



Australian Government

SITXLAN002 Conduct routine oral communication in a language other than English

Release: 1

SITXLAN002 Conduct routine oral communication in a language other than English

Modification History

Not applicable.

Application

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.

The 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. This unit does not prepare individuals for the role of a translator or interpreter.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Languages other than English

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Conduct routine transactions in a language other than English.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify language needed to conduct routine communications and make introductions.
- 1.2. Use appropriate courtesy expressions.

- 1.3. Use key words, phrases, gestures and sentences.
 - 1.4. Provide simple advice on workplace events and topical and familiar matters.
 - 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 workplace materials and visual information.
 - 1.8. Identify need for and seek assistance from others with appropriate language skills.
2. Give simple directions and instructions using a language other than English.
 - 2.1. Provide clear, succinct and simple directions and instructions 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.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	locate information to support communication process.
Oral communication skills to:	- in a language other than English: - interact in a positive and courteous way - participate in routine communications using and understanding key words, phrases, sentences and vocabulary specific to communicating about number, time, place, distance, quantity and currency.

Unit Mapping Information

SITXLAN22__ Conduct routine oral communication in a language other than English

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITXLAN002 Conduct routine oral communication in a language other than English

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- conduct routine workplace communication in a language other than English in at least six different oral communication exchanges which together demonstrate:
 - understanding requests and comments
 - clarifying information by asking simple factual questions
 - responding to requests for factual information and simple advice
 - providing routine information and maintaining communication in relation to routine transactions
 - providing directions and instructions
 - following social and cultural conventions for the language being used.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- 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
- workplace materials and visual information resources:
 - hotel information signs and tags printed in the target language to assist where necessary
 - international signage:
 - ‘No Smoking’ signs
 - male and female restrooms
 - 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.

Assessment Conditions

Skills must be demonstrated in an operational environment or workplace activity for which communication in languages other than English is required. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- other people with whom the individual can interact in the relevant language; these can be:
 - customers in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation
- resources that support communication in languages other than English:
 - dictionaries and phrase books
 - signs and maps
 - language mats
 - industry materials, written in languages other than English.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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