



Australian Government

**SITXLAN2214 Conduct routine oral
communication in a language other than
English (Malay)**

Release 1

SITXLAN2214 Conduct routine oral communication in a language other than English (Malay)

Modification History

Not applicable.

Unit Descriptor

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.

Application of the Unit

This 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. 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. Each language must be indicated in brackets after the unit title.

For example: SITXLAN2206 Conduct routine oral communication in a language other than English (French).

SITXLAN2201	(Arabic)
SITXLAN2202	(Indonesian)
SITXLAN2203	(Cantonese)
SITXLAN2204	(Dutch)
SITXLAN2205	(Finnish)
SITXLAN2206	(French)
SITXLAN2207	(German)
SITXLAN2208	(Greek)
SITXLAN2209	(Hindi)
SITXLAN2210	(Hungarian)
SITXLAN2211	(Italian)
SITXLAN2212	(Japanese)
SITXLAN2213	(Korean)
SITXLAN2214	(Malay)
SITXLAN2215	(Mandarin)
SITXLAN2216	(Polish)
SITXLAN2217	(Portuguese)
SITXLAN2218	(Russian)
SITXLAN2219	(Serbian)
SITXLAN2220	(Spanish)

SITXLAN2221	(Swedish)
SITXLAN2222	(Swiss German)
SITXLAN2223	(Taiwanese)
SITXLAN2224	(Thai)
SITXLAN2225	(Turkish)
SITXLAN2226	(Croatian)
SITXLAN2227	(Bosnian)
SITXLAN2228	(Australian Indigenous languages)
SITXLAN2229	(AUSLAN)

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

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

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|---|--|
| 1. Conduct routine transactions in a language other than English. | 1.1 Identify language needed to conduct <i>routine communications</i> and make introductions. |
| | 1.2 Understand and use appropriate <i>courtesy expressions</i> . |
| | 1.3 Understand and use key words, phrases, gestures and sentences. |
| | 1.4 Provide simple advice on workplace events and <i>topical and familiar matters</i> . |
| | 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 <i>workplace materials and visual information</i> . |
| | 1.8 Identify need for and seek assistance from others with appropriate language skills. |
| 2. Give simple directions and instructions. | 2.1 Provide clear, succinct and <i>simple directions and instructions</i> 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. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - interact in a positive and courteous way
 - participate in routine communications and provide simple directions and instructions in a language other than English, including:
 - use and understanding of key words, phrases, sentences and vocabulary specific to communicating about number, time, place, distance, quantity and currency.

Required knowledge

- 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.

Evidence Guide

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

Overview of assessment

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

Evidence of the ability to:

- conduct routine workplace communication in a language other than English:
 - understand requests and comments
 - clarify information by asking simple factual questions
 - respond to requests for factual information and simple advice
 - provide routine information and maintain communication in relation to routine transactions
 - provide directions and instructions
 - follow social and cultural conventions for the language being used.

Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated workplace activity for which communication in languages other than English is required
- other people with whom the individual can interact in the relevant language
- resources that support communication in languages other than English:
 - dictionaries and phrase books
 - signs and maps
 - language mats
 - industry materials, such as menus, timetables and brochures written in languages other than English.

Method 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 assessment of conversational language use
- direct observation of the individual communicating in a language other than English while undertaking typical workplace activities
- review of visual aids prepared by the individual to assist verbal communication

- written or oral questioning to assess cultural knowledge and cross-cultural communication considerations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHACS303 Provide accommodation reception services
- SITHFAB202 Operate a bar
- SITHFAB307 Provide table service of food and beverage
- SITXCCS201 Provide visitor information.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Routine communications may include:

- answering simple queries about products and services:
 - in-house facilities
 - local attractions and places of interest
 - pick-up and drop-off point for tours
 - shopping centres
 - tour desk
 - transport terminals, and taxi and other transport services
- conducting product and service transactions:
 - accepting a simple booking
 - dealing with others on the telephone
 - processing payment for a tourism service
 - processing payment and purchases:
 - restaurant bill
 - souvenir products
 - responding to basic requests for such things as toiletries, towels, razor, hairdryer, blanket, pillow, laundry list, 'Do Not Disturb' sign and breakfast menu
 - taking a message
 - taking an order
- providing factual information:
 - availability and cost of products and services
 - check-out times
 - menu or wine list explanations
 - location of facilities
 - opening and closing hours
 - procedures and rules.

Courtesy expressions may include:

- Did you have a good trip?
- Do you need another towel?
- Good Morning
- Goodbye
- How are you?
- May I clean your room now?
- May I help you?

- Sorry, I don't understand. Do you speak English?
 - This way please
 - Would you like a newspaper?
- Topical and familiar matters*** may include:
- celebrations
 - deaths or marriages
 - demonstrations
 - elections
 - public holidays and festivals
 - sporting or cultural events
 - strikes or accidents
 - weather conditions.
- Workplace materials and visual information*** may include:
- hotel information signs and tags printed in the target language to assist where necessary
 - international signage, such as 'No Smoking' signs
 - 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.
- Simple directions and instructions*** may relate to:
- advising check-in and check-out procedures
 - how facilities and services work:
 - room equipment
 - how to get to restrooms, car park, restaurant, bistro, bar, pool or gym
 - how to get to tour pick-up point
 - how to use telephone
 - 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.

Unit Sector(s)

Cross-Sector

Competency Field

Languages other than English