



**Australian Government**

**SITXLAN3119 Conduct oral  
communication in a language other than  
English (Serbian)**

**Release 1**

## **SITXLAN3119 Conduct oral communication in a language other than English (Serbian)**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to conduct both predictable and non-routine, varied communications, transactions and interactions in a language other than English.

There is no direct parity with any formal language proficiency ratings or assessment framework, but this unit broadly relates to International Second Language Proficiency Ratings (ISLPR) 3.

## Application of the Unit

This unit applies to all industry contexts and individuals working in at many different levels of responsibility. This could include frontline, supervisory or management personnel. This unit may be customised for training delivery and assessment of proficiency in any language. For reporting purposes, recognition is limited to those languages listed below which are of importance to the tourism industry. A specific code has been allocated for each of these languages. Each language must be indicated in brackets after the unit title. For example: SITXLAN3101 Conduct oral communication in a language other than English (Arabic).

SITXLAN3101	(Arabic)
SITXLAN3102	(Indonesian)
SITXLAN3103	(Cantonese)
SITXLAN3104	(Dutch)
SITXLAN3105	(Finnish)
SITXLAN3106	(French)
SITXLAN3107	(German)
SITXLAN3108	(Greek)
SITXLAN3109	(Hindi)
SITXLAN3110	(Hungarian)
SITXLAN3111	(Italian)
SITXLAN3112	(Japanese)
SITXLAN3113	(Korean)
SITXLAN3114	(Malay)
SITXLAN3115	(Mandarin)
SITXLAN3116	(Polish)
SITXLAN3117	(Portuguese)
SITXLAN3118	(Russian)
SITXLAN3119	(Serbian)
SITXLAN3120	(Spanish)

SITXLAN3121	(Swedish)
SITXLAN3122	(Swiss German)
SITXLAN3123	(Taiwanese)
SITXLAN3124	(Thai)
SITXLAN3125	(Turkish)
SITXLAN3126	(Croatian)
SITXLAN3127	(Bosnian)
SITXLAN3128	(Australian Indigenous languages)
SITXLAN3129	(AUSLAN)

## **Licensing/Regulatory Information**

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

## **Pre-Requisites**

Not applicable.

## **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

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 required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

1. Converse with others.
  - 1.1 Use ***techniques*** to extend interactions with others.
  - 1.2 Seek and offer additional information and assistance to support quality of communication and service.
  - 1.3 Support communication with comments on topical familiar matters, workplace business and events.
  - 1.4 Use non-verbal communication to convey an acceptance of and sensitivity towards others.
2. Provide detailed information and advice.
  - 2.1 Identify need for ***detailed information and advice***.
  - 2.2 Convey detailed information and advice using narrative and descriptive statements.
  - 2.3 Repeat, paraphrase and clarify communications to avoid misunderstanding and to explain difficult points.
  - 2.4 Use ***workplace documents, materials and other references*** to support explanations as required.
3. Respond to unpredictable situations and problems.
  - 3.1 Provide appropriate advice in response to requests, ***unpredictable situations and problems***.
  - 3.2 Identify need for and seek assistance from others to better respond to the situation or problem.
  - 3.3 Identify key facts of problems and facilitate solutions through open communication with relevant people.
  - 3.4 Provide explanations of problems and their cause, and elaborate on detail.
  - 3.5 Respond to conflict and complaints with sensitivity, following appropriate social and cultural conventions.
  - 3.6 Convey appropriate apologies and expressions of regret as required.
4. Conduct negotiations at a functional level.
  - 4.1 Facilitate ***negotiations at a functional level*** through exchange of key information and agreement on details.
  - 4.2 Provide appropriate explanations about products and services.
  - 4.3 Achieve mutual understanding and agreement.

## Required Skills and Knowledge

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

### Required skills

- communication skills in a Language other than English to:
  - interact positively and courteously in non-routine and varied interactive workplace communications
  - establish rapport
  - provide detailed information and advice
  - solve problems and conflicts
  - conduct negotiations at a functional level.

### Required knowledge

- social and cultural conventions relevant to the language being assessed, including:
  - knowledge and some consistent use of forms of address
  - recognition and consideration of customs, protocols and taboos
- cross-cultural communication challenges that may occur when negotiating and solving problems, and how these may be addressed
- aspects of verbal and non-verbal communication that support effective negotiation and interaction in the language being assessed.

## 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.

### Overview of assessment

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

Evidence of the ability to:

- conduct workplace oral communication in a language other than English:
  - use narrative and descriptive statements
  - use repetition, clarification and paraphrasing techniques to clarify requirements, answer questions about products and services, solve problems and conflict and reassure others
  - provide detailed information and specialised assistance in area of work activity
  - conduct product and service transactions
  - use a range of effective non-verbal communication skills.

#### Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated workplace activity for which communication in languages other than English is required
- other people with whom the individual can interact in the relevant language
- resources that support communication in languages other than English:
  - dictionaries and phrase books
  - language mats
  - industry materials, such as menus, timetables and brochures written in languages other than English.

#### Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- oral assessment of conversational language use
- direct observation of the individual communicating in a language other than English while undertaking typical workplace activities
- review of workplace documents prepared by the individual to assist verbal communication
- written or oral questioning to assess knowledge of

language requirements, cultural conventions and cross-cultural communication considerations

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

**Guidance information for assessment**

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHFAB309 Provide advice on food
- SITTTSL303 Sell tourism products and services
- SITTTSL305 Process reservations
- SITXCOM401 Manage conflict.



## 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.

***Techniques*** may include:

- initiating conversations about topical matters
- making offers of additional assistance
- questioning about needs and preferences.

***Detailed information and advice*** may relate to:

- external products and services
- internal products and services
- medical and emergency information.

***Workplace documents, materials and other references*** may include:

- general information
- product-specific information:
  - booking conditions
  - brochures
  - menus
  - price lists
  - timetables.

***Unpredictable situations and problems*** may relate to:

- complaints
- emergency situations
- cross-cultural misunderstandings
- operational details:
  - delays
  - equipment malfunction
  - lost luggage and stolen property
  - lost people
  - variations
- safety issues.

***Negotiations at a functional level*** may relate to arrangements for:

- accommodation
- conferences and functions
- entertainment
- shopping
- tours.

## **Unit Sector(s)**

Cross-Sector

## **Competency Field**

Languages other than English