



Australian Government

**Assessment Requirements for SITXLAN002
Conduct routine 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 routine workplace communication in a language other than English in at least six different oral communication exchanges which together demonstrate:
 - understanding requests and comments
 - clarifying information by asking simple factual questions
 - responding to requests for factual information and simple advice
 - providing routine information and maintaining communication in relation to routine transactions
 - providing directions and instructions
 - following social and cultural conventions for the language being used.

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:
 - body language
 - forms of address
 - taboo topics
- cross-cultural communication issues in routine communication sufficient to conduct routine workplace transactions
- workplace materials and visual information resources:
 - hotel information signs and tags printed in the target language to assist where necessary
 - international signage:
 - ‘No Smoking’ signs
 - male and female restrooms
 - menus written in the specific language
 - pamphlets written in the specific language
 - pamphlets, timetables, charts, price tags and menus
 - signs written in the specific language

- signs, maps, diagrams, forms, labels and tickets.

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
 - signs and maps
 - language mats
 - 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>