



Australian Government

SITXLAN34__ Read and write documents in a language other than English

Release 1

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Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
1.0	E Replaces and is equivalent to SITXLAN6__A Read and write workplace documents in a language other than English. Minor adjustments to expression of content to streamline and improve unit.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to read and write a range of workplace documents in a language other than English at a high level of complexity and fluency, including summarising texts, and reproducing information from texts in one language to prepare a text in another.

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 to individuals working at 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: SITXLAN3403 Read and write documents in a language other than English (Cantonese).

SITXLAN3401	(Arabic)
SITXLAN3402	(Indonesian)
SITXLAN3403	(Cantonese)
SITXLAN3404	(Dutch)
SITXLAN3405	(Finnish)
SITXLAN3406	(French)
SITXLAN3407	(German)
SITXLAN3408	(Greek)
SITXLAN3409	(Hindi)
SITXLAN3410	(Hungarian)
SITXLAN3411	(Italian)
SITXLAN3412	(Japanese)
SITXLAN3413	(Korean)
SITXLAN3414	(Malay)
SITXLAN3415	(Mandarin)
SITXLAN3416	(Polish)
SITXLAN3417	(Portuguese)
SITXLAN3418	(Russian)
SITXLAN3419	(Serbian)
SITXLAN3420	(Spanish)

SITXLAN3421	(Swedish)
SITXLAN3422	(Swiss German)
SITXLAN3423	(Taiwanese)
SITXLAN3424	(Thai)
SITXLAN3425	(Turkish)
SITXLAN3426	(Croatian)
SITXLAN3427	(Bosnian)
SITXLAN3428	(Australian Indigenous languages)
SITXLAN3429	(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. Read workplace documents. | <p>1.1 Read and understand <i>workplace documents</i>, including explicit and implicit information, ideas, technical information and writer requirements.</p> <p>1.2 Interpret accompanying visual and graphics material.</p> <p>1.3 Understand the culturally specific meaning contained in documents.</p> |
| 2. Provide informal written translations. | <p>2.1 Capture and convey information in written texts and summaries, taking account of cultural differences.</p> <p>2.2 Provide explanation or comments to clarify meaning as required, especially about culturally specific details.</p> <p>2.3 Recognise <i>documents requiring professional translation</i> and arrange for assistance as required.</p> |
| 3. Write workplace documents. | <p>3.1 Produce <i>written workplace documents</i> according to recognised conventions, standards and formats.</p> <p>3.2 Ensure content of written documents is appropriate to audience and purpose.</p> <p>3.3 Develop ideas in appropriate depth to meet the requirements of the particular context.</p> <p>3.4 Tailor language to meet requirements of the situation.</p> <p>3.5 Observe social and cultural conventions when writing workplace documents.</p> <p>3.6 Write documents with minimal errors so that intended meaning is clearly conveyed to the reader.</p> |

Required Skills and Knowledge

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

Required skills

- literacy skills in a language other than English to:
 - read and interpret information and workplace documents that include some complex ideas and concepts
 - write documents that require clear and fluent expression of information and ideas
 - appropriately structure texts
 - use language tailored to the requirements of the situation.

Required knowledge

- linguistic knowledge and writing conventions for the language being assessed, including:
 - grammar, spelling and punctuation conventions
 - social, workplace and cultural conventions
 - ways to convey nuances of meaning
- technical vocabulary for specific workplace activities
- standard formats and protocols for a range of workplace documents relevant to the workplace.

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:

- read and write workplace documents required to fulfil a given job role in a language other than English:
 - read and write a range of workplace documents
 - write documents with clear and fluent expression of information and ideas, correct structure and appropriate style and tone for the audience and workplace situation (rare linguistic errors may occur).

Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated workplace activity where written communication in languages other than English is required
- industry documents, such as reports and promotional materials 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:

- review of written communications prepared by the individual
- written and oral questioning to assess the individual's ability to interpret workplace documents
- written or oral questioning to assess cultural knowledge and cross-cultural communication considerations
- written or oral questioning to assess linguistic knowledge, generic structure and other specific language features, such as vocabulary and sentence structure
- 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:

- BSBWRT401A Write complex documents
- SITTTSL304 Prepare quotations

- SITTTSL307 Process travel-related documentation.

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.

Workplace documents to be read and informally interpreted may include:

- brochures and promotional material
- conference programs
- correspondence
- manuals
- menus and wine lists
- reports
- reservations information
- schedules and itineraries.

Documents requiring professional translation may include:

- complex contractual documents
- complex proposals, submissions and tenders.

Written workplace documents may include:

- correspondence
- menus and wine lists
- promotional material
- quotations
- reservations information
- schedules and itineraries
- simple manuals
- simple reports.

Unit Sector(s)

Cross-Sector

Competency Field

Languages other than English