



Australian Government

PSPGEN103 Work with interpreters

Release: 1

PSPGEN103 Work with interpreters

Modification History

Supersedes and is not equivalent to PSPGEN040 Work with interpreters.

Application

This unit describes the performance outcomes, skills and knowledge required to work with interpreters in an official capacity.

This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit work independently, performing complex tasks in a range of familiar and unfamiliar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Identify interpreting needs.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify need for interpreting services and type of service required.
- 1.2. Identify primary or secondary interpreting language and determine any specific requirements to support interpreting service.
- 1.3. Discuss any reluctance to have an interpreter present with client and reach an acceptable solution in accordance with relevant policy and procedures.
- 1.4. Record details of interpreting needs.

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| 2. Prepare to engage interpreting services. | <ul style="list-style-type: none">2.1. Identify and clarify legal and ethical responsibilities relating to engagement of interpreters.2.2. Provide full details of interpreting requirements at time of booking to ensure appropriate matching of interpreter to requirements.2.3. Ensure the interpreter engaged has appropriate credentials or qualifications to meet requirements of the communicative encounter.2.4. Coordinate client appointments with interpreter bookings to ensure need for interpreting services is met.2.5. Allocate appropriate time to appointments to allow for interpreting.2.6. Arrange any specific requirements to support interpreting service. |
| 3. Conduct a meeting or interview using interpreting services. | <ul style="list-style-type: none">3.1. Make positioning arrangements in consultation with interpreter and confirm all parties understand role and ethical responsibilities of the interpreter.3.2. Make introductions and provide time for 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 that where clarification or repetition is required from interpreter, it will be requested to support accurate communication.3.5. Use judgment to address or refer problems to appropriate personnel.3.6. Close meeting and debrief interpreter as required. |
| 4. Monitor the safety and wellbeing of interpreters. | <ul style="list-style-type: none">4.1. Provide safety equipment in accordance with the environment.4.2. Protect interpreters from physical contact or harassment from clients.4.3. Monitor stress levels of interpreters and offer debriefing and counselling services.4.4 Monitor interpreter fatigue and provide appropriate breaks. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Oral communication skills to:

- interact with clients and interpreters.

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN040 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>

Assessment Requirements for PSPGEN103 Work with interpreters

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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 on at least one occasion:

- brief interpreter on subject matter, situation and environment they will encounter
- prepare to ensure effectiveness and efficiency of interpreting experience
- tailor communication to suit the requirements of client understanding and the interpreting environment.

Knowledge Evidence

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

- legal and ethical requirements of working with interpreters
- process for accessing interpreting services
- cultural aspects of communication with diverse client groups
- dynamics and cultural aspects of the interpreting situation
- importance of positioning arrangements and non-verbal clues in communication via interpreters
- strategies for working effectively with interpreters
- language requirements of working with interpreters
- interpreters' code of ethics
- complaint or grievance mechanisms for participants when working with interpreter services
- interpreter certification and qualifications
- legislation, policies, procedures and protocols relating to working with interpreters.

Assessment Conditions

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

Assessment must ensure access to:

- legislation, policies, procedures and protocols relating to working with interpreters
- interpreters' code of ethics
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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