

Title	Communicate in a culturally diverse workplace		
Level	4	Credits	4

Purpose	People credited with this unit standard are able to communicate in a culturally diverse workplace.
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Classification	Communication Skills > Interpersonal Communications
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Available grade	Achieved
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Guidance Information

- 1 Legislation referred to in this unit standard may include but is not limited to the Human Rights Act 1993.
- 2 Definitions
Culture refers to the characteristics shared by people that make them a recognisable group in society, with a shared sense of identity. Such characteristics could, separately or combined, include expression of their origins, beliefs and/or values, sense of personal identity, customary practices, shared norms of behaviour, or any other identifiable and shared feature(s).
A specified workplace means the actual workplace in which the candidate is either employed or on work experience.
- 3 All activities relevant to this standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).
- 4 All activities must, as relevant to candidates and/or this standard, reflect the peoples of the Pacific and other cultures, and their world views.

Outcomes and performance criteria

Outcome 1

Communicate in a culturally diverse workplace.

Performance criteria

- 1.1 Verbal and/or non-verbal communication preferences of three different cultural groups are described in terms of their effect on communication in the specified workplace.

Range evidence of two preferences for each cultural group.

- 1.2 The impact of communication preferences on specific workplace practices for culturally diverse groups is identified and discussed.
- Range evidence of two workplace practices.
- 1.3 Relevant legislation and organisational regulations and policies relating to cultural diversity are identified and explained in terms of their impact on communication in the specified workplace.
- 1.4 Strategies are developed and used to enhance communication in the specified workplace.
- Range evidence of three strategies.
- 1.5 Strategies used are evaluated in terms of effectiveness in improving cross-cultural communication in the specified workplace.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	24 March 1998	31 December 2015
Review	2	26 September 2001	31 December 2015
Rollover and Revision	3	25 July 2006	31 December 2015
Review	4	21 May 2010	31 December 2017
Review	5	18 June 2015	31 December 2020
Review	6	16 February 2017	N/A
Review	7	24 March 2022	N/A

Consent and Moderation Requirements (CMR) reference	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.