

## Communicate with people from other cultures

**Level** 2

**Credits** 3

**Purpose** People credited with this unit standard are able to demonstrate knowledge of communication with people from other cultures and communicate with people from other cultures.

**Subfield** Communication Skills

**Domain** Interpersonal Communications

**Status** Registered

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**Entry information** Open.

**Accreditation** Evaluation of documentation by NZQA.

**Standard setting body (SSB)** NZQA National Qualifications Services

**Accreditation and Moderation Action Plan (AMAP) reference** 0023

This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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### Special Notes

- 1 Voice modulation for hearing impaired people will be demonstrated through a sign language interpreter voicing the message of the signer.
- 2 In a group or pair activity each candidate must have a significant role to be able to provide sufficient evidence for the assessment of individual performance.
- 3 Definitions  
*Communicate* means face-to-face communication.  
*Other cultures* means two cultures other than one's own.

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## Elements and performance criteria

### Element 1

Demonstrate knowledge of communication with people from other cultures.

#### Performance criteria

- 1.1 Values of the other cultures are outlined.
- 1.2 Common communication practices of the other cultures are outlined.
- Range at least two verbal and two non-verbal aspects.
- 1.3 Possible barriers in communication between one's own and other cultures are identified.
- Range evidence is required of four possible barriers to effective interpersonal communication for each culture.
- 1.4 Practices that could improve communication with people from other cultures are described.
- Range practices may include but are not limited to – clarity and pace of speech, choice of vocabulary, gestures, behaviour appropriate to each culture.  
Evidence is required of four practices.

### Element 2

Communicate with people from other cultures.

#### Performance criteria

- 2.1 Greetings made to people from other cultures are appropriate to the culture and situation.
- 2.2 Interaction with people from other cultures is appropriate to the culture and situation.
- 2.3 Information is given and requested in a way that is sensitive to the other cultures, is clear and concise, and is targeted to the recipient.

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#### Please Note

Providers must be accredited by NZQA, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by NZQA before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

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### **Comments on this unit standard**

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