



Australian Government

Assessment Requirements for PSPTIS044 Demonstrate routine LOTE proficiency in different subjects and cultural contexts

Release: 1

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Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified, the candidate must demonstrate evidence of performance of the following on at least two occasions.

- using communication skills in a LOTE to:
 - establish rapport
 - interact positively and courteously in varied interactive workplace communications
 - question about needs and preferences
 - use diverse, effective non-verbal communication skills

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified, the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- aspects of verbal and non-verbal communication that support effective negotiation and interaction in the LOTE being assessed
- applications of social, business and cultural conventions specific to the LOTE being assessed, including:
 - consistent use of forms of address
 - customs, protocols and taboos
 - dialect, idiom, colloquialisms and language conventions

Assessment Conditions

Assessment of this unit of competency must require the candidate to participate in signed or spoken LOTE transactions.

Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Consideration must be given to holistic assessment for this unit. Refer to advice in the Companion Volumes.

Assessors must satisfy the NVR/AQTF mandatory competency 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>

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