

UNIT CODE	PSPTIS133
UNIT TITLE	Interpret through communication media
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to use technology to support interpreting in visual or physical isolation. The unit includes familiarity with the technology available for interpreting situations and the potential impact of the technology on the interpreting assignment and its outcomes. It includes the management skills required to adjust delivery to take account of the constraints and advantages of the technology.</p> <p>This unit applies to those working as interpreters in all consecutive and simultaneous modes in dialogue settings conducted through a range of communication media and may have applications for interpreting for people in remote, interstate and international locations. The physical barrier of technology confirms this as a complex setting.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian Standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare environment and participants.	1.1 Confirm the process and purpose of the assignment and ensure communication medium is suitable for the requirements. 1.2 Prepare resources appropriate to communication medium and make necessary adjustments to work environment. 1.3 Set up communication tools and equipment and test for correct functioning. 1.4 Troubleshoot issues with functionality. 1.5 Seek information about the people and context and identify and address issues that may affect the process or outcome.

2. Adapt delivery to equipment.	<p>2.1 Confirm process of interpreting by remote link.</p> <p>2.2 Adjust volume and position of equipment for audibility or visibility and adjust delivery accordingly.</p> <p>2.3 Identify and use terms of address appropriate to the medium.</p> <p>2.4 Identify physical challenges posed by the communication medium and make recommendations to address them.</p> <p>2.5 Act assertively to address technological problems.</p>
3. Manage discourse.	<p>3.1 Use overt strategies to manage communication flow in a culturally appropriate manner.</p> <p>3.2 For spoken language pairs, take notes to support retention and recall and seek clarification or repetition when necessary.</p> <p>3.3 Use a range of strategies to adjust and adapt to rapidly changing emotions, circumstances and technical challenges.</p> <p>3.4 Use overt strategies to manage communication breakdown.</p> <p>3.5 Monitor workplace health and safety issues arising from using communication equipment and take preventive action.</p>
4. Evaluate delivery.	<p>4.1 Evaluate suitability of technology chosen and own adaptation of delivery to the technology.</p> <p>4.2 Determine potential impact of the technology on the interpreting assignment and identify need for debriefing and counselling.</p> <p>4.3 Discuss issues and solutions and explore process improvement strategies.</p>

FOUNDATION SKILLS	
<i>Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.</i>	
UNIT MAPPING INFORMATION	Supersedes and is equivalent to PSPTIS082 Interpret through communication media.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPTIS133 Interpret through communication media.
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PERFORMANCE EVIDENCE	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> ■ interpret through communication media on at least two occasions, one audio only and one audiovisual media, or in the case of signed language interpreting, two audiovisual media, including: <ul style="list-style-type: none"> ○ collaborating with clients to ensure effective use of the technology ○ discussing the process to be used and resolving WHS issues, including: <ul style="list-style-type: none"> ● length of assignment ● breaks ● physical impacts ○ using diverse strategies and resources to facilitate communication flow and support retention.
KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ types, suitability and limitations of communications media and applications for interpreting ■ WHS practices and procedures in relation to using communication equipment ■ tools and equipment relevant to assignments using communications media.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in a workplace or simulated environment that reflects workplace conditions.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> ■ scenarios, case studies, experiences or examples of interactions with colleagues and clients that require diverse skills and strategies for using communication media to support interpreting. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide