Assessment Requirements for SITXLAN004 Conduct complex oral communication in a language other than English

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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 complex workplace communications in a language other than English (rare linguistic errors may occur) in at least six different oral communication exchanges:
  - establish and maintain rapport during extended interactions, including social activities
  - make presentations to groups of people in one of the following contexts:
    - guiding or interpretive activity
    - instructing or training
    - promotional activity
    - complex information on products or services
    - sales presentation
  - conduct business negotiations
  - provide detailed information and advice in area of work activity
- demonstrate the use of each of the following during the above oral communication exchanges:
  - narrative and descriptive statements
  - repetition, clarification and paraphrasing techniques to clarify requirements, solve problems and conflict, and reassure others
  - effective extended non-verbal communication skills.

Knowledge Evidence

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

- social, cultural and business conventions relevant to the language being assessed:
  - colloquialisms
  - customs
  - dialect
  - forms of address
  - idioms
  - language conventions

- protocols and taboos
- social and cultural activities in which complex oral communications are required:
  - accompanying people to dinner
  - conference activities
  - meetings
  - professional development activities
  - tours
  - trade fairs
- 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 fluent and unhindered communication in the language being assessed
- technical vocabulary required to support specific organisational activities.

Assessment Conditions

Skills must be demonstrated in an operational environment or activity for which communication in languages other than English is required. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- other people with whom the individual can interact in the relevant language; these can be:
  - customers in an industry workplace who are assisted by the individual during 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
  - 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