range of strategies and resources to facilitate communication flow and support retention • adapting delivery to a range of assignment challenges
Context of and specific resources for assessment	Evidence for assessment of this unit of competency will make use of scenarios, case studies, experiences and, where possible, examples of interactions with colleagues and clients which illustrate a range of skills and strategies for using communication media to support interpreting. Resources for assessment include: • a range of assignments or scenarios demonstrating the use of communications technology • using a variety of equipment and communications technology • examples of preparation in a range of subject and cultural contexts • In addition to practical skills demonstration in a simulated interpreting situation, evidence for assessment may be gathered to demonstrate a range of experiences in interpreting using communication media. Evidence could include examples of negotiations with clients and participant expectations..

Range Statement

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.

Resources may include:	• note-taking tools • glossaries • dictionaries • information and references about parties and communication purpose
Communication medium may include:	• standard telephone • dual handset phone • hands free phone • TTY • conference phone • video equipment for video link • microphone • internet connections and relevant software • wireless microphones and headsets
Environmental adjustments may refer to:	• noise and visual distractions • privacy and potential interruptions • conference call conditions • call-waiting • checking availability and working condition of required equipment • seating and positioning • comfort and safety issues • visual aids and additional resources and information.
Technical management may include:	• ***checking operation and condition of equipment*** • ***ensuring familiarity with equipment operating instructions*** • ***accessing technical support*** • ***anticipating and managing equipment breakdown*** • ***requesting alternative equipment or physical space***.
Information about people and context may include:	• purpose of assignment and client requirements • parties involved and present • names, gender, age, titles of parties

RANGE STATEMENT	
	• location of parties • time at locations • physical aspects and relevant conditions at locations • need for visual references • special communication needs of parties • nature of assignment and related issues
Necessary action may include:	• access to reference material • adjusting issues of audibility, visibility and ambient noise • choice of direct and indirect speech • clarification of protocols • clarifications relating to remote locations • clarifying roles • direct questions to parties • directions on use of handsets • asserting control of discourse • managing lack of visual contact

Unit Sector(s)

Not applicable.

Competency field

Competency field	Interpreting