



Australian Government

PSPTIS089 Demonstrate complex 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 complex, creative, routine and non-routine spoken or signed communication in English, to meet the oral language and communication needs of interpreting in complex settings. It involves applying proficient oral communication skills to conduct negotiations, present information and participate in social and cultural activities.

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) 4 and 4+.

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. They would perform complex 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. Participate in social and cultural activities	1.1 Use English language and language functions appropriate to varied social and cultural activities. 1.2 Adapt and modify communication strategies and language functions according to the situation and participant requirements.
2. Deliver presentations in English	2.1 Present information using sequencing and linguistic linking. 2.2 Deliver presentations in a style relevant to the purpose and objectives, audience characteristics, occasion and venue. 2.3 Support presentations with public speaking techniques.
3. Negotiate and persuade	3.1 Use appropriate courtesy protocols to establish rapport, identify common ground and observe social, cultural and business conventions of English. 3.2 Use a range of English language functions to provide explanations, information, advice and supporting details. 3.3 Use a range of language functions for negotiations. 3.4 Use intonation, voice tone and signalling expressions effectively. 3.5 Use prosodic features, gestures and body language effectively. 3.6 Exchange and agree to information about the subject of negotiation.
4. Provide summaries of complex oral or signed communication	4.1 Make appropriate comments to check and clarify meaning. 4.2 Provide summaries of the purpose and meaning of the original utterance. 4.3 Use communication strategies and English language functions that support immediate and unhindered communication.

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 PSPTIS089 Demonstrate complex 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 extended communication skills including verbal skills and non-verbal skills
- using repetition, clarification and paraphrasing techniques to clarify requirements, address problems and conflict, and reassure others

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.

- technical English vocabulary required to support specific context of communication
- standard procedures specific to communication in a particular context
- applications of social, business and cultural conventions specific to English, including:
 - consistent use of forms of address
 - customs, protocols and taboos
 - dialect, idiom, colloquialisms and language conventions

Assessment Conditions

Assessment must include use of scenarios and examples of oral or signed presentations and interactions that illustrate diverse skills and strategies for demonstrating proficiency in English.

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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