Assessment Requirements for SITXLAN001 Conduct basic oral communication in a language other than English

Release: 1

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Modification History

Not applicable.

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:

- conduct the following basic workplace communication in a language other than English in at least six different oral communication exchanges:
    - listen to requests and comments
    - provide general assistance
    - provide very simple directions
- use gestures in above oral communication exchanges in a socially and culturally appropriate manner.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- cultural values and social norms relevant to the language being assessed, and associated:
    - body language
    - forms of address
    - taboo topics
- potential cross-cultural communication issues sufficient to avoid giving offence
- resources to assist with communication in a language other than English:
    - dictionaries
    - international signage:
        - 'No Smoking' signs
        - male and female restrooms
    - language mats
    - menus written in the specific language
    - pamphlets written in the specific language
    - phrase books
    - signs written in the specific language
    - websites with translating facilities.

Assessment Conditions

Skills must be demonstrated in an operational environment or workplace activity for which communication in languages other than English is required. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- other people with whom the individual can interact in the relevant language; these can be:
  - customers in an industry workplace who are assisted by the individual during the assessment process; or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation
- resources that support communication in languages other than English:
  - dictionaries and phrase books
  - language mats
  - signs
  - industry materials, written in languages other than English.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694