



Australian Government

SITXLAN007 Conduct basic oral communication in a language other than English

Release: 1

SITXLAN007 Conduct basic oral communication in a language other than English

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to use and understand very simple and commonly used expressions of a predictable nature in a language other than English. It covers activities such as welcoming and farewelling customers, providing face-to-face routine customer service and other routine workplace activities.

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 basic oral proficiency in any language other than English. This unit does not prepare individuals for the role of a translator or interpreter.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

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. Initiate communication.

PERFORMANCE CRITERIA

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

- 1.1. Identify language needed to conduct basic communication.
- 1.2. Recognise and observe social and cultural conventions of language speaker.

2. Communicate in a language other than English to support routine workplace activities.
 - 2.1. Use appropriate simple and commonly used courtesy expressions for greeting, farewelling, apologising and thanking.
 - 2.2. Where language barriers exist, make efforts to communicate through use of gestures or basic vocabulary in the other person's language.
 - 2.3. Use routinely required key words, short phrases and gestures.
 - 2.4. Identify and use appropriate resources and seek assistance from those with suitable language skills.
 - 2.5. Use visual techniques to enhance or replace oral 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 information to support communication process.
Oral communication skills to:	use and understand key words, phrases, short expressions and numbers in a language other than English.

Unit Mapping Information

Supersedes and is equivalent to SITXLAN001 Conduct basic 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 SITXLAN007 Conduct basic 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 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>