



Australian Government

**SITXLAN3227 Conduct complex oral
communication in a language other than
English (Bosnian)**

Release 1

SITXLAN3227 Conduct complex oral communication in a language other than English (Bosnian)

Modification History

Not applicable.

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. This involves very fluent listening and speaking skills at a high level of complexity to conduct negotiations, make presentations, provide oral summaries in the workplace and participate in social and cultural activities.

The unit does not cover interpreting and translating skills, which are described in units of competency in the PSP04 Public Sector Training Package.

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+.

Application of the Unit

This unit applies to all industry contexts and individuals working in at many different levels of responsibility. This could include frontline, supervisory or management personnel. This unit may be customised for training delivery and assessment of proficiency in any language. 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: SITXLAN3212 Conduct complex oral communication in a language other than English (Japanese).

SITXLAN3201	(Arabic)
SITXLAN3202	(Indonesian)
SITXLAN3203	(Cantonese)
SITXLAN3204	(Dutch)
SITXLAN3205	(Finnish)
SITXLAN3206	(French)
SITXLAN3207	(German)
SITXLAN3208	(Greek)
SITXLAN3209	(Hindi)
SITXLAN3210	(Hungarian)
SITXLAN3211	(Italian)
SITXLAN3212	(Japanese)
SITXLAN3213	(Korean)
SITXLAN3214	(Malay)
SITXLAN3215	(Mandarin)
SITXLAN3216	(Polish)
SITXLAN3217	(Portuguese)
SITXLAN3218	(Russian)
SITXLAN3219	(Serbian)
SITXLAN3220	(Spanish)

SITXLAN3221	(Swedish)
SITXLAN3222	(Swiss German)
SITXLAN3223	(Taiwanese)
SITXLAN3224	(Thai)
SITXLAN3225	(Turkish)
SITXLAN3226	(Croatian)
SITXLAN3227	(Bosnian)
SITXLAN3228	(Australian Indigenous languages)
SITXLAN3229	(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.

1. Conduct negotiations.
 - 1.1 Establish rapport by using appropriate courtesy protocols, establishing common ground and observing social, cultural and business conventions.
 - 1.2 Provide explanations, information and supporting details relevant to negotiations.
 - 1.3 Use an appropriate range of language functions for negotiations, 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 about the subject of the negotiation.
2. Deliver presentations.
 - 2.1 Deliver *presentations* in a style that supports its objective and takes account of audience characteristics, occasion and venue.
 - 2.2 Present information in a logical and concise manner using appropriate sequencing and linguistic linking.
 - 2.3 Support presentations with relevant *public speaking techniques*.
3. Participate in social and cultural activities.
 - 3.1 Use language and language functions appropriate to varied *social and cultural activities*.
 - 3.2 Adapt and modify communication strategies and language functions as required.
4. Provide summaries of oral communication.
 - 4.1 Recognise situations when the services of a professional interpreter are required, and arrange for assistance.
 - 4.2 Convey the purpose and meaning of the original utterance.
 - 4.3 Make appropriate comments between parties to check and clarify meaning.
 - 4.4 Use communication strategies and language functions that support immediate communication.

Required Skills and Knowledge

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

Required skills

- communication skills in a language other than English to:
 - establish and maintain rapport
 - conduct negotiations
 - provide oral summaries that support immediate communication
 - make presentations and use public speaking techniques
 - participate effectively in social, cultural and workplace activities.

Required knowledge

- social, cultural and business conventions relevant to the language being assessed, including:
 - colloquialisms
 - customs
 - dialect
 - forms of address
 - idiom
 - language conventions
 - protocols and taboos
- cross-cultural communication challenges that may occur when negotiating and solving problems, and how these may be addressed
- aspects of verbal and non-verbal communication that support fluent and unhindered communication in the language being assessed
- technical vocabulary required to support specific workplace activities.

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 complex workplace oral communications in a language other than English (rare linguistic errors may occur):
 - establish and maintain rapport during extended interactions, including social activities
 - make presentations to groups of people
 - conduct business negotiations
 - use narrative and descriptive statements
 - use repetition, clarification and paraphrasing techniques to clarify requirements, solve problems and conflict and reassure others
 - provide detailed information and advice in area of work activity
 - use extended non-verbal communication skills effectively.

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
 - 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
- use of role play activities that simulate simultaneous language use and customer service activity

- 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:

- BSBCMM401A Make a presentation
- SITTGDE303 Lead tour groups
- SITTGDE304 Prepare and present tour commentaries or activities
- SITXMGT501 Establish and conduct business relationships.

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.

Presentations may include:

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

Public speaking techniques may include:

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

Social and cultural activities may include:

- accompanying people to dinner
- conference activities
- meetings
- professional development activities
- tours
- trade fairs.

Unit Sector(s)

Cross-Sector

Competency Field

Languages other than English