



**Australian Government**

# **Assessment Requirements for PSPTIS134 Manage interactions in complex settings**

**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:

- manage interactions in complex settings on at least two occasions, one of which must involve multiple parties, including:
  - using assertiveness, mode switch and other overt techniques to maintain communication flow in complex settings involving physical or visual barriers to interaction
  - 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**

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

- factors that may impact interpreting in complex settings, including barriers to communication
- communication techniques that facilitate communication flow and interactional management in complex settings
- culture-specific knowledge to manage communication flow with diverse interaction participants, including those with a disability or 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
- Work Health and Safety (WHS) and risk management practices and procedures relevant to nature of assignments
- processes to evaluate effectiveness of performance.

### **Assessment Conditions**

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

Assessment must ensure access to:

- scenarios, case studies or examples of negotiations and decision making with clients
- examples of interactions with colleagues and clients that require diverse skills and strategies for managing interactions in complex interpreting settings.

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>