Assessment Requirements for SITXLAN003 Conduct oral communication in a language other than English

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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 workplace oral communication in a language other than English in six different oral communication exchanges which together demonstrate:
  - using narrative and descriptive statements
  - using repetition, clarification and paraphrasing techniques to clarify requirements, answer questions about products and services, solve problems and conflict, and reassure others
  - providing detailed information and specialised assistance in area of work activity
  - conducting product and service transactions
  - using effective non-verbal communication skills
- exchange key information in a language other than English to provide detailed information and advice about each of the following:
  - external products and services
  - internal products and services
  - medical and emergency information
  - entertainment
  - shopping.

Knowledge Evidence

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

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

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
  - 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