



Australian Government

PSPTIS082 Interpret through communication media

Release: 1

PSPTIS082 Interpret through communication media

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 PSPTIS608A Interpret using communication media. • PC 3.1 removed • PC 3.2 added • PC 3.2 and 3.3 revised • PC 4.2 and 4.3 added • 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 use technology to support interpreting in visual or physical isolation. The unit requires familiarity with the technology available for interpreting situations and the potential impact of the technology on the interpreting assignment and its outcomes. It outlines the management skills required to adjust delivery to take account of the constraints and advantages of the technology.

This unit applies to those working as interpreters in all consecutive and simultaneous modes in dialogue settings conducted through communication media and may have applications for interpreting for people in remote, interstate and international locations via telephone, video conferencing, call centres or conference calls, internet modes of delivery and TTY. The physical barrier of technology confirms this as a complex setting.

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 a broad range of support resources as required, while performing sophisticated tasks in a range of specialised 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. Prepare environment and participants	1.1 Prepare resources appropriate to communication medium and make necessary adjustments to work environment. 1.2 Consult technical support staff to establish equipment conditions and gain access to become familiar with specific technology. 1.3 Manage technology and confirm the process and purpose of the assignment. 1.4 Seek information about the people and context and identify and address issues that may affect the process or outcome.
2. Adapt delivery to equipment	2.1 Conduct initial 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 accordingly. 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 Use overt strategies to manage communication flow in a culturally appropriate manner. 3.2 For spoken languages, take notes to support retention and recall and seek clarification or repetition when necessary. 3.3 Use a range of strategies to adjust and adapt to rapidly changing emotions, circumstances and technical challenges. 3.4 Use overt strategies to manage communication breakdown. 3.5 Monitor workplace health and safety issues arising from using communication equipment and take preventive action.
4. Evaluate delivery	4.1 Evaluate suitability of technology chosen and own adaptation of delivery to the technology. 4.2 Determine personal impact of assignment and identify need for debriefing and counselling. 4.3 Discuss issues and solutions and explore process improvement strategies.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading NA					Writing					Oral communication					Numeracy NA				

Performance variables:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

This unit supersedes and is equivalent to PSPTIS608A Interpret using communication media.

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 PSPTIS082 Interpret through communication media

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. Assessment Requirements created drawing upon specified assessment information from superseded unit

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.

- collaborating with clients and technical experts to ensure effective use of the technology
- discussing and resolving WHS issues, including length of assignment, breaks and physical and vicarious trauma
- using diverse strategies and resources to facilitate communication flow and support retention

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.

- suitability and limitations of communications media and applications for interpreting
- WHS practices and procedures in relation to using communication equipment
- tools and equipment relevant to assignments using communications media

Assessment Conditions

Assessment of this unit of competency must include use of practical skills demonstration in a simulated interpreting situation and should demonstrate diverse experiences in interpreting using communication media. Assessment will make use of scenarios, case studies, experiences and examples of interactions with colleagues and clients that demonstrate diverse skills and strategies for using communication media to support interpreting.

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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