



Australian Government

Department of Education, Employment and Workplace Relations

PSPTIS607A Interpret as part of a team

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit describes the outcomes required to interpret in collaboration with one or more other interpreters as part of an interpreting team or in relay, observing each other's work and providing practical support to achieve effective communication that satisfies professional and industry standards, including occupational health and safety standards.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication

Application of the Unit

This unit applies to interpreting in both consecutive and simultaneous modes, in dialogue or monologue settings and includes team, tandem and relay interpreting.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

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 statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Clarify assignment requirements	1.1 Identify and confirm assignment requirements with client, including <i>conditions of engagement, physical work environment</i> and performance expectations. 1.2 Confirm <i>attributes of team</i>, physical work environment and performance expectations with other team members. 1.3 Negotiate agreed approach to achieve best quality and safest outcomes.
2 Prepare as a team	2.1 Consult as a team to obtain background materials and establish <i>interpreting process</i>. 2.2 Analyse physical work environment and collaborate on required adjustments. 2.3 Seek briefing to assess <i>linguistic requirements</i> and address <i>technical concerns</i>. 2.4 Introduce team to discourse participants and explain role and process of interpreting.
3 Undertake team assignment	3.1 Implement agreed interpreting process and monitor time. 3.2 Rotate interpreting according to industry standards and in line with situation and <i>established techniques</i>. 3.3 Provide <i>appropriate support</i> to other team members. 3.4 Monitor other team members' delivery, and <i>prompt</i> and <i>feed</i> in an <i>appropriate manner</i> to facilitate and enhance colleague and team performance. 3.5 Accept prompts and feeds in a manner that does not compromise delivery.
4 Evaluate team performance	4.1 Discuss performance with team members in a confidential setting and in a professional and constructive manner, and evaluate problems encountered and effectiveness of assignment in line with client requirements. 4.2 Consider and implement adjustments to improve future process and outcomes.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- discourse management skills to:
 - switch with team colleague in a manner that does not interrupt communication
- interpersonal skills to:
 - negotiate conditions of engagement with clients
 - reach agreement with team members on the conditions and requirements of assignments
 - interact with colleagues in a supportive and collaborative manner
 - work effectively with colleagues to achieve effective outcomes
- literacy skills to:
 - prepare required background material and resources on subject and context in an agreed and consistent format
 - produce records of key information, for self and others in team or tandem interpreting
- organisational skills to
- prepare and administer resources and documentation relating to assignment
- apply codes of practice and other legislative requirements to work processes
- problem-solving skills to:
 - intervene in matters of occupational health and safety to maintain integrity of output
 - address factors that may compromise effective performance working in teams
 - change conditions to enhance communication flow
- research skills to collaborate with team members in sourcing and sharing information specific to assignment
- self-management skills to:
 - mentally order information for message transfer
 - interpret in a professional manner
 - seek debriefing and support where required
- technology skills to use office equipment and information and communications technology for team interpreting purposes

Required knowledge

- professional techniques and protocols for team rotation
- relevant codes of ethics
- communication techniques that facilitate interpreting process in team
- team feedback and evaluation techniques

- language structure, dialects and idioms in source and target languages
- legal requirements, professional procedures and guidelines, ethical practices relating to interpreters, including confidentiality and privacy requirements
- limitations of work role, responsibility and professional abilities within team relationship and dynamics
- modes of interpreting and techniques for managing mode switches
- OHS and risk management principles and practices to ensure team physical safety and comfort
- research methods to collaboratively undertake intense assignment-specific preparation
- strategies to assist retention of information and recall of source messages in a consistent manner

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms the ability to interpret in collaboration with one or more other interpreters as part of an interpreting team or in relay, observing each other's work and providing practical support to achieve effective communication. This includes:

- applying professional and industry standards for team interpreting
- maintaining occupational health and safety standards
- negotiating agreement on terms and conditions of assignment with team colleagues
- collaborating with team members on research, language requirements and actual work setting
- applying agreed techniques for rotating with team
- monitoring and supporting team members
- using constructive feedback in evaluation of team members' performance

Context of and specific resources for assessment

Evidence for assessment of this unit of competency will make use of scenarios, case studies, experiences and, where possible, examples of interactions with colleagues and clients which illustrate a range of skills and strategies for interpreting as part of a team.

Resources for assessment include:

- a range of occasions for observation of candidate interpreting in teams
- research material demonstrating evidence of team collaboration
- information from team feedback and evaluation

Evidence will be provided from a range of real or simulated team interpreting assignments and from questioning in real and scenario settings.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Conditions of engagement may include:

- attributes of team assembled for assignment, including:
 - size
 - experience
 - gender
 - skills set
- preparation required, including:
 - past and current documentation
 - existing glossaries
 - rehearsals
- briefing and evaluation requirements
- administrative details, such as:
 - remuneration
 - accommodation
 - travel
- working conditions, such as:
 - breaks
 - interpreting modes

Physical work environment may include:

- seating, positioning and other logistical arrangements
- environmental factors, such as:
 - amplification
 - lighting and visibility
 - ventilation

Attributes of team may include:

- compatible skill levels
- relay interpreter
- tandem interpreter
- unqualified relay person
- familiarity with subject matter
- language direction
- potential conflicts of interest

Interpreting process

- role definitions and sharing, including:

may include:

- sharing prior knowledge and precedents
- skills matching
- role of lead interpreter, with responsibility to:
 - obtain and allocate papers and background material
 - arbitrate conditions of engagement and OHS issues
 - assume overall responsibility for team performance
- methodology, including:
 - allocation of interpreters to speaker or signer
 - allocating times for each interpreter
 - contingencies
 - language direction
 - support processes, such as prompting techniques and cues
 - agreeing signs and expressions or terminology
 - monitor colleague interpreter delivery, and step in as necessary
- mentoring
- briefing and evaluation

Linguistic requirements may include:

- dialectic characteristics of individual discourse participants
- confirming and clarifying terms
- discussing roles
- content level of discourse
- idiosyncratic language use
- environmental constraints

Technical concerns may include:

- method of delivery
- audio-visual (AV) media
- environmental issues
- seating and positioning arrangements
- timing of breaks
- impact of support technology and processes
- line of sight
- need for relay

Established techniques for rotating interpreters may include:

- giving and receiving cues for role switch
- switching roles at scheduled and unscheduled times
- switching roles in a manner that does not compromise delivery

Appropriate support may include:

- remaining actively aware of discourse
- filling in during breaks
- signalling when support is needed
- watching for cues
- providing feedback during assignment breaks
- keeping records that are meaningful to colleagues
- explaining switching and prompting to parties
- handing over to other interpreter after prescribed length of time
- alerting other interpreter to be listening or watching, ready to switch
- pausing discussion to brief incoming interpreter
- prompting colleague to support your interpreting, i.e. taking and using a prompt, and advising style of prompting you prefer
- ensuring colleague comfort

Prompting may occur in the event of:

- omissions
- transfer errors
- comprehension failure
- vocabulary, acronyms and jargon
- name signs

Feed may include:

- numbers or dates
- proper nouns
- speaker deviating from text
- colleague fatigue or distress
- identifying ambient noise
- missed signs or words
- spatial cues
- tracking written support material

Appropriate manner
may include:

- keeping records of information for colleagues
- looking up dictionaries or glossaries
- pointing to reference texts or diagrams
- searching the internet
- signing to colleagues

Unit Sector(s)

Not applicable.

Competency field

Translating and Interpreting.