



Australian Government

PSPTIS134 Manage interactions in complex settings

Release: 1

PSPTIS134 Manage interactions in complex settings

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to manage interactions in complex interpreting settings. It includes knowledge of the nature and structure of complex interpersonal, institutional and meeting dynamics and the ability to apply effective solutions to challenges that arise during the interaction. It includes planning and confirming the interactional process, managing the communication flow, and reviewing and evaluating the interactional management process.

This unit applies to those working as interpreters in a range of complex settings for a variety of purposes, including those working as interpreters in consecutive and simultaneous (in the case of signed language to spoken and vice versa) modes, either alone, or collaboratively as part of a team.

Complex settings are those that may involve specialised subjects requiring a high level of subject knowledge, or intense assignment specific preparation. The elements of the setting, or the number of parties involved, may limit the interpreter from managing the interaction. In the complex dialogue setting, the interpreter may be required to switch modes in a challenging environment, where there is a range of participant interests and personal welfare and safety issues that need to be considered.

Interpreting in this setting typically requires high levels of accuracy and accountability and assignments involving formality, or participants with high status and accountability. The content of communication may not easily be predicted or planned for, and there are limited opportunities for error correction. The consequences of errors in communicative intent can have significant implications.

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

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Plan and agree on process.
 - 1.1. Establish assignment context and requirements with client to plan to achieve desired outcomes.
 - 1.2. Identify factors that may compromise interpreter effectiveness, and make adjustments where possible.
 - 1.3. Confirm relationships between and with participants and participant expectations of interaction.
 - 1.4. Negotiate mutual agreement on roles, purpose and process of interaction appropriate to situation and participants.
2. Manage flow of communication.
 - 2.1. Analyse interaction setting and attributes and communication preferences of participants.
 - 2.2. Select appropriate communication styles effective in complex settings, including appropriate interpreting mode.
 - 2.3. Adapt strategies to the requirements of equipment and technology where appropriate.
 - 2.4. Identify and address problems in message transfer and factors affecting communication flow promptly and according to established techniques.
 - 2.5. Identify and address communication challenges arising from cross-cultural differences and participant relationships and attributes.
 - 2.6. Seek assistance where required to manage breakdown in interaction and restore communication.
3. Evaluate interaction management.
 - 3.1. Seek and analyse feedback on interactional management and evaluate effectiveness of performance.
 - 3.2. Determine personal impact of assignment and identify need for debriefing or counselling.
 - 3.3. Take advice on issues and solutions and consider and implement strategies to improve process and outcomes of future assignments.

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 PSPTIS083 Manage discourses in complex settings.

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 PSPTIS134 Manage interactions in complex settings

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.

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