



Australian Government

Department of Education, Employment and Workplace Relations

PUAPOLIM003A Provide interpreting and translating services

Revision Number: 3

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Modification History

PUAPOLIM003A Release 3: Unit Descriptor revised.

PUAPOLIM003A Release 2: Layout adjusted. No changes to content.

PUAPOLIM003A Release 1: Primary release.

Unit Descriptor

This unit covers the competency required to interpret and translate questions, requests and responses between policing English and Aboriginal English or a community language and explain departmental requirements in Aboriginal English or a community language.

It also includes interpreting non-verbal behaviour in accordance with organisational policies, procedures and guidelines.

This unit replaces PUALIO004B Provide interpreting and translating services.

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

Application of the Unit

This unit applies to persons required to interpret and translate policing terms/requests/responses/questions in such a manner that communication is enhanced with members of a specific community.

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 required 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. Interpret/translate questions in policing terms into an appropriate questioning strategy in an appropriate language	1.1 Intent of questions is clarified with questioner 1.2 Feedback is given on appropriateness, effectiveness and progress of questioning 1.3 Answers to modified questions are obtained from informant or interviewee
2. Interpret/translate responses, requests and complaints from community members into appropriate policing terms	2.1 Literal translation is provided and meaning is explained 2.2 Appreciation is supplied of the credibility of the information or seriousness of the request or complaint, reasons for supplying the information or making the request or complaint, and any relevant circumstances to take into account in interpreting it 2.3 Questions are asked of informant when necessary to clarify responses or to check understanding
3. Interpret/translate organisational policies and procedures, requests and requirements into an appropriate language	3.1 Organisational policies and procedures, requests and requirements are conveyed to appropriate community members in a manner likely to secure acceptance 3.2 Reasons for the request or requirement are explained in terms understandable to the community 3.3 Status of the request or requirement is explained

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- achieve rapport
- fluency in English
- fluency in Aboriginal English or a community language

Required Knowledge

- departmental interview policy and procedure
- differences between European and Indigenous question and answer styles
- legal and policing terminology
- organisational policies, procedures and guidelines (such as relevant legislation; operational, corporate and strategic plans; operational performance standards; operational policies and procedures; organisational personnel and occupational health and safety practices and guidelines; organisational quality standards; organisation's approach to environmental management and sustainability)

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

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

Assessment must confirm the ability to:

- ensure each party to the communication receives a clear and accurate understanding of the positions, claims or views of the other.

Consistency in performance

Competency should be demonstrated over time in a range of actual or simulated workplace environments.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed over time in a range of actual or simulated workplace environments.

Specific resources for assessment

Access is required to:

- either an assessor fluent in the language in question or elaborate structured assessments that compare known behaviour with the descriptions of behaviour provided independently by the interpreter.

Method of assessment

This unit may be assessed with the following unit/s:

PUAPOLIM001A Assist police with members of a culturally specific community

PUAPOLIM002A Promote public safety objectives by liaison with a culturally specific community.

In a public safety environment assessment is usually conducted via direct observation in a training environment or in the workplace via subject matter supervision and/or mentoring, which is typically recorded in a competency workbook.

Assessment is completed using appropriately qualified assessors who select the most appropriate method of assessment.

Assessment may occur in an operational environment or in an industry-approved simulated work environment.

Forms of assessment that are typically used include:

- direct observation
- interviewing the candidate
- journals and workplace documentation
- third party reports from supervisors
- written or oral questions.

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 in the Performance Criteria is detailed below.

Appropriate language includes:

- Any Aboriginal or Torres Strait Islander language including Torres Strait Creole (broken) and Kriol
- Any language other than English

Unit Sector(s)

Not applicable.