



Australian Government

Department of Education, Employment and Workplace Relations

SITXLAN2__A Conduct routine workplace oral communication in a language other than English

Release: 1

SITXLAN2A Conduct routine workplace oral communication in a language other than English

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to understand and use a language for predictable routine communication in speaking and listening in a language other than English in tourism and hospitality workplaces. It covers the speaking and listening language skills required to conduct routine tasks and provide simple factual information and instructions. This unit can be used for training delivery and assessment of routine oral proficiency in any 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) 1+ to 2.

This unit is the second in a hierarchical set of four units dealing with oral communication and cultural skills in a language other than English, ranging from entry to fluency and increasing in complexity with the level of linguistic and cultural ability.

These units do not align with Australian Qualifications Framework (AQF) levels and do not include interpreting or translating, which are higher-level specialist skills.

Application of the Unit

Application of the unit

This unit applies to individuals working in any industry context and at many different levels of responsibility. Frontline, supervisory or management personnel may use the language skills described in this unit.

This unit may be customised for training delivery and assessment of proficiency in any language.

However, 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, as detailed below. In addition, each language must be indicated in brackets after the unit title.

For example: SITXLAN206A Conduct routine workplace oral communication in a language other than English (French).

SITXLAN201A	(Arabic)
SITXLAN202A	(Indonesian)
SITXLAN203A	(Cantonese)
SITXLAN204A	(Dutch)
SITXLAN205A	(Finnish)
SITXLAN206A	(French)
SITXLAN207A	(German)
SITXLAN208A	(Greek)
SITXLAN209A	(Hindi)
SITXLAN210A	(Hungarian)
SITXLAN211A	(Italian)
SITXLAN212A	(Japanese)
SITXLAN213A	(Korean)
SITXLAN214A	(Malay)
SITXLAN215A	(Mandarin)
SITXLAN216A	(Polish)
SITXLAN217A	(Portuguese)

SITXLAN201A	(Arabic)
SITXLAN218A	(Russian)
SITXLAN219A	(Serbian)
SITXLAN220A	(Spanish)
SITXLAN221A	(Swedish)
SITXLAN222A	(Swiss German)
SITXLAN223A	(Taiwanese)
SITXLAN224A	(Thai)
SITXLAN225A	(Turkish)
SITXLAN226A	(Croatian)
SITXLAN227A	(Bosnian)
SITXLAN228A	(Australian Indigenous languages)
SITXLAN229A	(AUSLAN)

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Communicate in a language other than English with customers and colleagues to provide customer service.	<p>1.1 Identify the specific language needed in order to conduct <i>routine communications</i>.</p> <p>1.2 Understand and use appropriate <i>courtesy expressions</i> with customers or colleagues.</p> <p>1.3 Give basic and factual information, provide simple explanations of problems and their causes, and offer apologies when required.</p> <p>1.4 Make introductions according to the business of the workplace.</p> <p>1.5 Seek clarification from customers and colleagues when required, using simple terms.</p> <p>1.6 Provide simple advice on workplace events and <i>topical and familiar matters</i>.</p>

ELEMENT

PERFORMANCE CRITERIA

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|---|--|-----|--|
| 2 | Communicate with customers and colleagues to conduct routine transactions. | 2.1 | Understand and use key words, phrases, gestures and sentences to <i>communicate</i> . |
| | | 2.2 | Support communication by reference to, and basic explanation of, specific <i>workplace materials and visual information</i> . |
| | | 2.3 | Identify need for and seek assistance from others with appropriate language skills in order to better communicate. |
| | | | |
| 3 | Give simple directions and instructions. | 3.1 | Provide clear, succinct and easy to follow <i>simple directions and instructions</i> at an appropriate pace and in a correctly ordered sequence. |
| | | 3.2 | Support communication with the use of appropriately sequenced expressions and questions to emphasise or clarify directions and instructions. |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- communication and interpersonal skills to allow for positive and courteous interactions with customers
- cross-cultural communication skills to participate in routine communications and transactions and use key words, phrases, sentences and vocabulary specific to communicating about number (e.g. counting), time, place, distance, quantity and currency to fulfil common customer requests relevant to particular workplace and language being assessed.

The following knowledge must be assessed as part of this unit:

- social and cultural conventions specific to the language being assessed which enhance communication and avoid giving offence to customers and colleagues, including:
 - traditions
 - attire
 - awareness of appropriate forms of address
 - food taboos, special dietary needs and eating habits of the relevant culture (where relevant to the workplace)
 - appropriate body language
- general knowledge of cross-cultural communication issues sufficient to conduct routine workplace transactions in a socially and culturally appropriate manner.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

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

There are three critical considerations for the assessment of this unit.

- This unit can be used to assess basic oral proficiency in any language other than English. Assessment must be customised to the requirements of a particular language.
- Assessment should not only focus on the language being assessed but must also incorporate the practical customer service requirements of the tourism or hospitality industry, i.e. the assessment of language must be conducted while the candidate is carrying out typical tourism or hospitality vocational activities.
- This unit can apply to any tourism and hospitality sector, workplace and circumstance. Assessment activities must ensure that the use of a specific language is contextualised and linked to vocational activities which are relevant to the particular tourism or hospitality sector and workplace. For example, if assessment is linked to restaurant service, language usage should relate to a restaurant.

Evidence of the following is essential:

- ability to use appropriate courtesy expressions, give simple factual supporting information and clarify information by asking simple factual questions in a language other than English
- ability to accurately identify and respond to customer needs, provide routine information and maintain communication with customers and colleagues in relation to routine transactions.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- operational conditions of a tourism or hospitality customer service environment
- that the person being assessed is undertaking typical tourism or hospitality workplace activities, such as preparing and serving beverages, providing site information and assistance, selling merchandise or tourism products or services, serving food, checking in while using the language being assessed
- provision of services to customers within typical workplace time constraints
- use of relevant and current tourism and hospitality materials and equipment, including timetables, brochures, menus, tour desks, check-in desks and restaurant equipment
- use of resources which would be commonly used to assist workplace communication, including:
 - phrase books
 - dictionaries
 - language mats
 - maps
 - pamphlets
 - menus
 - signs written in the specific language
 - international signage, such as 'No Smoking' signs.

EVIDENCE GUIDE

Methods 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 testing of conversational language use (note: this should not be the sole method of assessment)
- direct observation of the candidate communicating in a language other than English in a customer service environment while undertaking typical workplace activities
- review of visual aids prepared by the candidate to assist verbal communication
- written and oral questioning or interview to test knowledge of the culture, social and cultural conventions and cross-cultural communication requirements associated with the language
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SITHACS001B Provide accommodation reception services
- SITHFAB002C Operate a bar
- SITHFAB004A Provide food and beverage service
- SITXCCS001B Provide visitor information.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

The relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Routine communications may include:

- dealing with customers and colleagues on the telephone
- taking a message
- accepting a simple booking
- explaining a menu or wine list
- taking an order
- processing payment of an account or restaurant bill
- providing simple information about guiding services, timetables, menus, signage, rules, check-out times and availability of tours
- responding to basic requests for such things as toiletries, towels, razor, hairdryer, blanket, pillow, laundry list, 'Do Not Disturb' sign and breakfast menu
- processing purchase of souvenir products
- processing payment for a tourism service, e.g. day tour, accommodation or ticket
- references to timetables, signage and basic rules, such as opening hours.

Courtesy expressions may include:

- Good Morning
- How are you?
- Goodbye
- May I help you?
- This way please
- Would you like a newspaper?
- Did you have a good trip?
- May I clean your room now?
- Do you need another towel?
- Sorry, I don't understand. Do you speak English?

Topical and familiar matters may include:

- public holidays and festivals
- celebrations
- sporting or cultural events
- deaths or marriages
- strikes or accidents
- demonstrations
- elections
- weather conditions.

Communicate must include:

- listening and understanding requests and comments
- providing factual information, such as:
- location of specific facilities, such as attractions and shopping centres
- opening and closing hours
- procedures and rules, such as check-in and tour pick-up
- availability and cost of products and services
- conducting product and service transactions
- answering simple queries about products and services, including:
- in-house facilities
- local attractions and places of interest
- shopping centres
- tour desk
- pick-up and drop-off point for tours
- transport terminals, and taxi and other transport services
- responding to requests for factual information and simple advice within scope of responsibility.

Workplace materials and visual information may include:

- signs, maps, diagrams, forms, labels and tickets
- pamphlets, timetables, charts, price tags and menus
- hotel information signs and tags printed in the target language to assist where necessary
- pamphlets written in the specific language
- menus written in the specific language
- signs written in the specific language
- international signage, such as 'No Smoking' signs.

Simple directions and

- how to get to restrooms, car park, restaurant, bistro,

instructions may include:

- bar, pool or gym
- how to get to tour pick-up point
- how to use key to open hotel room and operate lights
- how to use telephone
- basic details of guided tours
- house rules
- how the hotel laundry service operates
- how facilities work, such as alarm clock, safe, air conditioning and maid service
- where facilities are located, such as attractions and rides at a theme park, and general transport
- where to go to catch a tour bus or taxi
- where to go to purchase everyday goods, such as medication and sunscreen
- where to go to purchase everyday services, such as post office and tour services
- advising check-in and check-out procedures and times.

Unit Sector(s)

Sector

Cross-Sector

Competency field

Competency field

Languages other than English