

<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.
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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 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*, for the purpose of this unit standard, means face-to-face communication.  
*Culture*, for the purpose of this unit standard, refers to nationality, ethnicity, or race.
- 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 In the absence of video evidence, a verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.

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### Outcomes and evidence requirements

#### Outcome 1

Communicate with people from other cultures.

Range two cultures other than one's own.

**Evidence requirements**

- 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 appropriate to the culture, 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 2021
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**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

<b>Consent and Moderation Requirements (CMR) reference</b>	0113
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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.

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### **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.