



Australian Government

PSPTIS116 Demonstrate routine language proficiency in different subjects and cultural contexts

Release: 1

PSPTIS116 Demonstrate routine language proficiency in different subjects and cultural contexts

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to conduct predictable and non-routine, varied communications, transactions and interactions in a designated language to meet the oral or signed 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.

RTOs delivering this unit must ensure that learners have sufficient capability in the designated language to undertake this unit.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian Standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this 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.

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 essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is not equivalent to PSPTIS044 Demonstrate routine LOTE proficiency in different subjects and cultural contexts and PSPTIS045 Demonstrate routine English proficiency in different subjects and cultural contexts.

Links

Companion Volume implementation guides are found in VETNet -

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

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

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>