



**Australian Government**

# **SITXLAN3326 Read and write information in a language other than English (Croatian)**

**Release 1**

## **SITXLAN3326 Read and write information in a language other than English (Croatian)**

### **Modification History**

Not applicable.

### **Unit Descriptor**

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.

The unit does not cover interpreting and translating skills, which are described in units of competency in the PSP04 Public Sector Training Package.

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.

## Application of the Unit

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 may be customised for training delivery and assessment of proficiency in any language. For reporting purposes, recognition is limited to those languages listed below which are of importance to the tourism industry. A specific code has been allocated for each of these languages. Each language must be indicated in brackets after the unit title.

For example: SITXLAN3302 Read and write information in a language other than English (Indonesian).

|             |              |
|-------------|--------------|
| SITXLAN3301 | (Arabic)     |
| SITXLAN3302 | (Indonesian) |
| SITXLAN3303 | (Cantonese)  |
| SITXLAN3304 | (Dutch)      |
| SITXLAN3305 | (Finnish)    |
| SITXLAN3306 | (French)     |
| SITXLAN3307 | (German)     |
| SITXLAN3308 | (Greek)      |
| SITXLAN3309 | (Hindi)      |
| SITXLAN3310 | (Hungarian)  |
| SITXLAN3311 | (Italian)    |
| SITXLAN3312 | (Japanese)   |
| SITXLAN3313 | (Korean)     |
| SITXLAN3314 | (Malay)      |
| SITXLAN3315 | (Mandarin)   |
| SITXLAN3316 | (Polish)     |
| SITXLAN3317 | (Portuguese) |
| SITXLAN3318 | (Russian)    |
| SITXLAN3319 | (Serbian)    |
| SITXLAN3320 | (Spanish)    |

|             |                                   |
|-------------|-----------------------------------|
| SITXLAN3321 | (Swedish)                         |
| SITXLAN3322 | (Swiss German)                    |
| SITXLAN3323 | (Taiwanese)                       |
| SITXLAN3324 | (Thai)                            |
| SITXLAN3325 | (Turkish)                         |
| SITXLAN3326 | (Croatian)                        |
| SITXLAN3327 | (Bosnian)                         |
| SITXLAN3328 | (Australian Indigenous languages) |
| SITXLAN3329 | (AUSLAN)                          |

## **Licensing/Regulatory Information**

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

## **Pre-Requisites**

Not applicable.

## **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

- |                                              |                                                                                                                                        |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| 1. Read and understand workplace documents.  | 1.1 Read and understand <b><i>routine and non routine workplace documents</i></b> .                                                    |
|                                              | 1.2 Interpret accompanying <b><i>visual information</i></b> 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. | 2.1 Prepare accurate <b><i>routine workplace documents</i></b> using key words, phrases, simple sentences and visual aids as required. |
|                                              | 2.2 Clearly and accurately convey main ideas, facts and details in written text.                                                       |
|                                              | 2.3 Provide clear <b><i>written directions and instructions</i></b> 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.                                                            |

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- literacy skills in a language other than English to:
  - read and interpret documents to:
    - identify purpose, main ideas, key issues and facts, writer attitude and mood
    - determine type of response and action required
  - write routine workplace documents using appropriate language and cultural conventions.

### Required knowledge

- linguistic knowledge and writing conventions for the language being assessed, including:
  - grammar, spelling and punctuation conventions
  - features specific to the language, including vocabulary and sentence structure
- technical vocabulary required to support specific workplace activities.

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### Overview of assessment

#### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the ability to:

- read and write workplace information in a language other than English:
  - understand and identify document purpose, main ideas, key issues, facts, attitude and tone of written texts (some use of a dictionary may be made but infrequently)
  - understand meaning with reasonable accuracy when reading texts related to straightforward everyday situations
  - use linguistic knowledge and skills to communicate meaning effectively in routine workplace documents (some errors may occur in writing, provided facts are not distorted and meaning is clear):
    - answering queries about products and services
    - conducting simple product and service transactions
    - providing factual information
    - responding to requests for general assistance and factual information.

#### **Context of and specific resources for assessment**

Assessment must ensure use of:

- a real or simulated workplace activity where written communication in languages other than English is required
- industry materials, such as routine reports, workplace documents and informational materials written in languages other than English.

#### **Method of assessment**

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- review of written communications prepared by the individual
- written or oral questioning to assess the individual's ability to read and interpret workplace documents written in a language other than English
- written or oral questioning to assess cultural knowledge and cross-cultural communication considerations

- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

**Guidance information for assessment**

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITTTSL304 Prepare quotations
- SITTTSL307 Process travel-related documentation.

## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

***Routine and non-routine workplace documents*** required to be read and understood may include:

- brochures and promotional material
- conference programs
- correspondence:
  - emails
  - faxes
  - letters
  - memos
- menus and wine lists
- reports
- reservations information
- schedules and itineraries.

***Visual information*** may include:

- diagrams
- forms
- labels
- maps
- signs
- tickets.

***Routine workplace documents*** may include:

- brief reports
- complaint responses
- correspondence:
  - emails
  - faxes
  - letters
- responses to requests for routine information
- thank you letters and invitations.

***Written directions and instructions*** may include:

- general information on work health and safety rules
- how to use simple equipment.

## Unit Sector(s)

Cross-Sector

## Competency Field

Languages other than English