



Australian Government

PSPGEN040 Work with interpreters

Release: 1

PSPGEN040 Work with interpreters

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPGOV419A Work with interpreters. • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to work with interpreters in an official capacity. It includes identifying interpreting needs, making preparations for using interpreting services, conducting a meeting using interpreting services and monitoring the safety and wellbeing of interpreters.

This unit applies to those working in generalist and specialist roles within the public sector.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently performing complex tasks in a range of familiar and unfamiliar contexts.

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

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	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 of conditions section.

1. Identify interpreting needs	1.1 Identify the need for interpreting services, the type of service and client preferences in consultation with the client or client representative. 1.2 Determine the purpose of interpreting to ensure the competency of the interpreter meets organisational requirements. 1.3 Identify interpreting language and determine any specific requirements to support interpreting service. 1.4 Advise client, where client refuses interpreting services but they are needed for communication, that communication cannot proceed and negotiate access to interpreting services at least for interviewer or defer communication. 1.5 Record details of interpreting needs.
2. Make preparations for using interpreting services	2.1 Identify and clarify legal and ethical responsibilities relating to the use of interpreters if necessary. 2.2 Coordinate client appointments with interpreter bookings to ensure the need for interpreting services is met in accordance with client needs. 2.3 Allocate additional time to appointments to allow for interpreting needs. 2.4 Provide full details of interpreting requirements at time of booking to ensure efficiency and effectiveness of process. 2.5 Arrange any specific requirements to support interpreting service in accordance with client and organisational needs.
3. Conduct a meeting/ interview using interpreting services	3.1 Make positioning arrangements in consultation with the interpreter, and confirm the role and ethical requirements of the interpreter. 3.2 Make introductions, and provide time for the interpreter and client to familiarise themselves to ensure a good understanding of language and other cultural issues. 3.3 Direct communication to the client. 3.4 Inform client of a need for clarification from the interpreter before it is sought. 3.5 Use judgment to address or refer problems resulting from cultural/societal differences, situational or ethical issues. 3.6 Close the meeting and debrief the interpreter as required.
4. Monitor the safety and wellbeing of interpreters	4.1 Conduct induction of interpreters into environment. 4.2 Monitor safety of interpreters. 4.3 Provide safety equipment as required in accordance with the environment. 4.4 Protect interpreters from physical contact or harassment from clients. 4.5 Monitor stress levels of interpreters and offer debriefing and/or

	counselling services as required.
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Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV419A Work with interpreters.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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