



Australian Government

SITXLAN008 Conduct oral communication in a language other than English

Release: 1

SITXLAN008 Conduct 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 both predictable and non-routine, varied communications, transactions and interactions in a language other than English.

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.

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. Converse with others in a language other than English.

PERFORMANCE CRITERIA

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

- 1.1. Use techniques to extend interactions with others.
- 1.2. Seek and offer additional information and assistance to support quality of communication and service.
- 1.3. Support communication with comments on topical familiar

- matters, workplace business and events.
- 1.4. Use non-verbal communication to convey an acceptance of and sensitivity towards others.
 2. Provide detailed information and advice in a language other than English.
 - 2.1. Identify need for detailed information and advice.
 - 2.2. Convey detailed information and advice using narrative and descriptive statements.
 - 2.3. Repeat, paraphrase and clarify communications to avoid misunderstanding and to explain difficult points.
 - 2.4. Use workplace documents, materials and other references to support explanations as required.
 3. Respond to unpredictable situations and problems using a language other than English.
 - 3.1. Provide appropriate advice in response to requests, unpredictable situations and problems.
 - 3.2. Identify need for and seek assistance from others to better respond to the situation or problem.
 - 3.3. Identify key facts of problems and facilitate solutions through open communication with relevant people.
 - 3.4. Provide explanations of problems and their cause, and elaborate on details.
 - 3.5. Respond to conflict and complaints with sensitivity, following appropriate social and cultural conventions.
 - 3.6. Convey appropriate apologies and expressions of regret as required.
 4. Conduct negotiations at a functional level in a language other than English.
 - 4.1. Facilitate negotiations at a functional level through exchange of key information and agreement on details.
 - 4.2. Provide appropriate explanations about products and services.
 - 4.3. Achieve mutual understanding and agreement.

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:

- interact positively and courteously in non-routine and varied interactive workplace communications in a language other than English
- establish rapport in a language other than English.

Unit Mapping Information

Supersedes and is equivalent to SITXLAN003 Conduct 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 SITXLAN008 Conduct 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 workplace oral communication in a language other than English in six different oral communication exchanges which:
 - use narrative and descriptive statements
 - use repetition, clarification and paraphrasing techniques to clarify requirements, answer questions about products and services, solve problems and conflict, and reassure others
 - use effective non-verbal communication skills
- exchange information in a language other than English to provide information and advice about each of the following:
 - external products and services
 - internal products and services
 - medical and emergency information.

Knowledge Evidence

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

- social and cultural conventions relevant to the language being assessed:
 - forms of address
 - recognition and consideration of customs, protocols and taboos
- 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 effective negotiation and interaction in the language being assessed.

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
 - industry materials written in languages other than English.

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

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