



Australian Government

SITXLAN004 Conduct complex oral communication in a language other than English

Release: 1

SITXLAN004 Conduct complex oral communication in a language other than English

Modification History

Not applicable.

Application

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.

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+.

The 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. 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 negotiations in a

PERFORMANCE CRITERIA

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

1.1. Establish rapport by using appropriate courtesy protocols, establishing common ground and observing

language other than English.	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.
2. Deliver presentations using a language other than English.	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 using a language other than English.	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 in a language other than English.	4.1. Recognise situations when the services of a professional interpreter are required, and arrange for assistance.
	4.2. Convey purpose and meaning of 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.

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 technical vocabulary in dictionaries and phrase books.
Writing skills to:	take notes to support the development and delivery of a presentation.
Oral communication skills to:	establish and maintain rapport in a language other than English.

Unit Mapping Information

SITXLAN32__ Conduct complex 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 SITXLAN004 Conduct complex 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 the following complex workplace communications in a language other than English (rare linguistic errors may occur) in at least six different oral communication exchanges:
 - establish and maintain rapport during extended interactions, including social activities
 - make presentations to groups of people in one of the following contexts:
 - guiding or interpretive activity
 - instructing or training
 - promotional activity
 - complex information on products or services
 - sales presentation
 - conduct business negotiations
 - provide detailed information and advice in area of work activity
- demonstrate the use of each of the following during the above oral communication exchanges:
 - narrative and descriptive statements
 - repetition, clarification and paraphrasing techniques to clarify requirements, solve problems and conflict, and reassure others
 - effective extended non-verbal communication skills.

Knowledge Evidence

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

- social, cultural and business conventions relevant to the language being assessed:
 - colloquialisms
 - customs
 - dialect
 - forms of address
 - idioms
 - language conventions

- protocols and taboos
- social and cultural activities in which complex oral communications are required:
 - accompanying people to dinner
 - conference activities
 - meetings
 - professional development activities
 - tours
 - trade fairs
- cross-cultural communication challenges that occur when negotiating and solving problems, and how they are 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 organisational activities.

Assessment Conditions

Skills must be demonstrated in an operational environment or 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
 - industry materials, written in languages other than English.

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

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