|  |  |  |  |
| --- | --- | --- | --- |
| 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. |

|  |  |
| --- | --- |
| Classification | Communication Skills > Interpersonal Communications |

|  |  |
| --- | --- |
| Available grade | Achieved |

**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 will respect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).

4 All activities will, 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 2026 |

**Status information and last date for assessment for superseded versions**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 | XXXX 2021 | N/A |

|  |  |
| --- | --- |
| Consent and Moderation Requirements (CMR) reference | 0113 |

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](mailto:nqs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.