



Australian Government

Department of Education, Employment and Workplace Relations

SITXLAN4__A Conduct complex workplace oral communication in a language other than English

Release: 1

SITXLAN4A Conduct complex 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 conduct complex, creative, routine and non-routine communication in a language other than English in tourism and hospitality workplace activities. It involves very effective and fluent communication in all listening and speaking skills with the ability to conduct negotiations, present information and participate in social and cultural activities at a high level of complexity and fluency. It is not intended to reflect the skills of a professional interpreter. This unit can be used for training delivery and assessment of complex 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) 4 to 4+.

This unit is the fourth 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: SITXLAN412A Conduct complex workplace oral communication in a language other than English (Japanese).

SITXLAN401A	(Arabic)
SITXLAN402A	(Indonesian)
SITXLAN403A	(Cantonese)
SITXLAN404A	(Dutch)
SITXLAN405A	(Finnish)
SITXLAN406A	(French)
SITXLAN407A	(German)
SITXLAN408A	(Greek)
SITXLAN409A	(Hindi)
SITXLAN410A	(Hungarian)
SITXLAN411A	(Italian)
SITXLAN412A	(Japanese)
SITXLAN413A	(Korean)
SITXLAN414A	(Malay)
SITXLAN415A	(Mandarin)
SITXLAN416A	(Polish)

SITXLAN401A	(Arabic)
SITXLAN417A	(Portuguese)
SITXLAN418A	(Russian)
SITXLAN419A	(Serbian)
SITXLAN420A	(Spanish)
SITXLAN421A	(Swedish)
SITXLAN422A	(Swiss German)
SITXLAN423A	(Taiwanese)
SITXLAN424A	(Thai)
SITXLAN425A	(Turkish)
SITXLAN426A	(Croatian)
SITXLAN427A	(Bosnian)
SITXLAN428A	(Australian Indigenous languages)
SITXLAN429A	(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 | Conduct negotiations. | 1.1 | Establish rapport by using appropriate courtesy protocols, identifying common ground and observing appropriate social, cultural and business conventions of the specific language. |
| | | 1.2 | Provide appropriate explanations, information and supporting details about products or services. |
| | | 1.3 | Use an appropriate range of language functions to conduct <i>negotiations</i> , including introducing formal talk, using turn-taking skills, and agreeing and disagreeing tentatively. |
| | | 1.4 | Use appropriate intonation, voice tone and signalling expressions effectively. |
| | | 1.5 | Exchange and agree to information, including details of personnel, dates, quantities, products and services. |
| | | 1.6 | Support negotiations by using any relevant visuals, graphics and other approaches in keeping with the requirements of a particular workplace. |

ELEMENT	PERFORMANCE CRITERIA
2 Deliver presentations.	<p>2.1 Deliver <i>presentations</i> in a style relevant to the purpose and objectives, audience characteristics, occasion and venue.</p> <p>2.2 Present information in a logical and concise manner using appropriate sequencing and linguistic linking.</p> <p>2.3 Support presentations with relevant <i>public speaking techniques</i>.</p>
3 Participate in social and cultural activities.	<p>3.1 Use language and language functions appropriate to given <i>social and cultural activities</i>.</p> <p>3.2 Adapt and modify communication strategies and language functions according to the situation and customer requirements.</p>
4 Provide oral translations and summaries.	<p>4.1 Recognise the need for a professional interpreter to ensure that <i>oral translations and summaries</i> meet the needs of the customer and arrange for assistance, as required.</p> <p>4.2 Express the purpose and meaning of the original message.</p> <p>4.3 Use communication strategies and language functions that allow immediate and unhindered communication.</p> <p>4.4 Make appropriate comments between parties to check and clarify meaning.</p>

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:

- oral skills using language functions such as presenting, questioning and negotiating, and a sufficiently comprehensive vocabulary to conduct a range of workplace activities in a specific language in a particular workplace
- skills to provide oral translations and summaries that support immediate and unhindered communication
- appropriate oral expression and vocabulary to conduct negotiations, make presentations and participate in varied social and cultural activities
- problem solving and conflict resolution techniques
- cross-cultural communication skills in relation to the language being assessed and the associated culture, in order to undertake the full range of social and workplace activities.

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

- comprehensive technical vocabulary required to support specific workplace activities
- knowledge and use of standard procedures specific to the particular workplace
- key information and information sources in relation to operations and functions in a particular tourism or hospitality workplace
- key information and standard procedures specific to negotiating in a particular workplace
- comprehensive knowledge and application of social, business and cultural conventions specific to the language being assessed, including:
- sound knowledge and some consistent use of forms of address
- customs, protocols and taboos.

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 interact, establish and maintain rapport with customers in a language other than English
- use of a range of language functions appropriate to negotiating in the workplace, conducting presentations, and participating in social and cultural activities according to the needs of a particular workplace (rare linguistic errors may occur)
- ability to use a range of extended non-verbal communication skills effectively, as well as verbal skills such as narrative and descriptive statements
- ability to use repetition, clarification and paraphrasing techniques to clarify requirements, solve problems and conflict, and reassure customers and colleagues.

EVIDENCE GUIDE

Context of and specific resources for assessment

Assessment must ensure:

- operational conditions of a tourism or hospitality business environment
- that the person being assessed is undertaking typical tourism or hospitality workplace activities, such as making presentations, presenting tour commentary, selling tourism products and services, or dealing with complex issues while using the language being assessed
- use of relevant and current tourism and hospitality materials and equipment, such as brochures, menus, presentation equipment and microphones for commentary delivery.
- use of resources commonly used to assist workplace communication, including:
 - maps
 - pamphlets
 - tour brochures
 - cost sheets
 - rate information.

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
- review of role-play activities that simulate simultaneous language use and customer service activity
- written and oral questioning or interview to test knowledge of the functions of the language, culture, social and cultural conventions and cross-cultural communication requirements
- 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:

EVIDENCE GUIDE

- SITTGDE004A Lead tour groups
- SITTGDE006A Prepare and present tour commentaries or activities
- SITXCOM005A Make presentations
- SITXMGT006A Establish and conduct business relationships.

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.

Negotiations may be conducted in relation to:

- formal contracts for provision of conference services, meeting and event activities and venues, tour and guiding services, accommodation and international marketing activities
- business arrangements involving tours, travel arrangements, restaurant, food and beverage services, entertainment and shopping
- selling tourism products and services and agreeing to a price
- agreeing to a purchase price from a supplier
- solving customer or colleague complaints or resolving conflict.

Presentations may include:

- guiding and interpreting activities
- presentations at conferences
- meetings and sales presentations
- instructing and training
- promotional activities
- providing complex information on products and services.

Public speaking techniques may include:

- humour
- non-verbal communication
- audience participation
- demonstrations and visual aids.

Social and cultural activities may include:

- formal and informal meetings
- interacting with tourists
- conferences, presentations, meetings and seminars
- trade fairs, promotions, marketing activities and business tours
- international meetings and exhibitions
- promotional tours
- staff professional development activities relevant to the specific language and culture
- accompanying customers or colleagues to dinner
- workplace-related social activities.

Oral translations and summaries may include providing translations of:

- factual and personal information
- instructions and arrangements
- information about meetings, events, tours and places of interest
- information about products, services, facilities, options, advice and costs.

Unit Sector(s)

Sector

Cross-Sector

Competency field

Competency field

Languages other than English