

<b>Title</b>	<b>Communicate with people from other cultures</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>2</b>

<b>Purpose</b>	People credited with this unit standard are able to communicate with people from other cultures.
----------------	--

<b>Classification</b>	Communication Skills > Interpersonal Communications
-----------------------	---

<b>Available grade</b>	Achieved
------------------------	----------

---

### Guidance Information

- 1 This unit standard must not be assessed using role-play of a person's culture, or scripted interactions.
- 2 Each interaction must be of sufficient length and complexity to enable the candidate to demonstrate competence. Interactions must avoid stereotyping.
- 3 **Definitions**  
*Communicate* means face-to-face communication, which may be in a digital context. *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).
- 4 For participants from the deaf community, New Zealand Sign Language (NZSL) may be used between signing individuals and a signing group in order to demonstrate the requirements for this unit standard. A sign language interpreter must not be used in a group where all participants are using NZSL.  
  
For mixed groups of hearing and deaf participants, an interpreter may be used to interpret spoken and signed language only when NZSL users are interacting with hearing participants.
- 5 A verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.
- 6 All activities relevant to this standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).
- 7 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 with people from other cultures.

Range two cultures other than one's own.

### Performance criteria

1.1 Cultural values relevant to communication with a person from another culture are described.

1.2 Common communication practices of another culture are outlined.

Range two verbal and two non-verbal practices for each culture.

1.3 Four barriers to communication with a person from another culture are identified, and strategies to reduce the impact of each barrier are described.

1.4 Interactions with people from other cultures are conducted as appropriate to the culture(s), purpose, and situation.

Range each interaction may include but is not limited to – establishing rapport, maintaining rapport, avoiding offence, greetings, salutation, conversation flow, non-verbal cues, giving information, seeking information.

<b>Planned review date</b>	31 December 2027
----------------------------	------------------

### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	26 January 1995	31 December 2014
Review	2	9 August 1996	31 December 2014
Review	3	24 March 1998	31 December 2014
Review	4	26 September 2001	31 December 2014
Rollover and Revision	5	25 July 2006	31 December 2014
Review	6	17 April 2009	31 December 2014
Revision	7	21 August 2009	31 December 2016
Review	8	24 October 2014	31 December 2020
Review	9	16 February 2017	N/A
Review	10	24 March 2022	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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.