UNIT CODE	**PSPGEN040**
UNIT TITLE	**Work with interpreters**
APPLICATION	This unit describes the performance outcomes, skills and knowledge required to work with interpreters in an official capacity.
	This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit work independently performing complex tasks in a range of familiar and unfamiliar contexts.
	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 or certificate requirements apply to this unit at the time of publication.
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify interpreting needs	1.1 Identify the need for interpreting services and the type of service required. 1.2 Identify the primary or secondary interpreting language and determine any specific requirements to support interpreting service. 1.3 Advise client, where client refuses necessary interpreting services, that an acceptable solution is needed before communication can proceed. 1.4 Record details of interpreting needs.

2. Prepare to use interpreting services	2.1 Identify and clarify legal and ethical responsibilities relating to the engagement of interpreters. 2.2 Provide full details of interpreting requirements at time of booking to ensure appropriate matching of interpreter to requirements. 2.3 Ensure the interpreter engaged has appropriate credentials. 2.4 Coordinate client appointments with interpreter bookings to ensure the need for interpreting services is met. 2.5 Allocate appropriate time to appointments to allow for interpreting. 2.6 Arrange any specific requirements to support interpreting service.
3. Conduct a meeting/ interview using interpreting services	3.1 Make positioning arrangements in consultation with the interpreter and confirm all parties understand the role and ethical responsibilities of the interpreter. 3.2 Make introductions and provide time for the interpreter and client to familiarise themselves to ensure a good understanding of language and other cultural issues. 3.3 Direct communication to the client. 3.4 Advise the client that where clarification or repetition is required from the interpreter, it will be requested to support accurate communication. 3.5 Use judgment to address or refer problems to appropriate personnel. 3.6 Close the meeting and debrief the interpreter as required.
4. Monitor the safety and wellbeing of interpreters	4.1 Provide safety equipment in accordance with the environment. 4.2 Protect interpreters from physical contact or harassment from clients. 4.3 Monitor stress levels of interpreters and offer debriefing and counselling services.

FOUNDATION SKILLS	
Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.	
SKILLS	**DESCRIPTION**
ORAL COMMUNICATION SKILLS TO:	▪ to interact with clients and interpreters.
UNIT MAPPING INFORMATION	Release 1: Supersedes and is not equivalent to PSPGEN040 Work with interpreters.
LINKS	Companion Volume Implementation Guide

TITLE	**Assessment Requirements for PSPGEN040 Work with interpreters**

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 on at least one occasion: - brief interpreters on subject matter, situation and environment they will encounter - prepare to ensure effectiveness and efficiency of interpreting experience - tailor communication to suit the requirements of client understanding and the interpreting environment.

KNOWLEDGE EVIDENCE	Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit: - legal and ethical requirements of working with interpreters - process for accessing interpreting services - cultural aspects of communication with diverse client groups - dynamics and cultural aspects of the interpreting situation - the importance of positioning arrangements and non-verbal clues in communication via interpreters - strategies for working effectively with interpreters - language requirements of working with interpreters - interpreters' code of ethics - complaint or grievance mechanisms for participants when working with interpreter services - interpreter certification. - legislation, policy and procedures related to working with interpreters.

ASSESSMENT CONDITIONS	Skills must be demonstrated in either a: - workplace environment or - simulated environment. Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment. Assessment must ensure access to: - legislation, organisational policy, procedures and protocols relating to working with interpreters - code of ethics for interpreters - guides for working with interpreters, such as those produced by multicultural affairs agencies. Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

LINKS	Companion Volume Implementation Guide