



Australian Government

# **Assessment Requirements for PSPTIS116 Demonstrate routine language proficiency in different subjects and cultural contexts**

Release: 1

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## **Modification History**

Not applicable.

## **Performance Evidence**

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- participate in two transactions in a designated language using communication skills 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**

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

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

## **Assessment Conditions**

Skills must be demonstrated in a workplace or simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- scenarios, case studies, experiences or examples of interactions with colleagues and clients that require diverse skills and strategies for transactions in the designated language.

Assessors must satisfy the Standards for Registered Training Organisations' 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>