

<b>Title</b>	<b>Develop strategies for communicating in a culturally diverse workplace</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	People credited with this unit standard are able to describe the impact of cultural diversity on communication practices in a specified workplace, and communicate in a specified workplace which is culturally diverse.
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<b>Classification</b>	Communication Skills > Interpersonal Communications
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<b>Available grade</b>	Achieved
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**Explanatory notes**

- 1 Legislation referred to in this unit standard may include but is not limited to: State Sector Act 1988 and Human Rights Act 1993, and their subsequent amendments.
- 2 Definitions  
*Cultural diversity*, as referred to in this unit standard, refers to differences between groups of people who share beliefs, values, and norms as a result of their – age, gender, race, ethnicity, sexual orientation, special needs, and religion. Groups of people can include colleagues, customers or clients.  
*A specified workplace* means the actual workplace in which the candidate is either employed or on work experience.

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**Outcomes and evidence requirements**

**Outcome 1**

Describe the impact of cultural diversity on communication practices in a specified workplace.

**Evidence requirements**

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

Range verbal communication preferences may include but are not limited to – use of formal language, titles and greetings, word choice, willingness to express opinions, conflict;  
 non-verbal communication preferences may include but are not limited to – the use of silence, physical contact, gestures, eye contact, proximity, timing, physical appearance, environmental cues;  
 evidence of two preferences is required for each cultural group.

1.2 The impact of communication preferences on specific workplace practices for culturally diverse groups is identified and discussed.

Range workplace practices may include but are not limited to – preference for working in a group, selection of leaders, relationships with superiors, composition of work teams, rostering, participation at meetings;  
 evidence of two workplace practices is required.

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 workplace.

**Outcome 2**

Communicate in a specified workplace which is culturally diverse.

**Evidence requirements**

2.1 Strategies are developed and used to enhance communication in the workplace.

Range evidence of three strategies for the effects and impacts identified in outcome 1.

2.2 Strategies used are evaluated in terms of effectiveness in improving cross-cultural communication in the workplace.

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<b>Planned review date</b>	31 December 2021
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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

**Consent and Moderation Requirements (CMR) reference**

0113

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

**Please note**

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR 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.

**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.