Australian Government

SITXLAN002 Conduct routine oral communication in a language other than English

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to understand and use a language for routine communication. It covers speaking and listening skills required to conduct routine tasks and provide simple factual information and instructions.

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) 1+ to 2.

The unit applies to all industry contexts and to individuals working at different levels of responsibility. This could include frontline, supervisory or management personnel.

This unit can be used for the assessment of routine oral proficiency in any language other than English. This unit does not prepare individuals for the role of a translator or interpreter.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Languages other than English

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Conduct routine transactions in a language other than English.	1.1. Identify language needed to conduct routine communications and make introductions. 1.2. Use appropriate courtesy expressions.

	1.3. Use key words, phrases, gestures and sentences.
	1.4. Provide simple advice on workplace events and topical and familiar matters.
	1.5. Provide simple explanations of problems and their causes, and offer apologies as required.
	1.6. Use simple terms to seek clarification from others when required.
	1.7. Support communication with reference to workplace materials and visual information.
	1.8. Identify need for and seek assistance from others with appropriate language skills.
2. Give simple directions and instructions using a language other than English.	2.1. Provide clear, succinct and simple directions and instructions using appropriate pace and correct sequence.
	2.2. Support communication with use of appropriately sequenced expressions and questions to emphasise or clarify directions and instructions.

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
Reading skills to:	• locate information to support communication process.

Oral communication skills to:	• in a language other than English:
	  • interact in a positive and courteous way
	  • participate in routine communications using and understanding key words, phrases, sentences and vocabulary specific to communicating about number, time, place, distance, quantity and currency.

Unit Mapping Information

SITXLAN22__ Conduct routine oral communication in a language other than English

Links

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