



Australian Government

Assessment Requirements for PSPTIS083 Manage discourses in complex settings

Release: 1

Assessment Requirements for PSPTIS083 Manage discourses in complex settings

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 Assessment Requirements created drawing upon specified assessment information from superseded unit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

- supporting parties to understand and reach agreement on the interpreting process
- managing challenging situations, participants and personal responses while remaining assertive and culturally sensitive
- applying standards of professional and ethical conduct

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.

- factors that may impact interpreting in complex settings, including barriers to communication
- communication techniques that facilitate communication flow and discourse management in complex settings
- culture-specific knowledge to manage communication flow with diverse discourse participants, including those with a disability and special communication needs
- limitations of work role, responsibility and professional abilities
- modes of interpreting and their appropriateness and implications for complex settings
- nature and structure of complex interpersonal, institutional and meeting dynamics
- WHS and risk management practices and procedures relevant to nature of assignments

Assessment Conditions

Assessment of this unit must demonstrate diverse experiences in managing discourses in complex settings. Assessment may include scenarios, case studies and examples of negotiations with client and participant expectations. Assessment must include evidence of decision making, and examples of interactions with colleagues and clients that demonstrate diverse skills and strategies for managing discourses in complex settings.

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>

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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