



Australian Government

Assessment Requirements for SITXLAN007

Conduct basic oral communication in a language other than English

Release: 1

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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 basic workplace oral communications in a language other than English in at least six different oral communication exchanges:
 - listen and respond to requests and comments
 - provide general assistance
 - provide very simple directions
- use gestures in above oral communication exchanges in a socially and culturally appropriate manner.

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, and associated:
 - body language
 - forms of address
 - taboo topics
- potential cross-cultural communication issues sufficient to avoid giving offence
- resources to assist with communication in a language other than English:
 - dictionaries
 - international signage
 - language mats
 - menus written in a language other than English
 - pamphlets written in a language other than English
 - phrase books
 - signs written in a language other than English
 - websites with translating facilities.

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; or
- a simulated industry environment, set up for the purposes of assessment.

Assessment must ensure access to:

- people with whom the individual can interact in a language other than English. These can be:
 - customers or others in an industry workplace who participate in 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
 - language mats
 - signs
 - industry materials written in languages other than English.

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

Links

Companion Volume implementation guides are found in VETNet -

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