



Australian Government

PSPTIS045 Demonstrate routine English proficiency in different subjects and cultural contexts

Release: 1

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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.

Application

This unit describes the skills required to conduct predictable and non-routine, varied communications, transactions and interactions in English, to meet the oral language and communication needs of interpreting in general settings. It involves conversing with others, providing detailed information and advice, responding to unpredictable situations and conducting negotiations at a functional level.

This unit applies to those working as interpreters in a range of fields or contexts.

There is no direct parity with any formal language proficiency ratings or assessment framework, but this unit broadly relates to International Second Language Proficiency Rating (ISLPR) 3.

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 industry codes and standards for ethical translating and interpreting adhered to.

Those undertaking this unit would work independently using support resources as required, while performing specific tasks in a range of contexts.

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

Competency Field

Translating and interpreting

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. Converse with others	1.1 Use techniques to extend interactions with others. 1.2 Seek and offer additional information and assistance to support quality of communication and service. 1.3 Support communication with comments on topical familiar matters, workplace business and events. 1.4 Use non-verbal communication to convey an acceptance of and sensitivity towards others.
2. Provide detailed information and advice	2.1 Identify need for detailed information and advice. 2.2 Convey detailed information and advice using narrative and descriptive statements. 2.3 Repeat, paraphrase and clarify communications to avoid misunderstanding and to explain difficult points. 2.4 Use workplace documents, materials and other references to support explanations as required.
3. Respond to unpredictable situations and problems	3.1 Identify key facts of problems and facilitate solutions through open communication with relevant people. 3.2 Provide appropriate advice in response to requests, unpredictable situations and problems. 3.3 Convey appropriate apologies and expressions of regret as required.
4. Negotiate a simple agreement	4.1 Exchange key information and reach agreement on details. 4.2 Provide appropriate explanations about products and services. 4.3 Achieve mutual understanding and agreement.

Foundation Skills

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

Unit Mapping Information

No equivalent unit.

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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Assessment Requirements for PSPTIS045 Demonstrate routine English proficiency in different subjects and cultural contexts

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 English 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 language being assessed
- applications of English language social, business and cultural, 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 transactions in English.

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

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