



Australian Government

**SITXLAN004 Conduct complex oral
communication in a language other than
English**

Release: 1

SITXLAN004 Conduct complex 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 complex, creative, routine and non-routine communication in a language other than English. This involves very fluent listening and speaking skills at a high level of complexity to conduct negotiations, make presentations, provide oral summaries in the workplace, and participate in social and cultural activities.

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) 4 to 4+.

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.

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. Conduct negotiations in a

PERFORMANCE CRITERIA

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

1.1. Establish rapport by using appropriate courtesy protocols, establishing common ground and observing

- language other than English. social, cultural and business conventions.
- 1.2. Provide explanations, information and supporting details relevant to negotiations.
 - 1.3. Use an appropriate range of language functions for negotiations, including introducing formal talk, using turn-taking skills, and agreeing and disagreeing tentatively.
 - 1.4. Use appropriate intonation, voice tone and signalling expressions effectively.
2. Deliver presentations using a language other than English.
 - 2.1. Deliver presentations in a style that supports its objective and takes account of audience characteristics, occasion and venue.
 - 2.2. Present information in a logical and concise manner using appropriate sequencing and linguistic linking.
 - 2.3. Support presentations with relevant public speaking techniques.
 3. Participate in social and cultural activities using a language other than English.
 - 3.1. Use language and language functions appropriate to varied social and cultural activities.
 - 3.2. Adapt and modify communication strategies and language functions as required.
 4. Provide summaries of oral communication in a language other than English.
 - 4.1. Recognise situations when the services of a professional interpreter are required, and arrange for assistance.
 - 4.2. Convey purpose and meaning of original utterance.
 - 4.3. Make appropriate comments between parties to check and clarify meaning.
 - 4.4. Use communication strategies and language functions that support immediate 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: | <ul style="list-style-type: none"> • locate technical vocabulary in dictionaries and phrase books. |
| Writing skills to: | <ul style="list-style-type: none"> • take notes to support the development and delivery of a presentation. |
| Oral communication skills to: | <ul style="list-style-type: none"> • establish and maintain rapport in a language other than English. |

Unit Mapping Information

SITXLAN32__ Conduct complex 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>