



Australian Government

SITXLAN009 Read and write information in a language other than English

Release: 1

SITXLAN009 Read and write information in a language other than English

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to read and write workplace information in a language other than English. It covers reading a range of documents and writing routine documents, such as letters and brief reports.

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) 3.

This unit applies to all industry contexts and individuals working at many different levels of responsibility. This could include frontline, supervisory or management personnel.

This unit applies to 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. Read workplace

PERFORMANCE CRITERIA

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

1.1. Read routine and non-routine workplace documents.

- documents written in a language other than English.
- 1.2. Interpret accompanying visual information to support comprehension.
 - 1.3. Identify main ideas, key facts and requirements.
 - 1.4. Identify and take account of document tone and purpose.
 - 1.5. Act on information and respond to requests, seeking assistance where required.
2. Write simple routine workplace documents in a language other than English.
- 2.1. Prepare accurate routine workplace documents using key words, phrases, simple sentences and visual aids as required to support comprehension.
 - 2.2. Clearly and accurately convey main ideas, facts and details in written text.
 - 2.3. Provide clear written directions and instructions in a correctly ordered sequence.
 - 2.4. Support written communication with use of appropriately sequenced expressions and questions that help define or clarify the goal.
 - 2.5. Write information in appropriate place on standard forms.
 - 2.6. Adhere to workplace and cultural conventions and protocols when preparing written documents.
 - 2.7. Provide written responses to documents in an appropriate form and tone.

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.
Oral communication skills to:	listen to and note specific information.
Learning skills to:	locate key information for work.

Unit Mapping Information

Supersedes and is equivalent to SITXLAN005 Read and write information 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 SITXLAN009 Read and write information 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:

- read and write information for each of the following workplace documents in a language other than English:
 - brochure or promotional material
 - correspondence
 - menu or wine list
 - report
 - product or service information, schedule or itinerary
- for each of the above workplace documents, identify purpose, main ideas, key issues, facts and tone
- accurately identify meaning when reading above texts
- write and communicate meaning effectively in each of the following routine workplace documents:
 - answering queries about products and services
 - completing standard forms
 - conducting simple product and service transactions
 - providing factual information
 - responding to requests for general assistance and factual information.

Knowledge Evidence

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

- linguistics and writing conventions for the language being assessed:
 - grammar, spelling and punctuation conventions
 - features specific to the language
 - vocabulary and sentence structure of the language
 - technical vocabulary required to support specific organisational activities.

Assessment Conditions

Skills must be demonstrated in an operational environment or activity where written 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
- industry materials written in languages other than English
- dictionaries and phrase books.

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

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