

Unit Standard 1304 Assessment

Version 9

Level 3

Credits 2

Candidate's Name: _____

Candidate's NSN: _____

Candidate's D.O.B: _____

Candidate's Contact details: _____

What about coffee
culture?

Wrong sort of
culture, buddy!



Communicate with people from other cultures

For Capital Training to Complete Only

Assessor's Name: _____

Assessor's Signature: _____

For Capital Training to Complete Only			
Unit Issued Date:			
First Attempt Marking Date:	Unit Complete	Standard Not Met	
First Attempt Marking Comments:			
Second Attempt Marking Date:	Unit Complete	Standard Not Met	
Second Attempt Marking Comments:			
Date Unit Awarded:			

Attestation Form (For Candidate to Sign)

Candidate's Name: _____

I hereby declare that the following is my own work which I have completed to the best of my ability. I have not copied answers or materials from any other sources.

Candidate's Signature: _____

For Capital Training to Complete Only

	Achieved	Final marking date
1304 v 9		

Assessor's Attestation:

The candidate's performance and knowledge are at a sufficient level to grant this Unit Standard. The assessment was sat and completed in line with any relevant Health and Safety regulations. If assessed again in the future, I am confident that the candidate will be competent.

Assessor's name:

Education Provider:

Date:

Signature:

Module Moderated

Y/N

Unit Awarded

Date:

Assessment Conditions

There are a number of assessment questions and/or observations in this assessment. Ensure that you carefully read each question and set of instructions before you answer and/or perform tasks.

1. All assessment questions/observations must be complete.
2. All tasks in this assessment are open book.
3. You will need a pen and/or access to a computer to complete this assessment dependant on whether you are completing in hard or soft copy.
4. If you are completing this assessment digitally; ensure that it has been downloaded and saved in to your local documents folder before attempting the assessment.
5. Discuss with your tutor the time limit for this assessment.
6. An attestation form found on the assessment must be signed by both the tutor and yourself.
7. All answers must be in your own words.

You may choose to complete this assessment verbally using a speech to text digital tool. Discuss this option with your tutor.

Outcome 1: Communicate with people from other cultures.

Barriers and Values

Throughout your Duke of Edinburgh's Gold Award, you are going to encounter people who are from other cultures. It is important to be able to communicate with people from other cultures, especially in our increasingly globalised society. In order to effectively communicate with people from other cultures, we must be able to identify values that are related to communication and possible barriers to communication with people from those cultures.

Pick two cultures (other than your own) and discuss why you have picked them (**you need to choose the cultures of people that you regularly see in face to face situations**)

Culture 1:

Why did you pick this culture?

Culture 2:

Why did you pick this culture?

Research Time!

Each culture around the world holds values that are important to the people that are part of that culture. It is important to know and understand these values as a breach in these values can lead to offense and a breakdown in communication. Values are also a very good conversation starter and can help you glean information in conversations.

For each of the cultures that you have selected, you must identify and describe two values that are culturally important to communication.

Culture 1	
Value	
Value	

Culture 2	
Value	
Value	

Cultural values will often influence or dictate cultural practices when it comes to communication. It is important to understand and follow cultural communication practices when communicating with someone from another culture.

For both cultures that you have selected; you must identify and outline two verbal and two non-verbal communication practices.

Culture 1	
Verbal practice	
Verbal practice	
Non-verbal practice	
Non-verbal practice	

Culture 2	
Verbal practice	
Verbal practice	
Non-verbal practice	
Non-verbal practice	

Once a culture's values and communication practices have been identified and understood, it is imperative that barriers to communication are identified so that strategies to minimise or eliminate those barriers can be created and implemented.

For both cultures that you have identified, identify four potential barriers to communication with a person from that culture and describe a strategy to reduce the impact of each barrier.

Culture		
Barrier		Strategy to reduce or minimise barrier

Culture	
Barrier	Strategy to reduce or minimise barrier

Interact with People from Other Cultures

You must be observed communicating face to face with a person from each of the two cultures that you identified.

Your interaction can be during any event or component that is a part of your Gold Award. You could interact with another person as part of your service or your Adventurous Journey. You could interact with somebody from another culture during school time. Your interactions must have a clear purpose and must include a dialogue of a good length (five to ten minutes) and must be culturally sensitive to you and the other participant.

Each of your two conversations may include but are not limited to including the following skills and conversation techniques:

- Establishing rapport
- Maintaining rapport
- Avoiding offence
- Greeting
- Salutation
- Conversation flow
- Non-verbal cues
- Giving information
- Seeking information

Your observer will be assessing how appropriate your interactions are in terms of culture, purpose and situation. Ensure that they complete the observation sheets at the back of this assessment booklet or film the interactions.

For Capital Training to Complete Only Assessment Schedule for Unit 1304v9

Level 3 Credit 2

Communicate with people from other cultures

Evidence requirements	Evidence Statement (what the assessor looks for)	Judgement Statement (how well or how many)	✓1 st marking	✓2 nd marking
<p>Outcome 1</p> <p>Communicate with people from other cultures.</p> <p>Range: two cultures other than one's own.</p>				
<p>1.1 Cultural values relevant to communication with a person from another culture are described.</p>	<p>Description of cultural values.</p> <p>Pg. 6-7</p>	<p>For each of the two selected cultures, the candidate has described two values that are held by the people of the culture that is relevant to communication.</p> <p>The description clearly indicates how the value relates to communication.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>1.2 Common communication practices of another culture are outlined.</p> <p>Range two verbal and two non-verbal practices for each culture.</p>	<p>Verbal and non-verbal communication practices.</p> <p>Pg. 8-9</p>	<p>For each of the selected cultures; the candidate has outlined TWO verbal and TWO non-verbal communication practices that are observed by people within that culture.</p>		

<p>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.</p>	<p>Barriers to communication table.</p> <p>Pg. 10 - 11</p>	<p>For each of the cultures that the candidate identified; the candidate identified FOUR potential barriers to communication and described a strategy to minimise the effect of each barrier.</p> <p>Each barrier to communication must be a result of cultural differences.</p>		
<p>1.4 Interactions with people from other cultures are appropriate to the culture, purpose, and situation.</p> <p>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.</p>	<p>Observation checklist must be completed Pg. 16 - 19</p>	<p>The candidate has been observed interacting face to face with members of the two selected cultures.</p> <p>The candidate acted and conversed appropriately in regards to:</p> <ul style="list-style-type: none"> • Culture • Purpose • Situation <p>The candidate was polite, respectful and used a range of conversational skills and techniques.</p> <p>The observation checklist for each of the interactions has been filled out. Photos or videos may have been submitted as supplementary evidence.</p> <p>In the absence of video evidence, the</p>		

		observer checklist must include specific examples from the candidate's performance.		
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For the Observer to Complete

**Observation Checklist
Cultural Group 1**

Candidate's Cultural Group:

Participant's Cultural Group:

Date:

PC	Description	✓
1.4	Interactions with people from other cultures are appropriate to the culture, purpose, and situation.	

Assessor's comments [Comment on how well the candidate achieved the following if demonstrated]

Establishing and maintaining rapport

Avoiding offence

Greeting

Salutation

Conversation flow

Non-verbal cues and body language

Giving and seeking information

Other

Attestation:

I can attest that the candidate performed all skills and techniques required within this observation. This is an accurate record of the candidate's performance.

Observer's name:

Date:

Observer's signature:

For the Observer to Complete		
Observation Checklist Cultural Group 2		
Candidate's Cultural Group:		
Participant's Cultural Group:		
Date:		
PC	Description	✓
1.4	Interactions with people from other cultures are appropriate to the culture, purpose, and situation.	
Assessor's comments [Comment on how well the candidate achieved the following if demonstrated]		
Establishing and maintaining rapport		
Avoiding offence		

Greeting

Salutation

Conversation flow

Non-verbal cues and body language

Giving and seeking information

Other

Attestation:

I can attest that the candidate performed all skills and techniques required within this observation. This is an accurate record of the candidate's performance.

Observer's name:

Date:

Observer's signature:

