



Australian Government

Department of Education, Employment and Workplace Relations

PSPTIS610A Manage complex discourse settings

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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, skills and knowledge required to manage the physical setting and communication dynamics of discourses in complex settings. It requires 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 discourse. The unit includes planning the discourse, managing the communication flow, and reviewing and evaluating the discourse management process.

The complex setting may create additional demands in managing the discourse. The physical elements of the setting or number of parties involved can challenge the capacity of the interpreter to manage the discourse.

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

Application of the Unit

This unit applies to interpreters working in a range of complex settings for a variety of purposes, where the interpreter has physical, visual or audio access to participants and can take limited or very subtle action to direct participants and manage communication flow.

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. Plan discourse	1.1. Establish assignment context and requirements with client to plan to achieve desired outcomes. 1.2. Arrange work environment to facilitate effective performance and ensure safe, comfortable and effective discourse. 1.3. Prepare required resources taking into consideration the complexities of the content and context. 1.4. Identify factors that may compromise interpreter effectiveness, and make adjustments where possible.
2. Reach agreement with participants on process	2.1. Confirm relationships between and with participants and participant expectations of discourse according to established protocols and practices. 2.2. Negotiate mutual agreement on purpose and process of discourse appropriate to situation and participants. 2.3. Follow interpreting protocols in a professional manner and seek and provide clarification where required.
3. Manage flow of communication	3.1. Analyse discourse setting and communication preferences of participants and select and use appropriate interpreting mode. 3.2. Assess participant attributes and select and use communication styles effective in complex discourse settings. 3.3. Identify and address factors affecting communication flow according to established techniques. 3.4. Direct speakers on length, pace and form of delivery in a professional and courteous manner. 3.5. Adapt strategies to the requirements of equipment and technology.
4. Monitor progress of discourse	4.1. Identify and address problems in message transfer promptly and according to established techniques. 4.2. Monitor and influence complex interactions to ensure effective and equitable turn taking. 4.3. Identify communication challenges arising from cross-cultural settings and participant relationships and attributes, and use effective strategies to address them. 4.4. Maintain effective communication in challenging situations, and seek assistance where required from appropriate persons to manage discourse breakdown and restore communication. 4.5. Ensure conduct complies with professional

standards and code of ethics.

5. Evaluate discourse management

- 5.1. Seek and analyse feedback on discourse management from ***appropriate persons*** and evaluate effectiveness of performance to reflect code of ethics.
- 5.2. Take advice on issues and solutions and explore process improvement strategies.
- 5.3. Consider and implement adjustments to improve process and outcomes of future assignments.

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - identify and plan for complex assignment requirements
 - commence discourses in complex settings according to established protocols
 - manage communication flow in a confident, sensitive and effective manner
- discourse management skills to:
 - accommodate communication styles and preferences in complex discourses
 - analyse discourse settings and communication preferences, and adapt style accordingly
- initiative and enterprise skills to adapt to new, varied and volatile assignment situations
- interpersonal skills to:
 - interact with people from a range of social, cultural and ethnic backgrounds and with a range of communication needs
 - manage a diverse range of participants while remaining assertive and culturally sensitive
 - confirm assignment requirements and difficulties with clients and colleagues
 - seek assistance from clients, specialist advisors and peers
- language skills to achieve competent performance in a complex and demanding setting
- literacy skills to prepare required background material and resources
- organisational skills to identify and prepare work environment
- problem-solving skills to:
 - assess barriers to effective communication in complex settings and devise solutions
 - change conditions to enhance message transfer and interpreter comfort and safety
 - maintain effective communication flow in challenging situations
 - vary style and language structure to suit a range of participants and situations
- self-management skills to:
 - apply code of conduct and legislative requirements to work processes
 - deflect pressure from other parties to perform duties other than interpreting
 - behave appropriately in all situations, including emergency situations or those with time pressures
 - identify personal and professional limitations in managing discourse
 - seek debriefing and support where required

- technology skills to use a range of technical and electronic equipment, where necessary

Required knowledge

- communication techniques that facilitate communication flow and discourse management
- culture-specific knowledge to:
 - manage communication flow with diverse discourse participants
 - work with people with a disability and special communication needs
- feedback and debriefing techniques
- relevant codes of ethics and professional conduct
- legal requirements, professional procedures and guidelines, ethical practices and business standards relating to assignment,
- 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
- OHS and risk management practices and procedures relevant to nature of assignments
- professional support networks, including peer help groups and mentors
- research methods
- source and target languages to achieve competent performance in complex settings

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 candidate's ability to manage the physical setting and communication dynamics of discourses in complex settings. This includes:

- anticipating the need to manage participants and communication flow in a complex discourse setting
- using discourse management strategies to maximise communication flow in a range of complex situations and to maximise communication flow
- supporting parties to understand the interpreting process
- managing challenging situations, participants and personal responses in a respectful and professional manner
- applying a range of effective discourse management strategies and techniques
- managing communication problems with technology
- complying with professional standards and codes
- reflecting on practice and using opportunities to improve practice

Context of and specific resources for assessment

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 managing discourses in complex settings.

Resources for assessment include:

- a range of formal structured meetings with high client accountability (legal, commercial, diplomatic, government, professional services) for outcomes
- a range of meetings that require specialised and technical terminology and complex conceptual matters, including formal protocols and prescriptive procedures
- settings that allow a range of capacity to influence meeting processes and communication flow
- meetings that include parties with a range of experience with interpreting and its protocols and

conventions

- observations and questioning of candidates interpreting in meetings that require a range of communication and presentation techniques to address complex participant dynamics.
- examples of professional development strategies to improve process

Evidence for assessment should be gathered to demonstrate a range of experiences in managing discourses in complex settings. Evidence may include examples of negotiations with client and participant expectations, using the resources of professional associations or employers, and should also include evidence of decision making where there are high levels of risk in ethical, business and professional issues influencing decisions.

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.

Requirements may include:

- discourse participants and languages spoken
- discourse location or environment
- discourse type, such as:
 - court sessions and cross-examinations
 - institutional settings
 - professional consultations
 - official interviews such as:
 - police
 - immigration
 - security
 - Centrelink
 - government
 - personnel present
- required equipment and resources
- work conditions, such as:
 - continuous hours to be worked
 - need for tandem team or relay interpreting
 - required breaks
 - timing of discourse

Planning may include:

- purpose
- context and subject
- expectations and intended or desired outcomes
- culturally appropriate behaviour and presentation
- target language delivery
- risk management considerations
- sources of information
- interpreting strategies appropriate to discourse
- safety requirements for interpreter

Arranging work environment may include:

- clear lines of sight
- adequate lighting and ventilation
- acceptable noise levels
- visual access

- comfort and safety
- participant positioning appropriate to:
 - cultural and religious backgrounds
 - recording of assignment
 - party movements and dynamics
 - setting
 - participants with disabilities or special needs

- Resources** may include:
- background information
 - forms or paperwork
 - reference material, including dictionaries and glossaries
 - tools and equipment, such as stationery and batteries
 - supporting documentation to assist message transfer, such as maps and photographs
- Factors that may compromise interpreter effectiveness** may include:
- faulty audio or video equipment
 - impeded lines of sight
 - inadequate lighting and ventilation
 - persons other than participants present (e.g. family or observers)
 - visual access and ambient noise
- Adjustments** may include:
- addressing OHS concerns
 - adjusting position and environment in regard to listener or speaker as changing circumstances require
 - positioning self in a culturally appropriate manner
 - maximising access to hands-free telephone
 - remaining unobtrusive when not required to interpret
- Relationships between participants** may include:
- details of discourse, such as:
 - first time meeting or one in a series of meetings
 - government service provider with public client
 - service provider with private client
 - interests in relation to purpose of discourse
 - personal details of participants, including religious and ethnic backgrounds and family connection
- Protocols** to commence discourse may include:
- effecting introductions
 - briefing participants
 - explaining purpose, process and recording requirements
 - confirming confidentiality of information, if appropriate to discourse
 - requesting participant details, such as names and titles
- Attributes** may include:
- attitudes to such things as authority, disclosure or conflict
 - speaking or signing style and expression, including 'Australianised' language other than English (LOTE)
 - educational level

- intellectual and physical capabilities
- language dialect
- language proficiency, including pronunciation and vocabulary.

Communication style
may include:

- language version or dialect
- register
- idiosyncratic language use
- need for relay interpreter
- regular checking of understanding, particularly in Auslan and Indigenous dialogues

Factors affecting communication flow
may include:

- ethnic, political and religious affiliations or kinship
- real or perceived direct or indirect conflicts of interest
- stressful or confrontational situations
- interpreter attributes:
 - demeanour or appearance
 - familiarity with specific procedures
 - performance stress
 - personal beliefs, feelings and customs
 - task being beyond competence

Equipment and technology may include:

- communication equipment and media technology, such as:
 - microphone and recording equipment
 - remote interaction
 - telephone or video link
 - wireless headset

Strategies to address cross-cultural communication challenges may include:

- adjusting register
- impartial interpreting of indicators of misunderstanding
- explaining exchanges between interpreter and individual parties
- selecting appropriate moment and method to communicate challenges
- need for relay interpreter
- cross-cultural bridging

Challenging situations
may include:

- attempts to manipulate or influence interpreter
- cross-cultural communication challenges, relating to:
 - culture-specific attitudes and behaviour
 - cultural conflicts, such as Aboriginal country boundaries
 - different communication styles and preferences
- challenging characteristics of participants, such as:
 - physical or intellectual disability
 - emotional or psychological state

- lack of cooperation and resistance to process
- discourse setting, including:
 - confined space
 - physical barriers to sight or sound
- diverse expectations of participants
- local variations in pronunciation, expression and vocabulary
- idiosyncratic language use
- type of discourse, such as:
 - emotionally charged discourses in accidents or emergencies
 - conflict between participants
- chair of meeting
- discourse participant in authority
- booking agency
- interpreting team colleague
- mentoring interpreter

Appropriate persons
may include:

Unit Sector(s)

Not applicable.

Competency field

Translating and Interpreting.