



US 1304 Communicate with people from other cultures Level 2, Credit 2, Version 4

This evidence guide aims to assist you in preparing for assessment of this unit standard. It outlines the requirements for each element in the unit standard and the knowledge you need to have before you are assessed.

Purpose of the unit standard

People credited with this unit standard are able to describe communication with people from other cultures and communicate with people from other cultures.

Special notes

- Voice modulation for hearing impaired people will be demonstrated through sign language interpreter voicing the message of the signer
- Other cultures means two cultures other than one's own
- All activities must avoid stereotyping

Resources

People from other cultures

Sources of evidence may include:

- Expert Witness Testimony
- Direct observation of performance
- Audio tape
- Video tape
- Documentation

Note: Audio and or video tape should be kept for moderation purposes.

Instructions

Read through the checklist on the following page; if you can confidently tick all the boxes then you are ready to be assessed. If not, you will need to complete additional work before you are assessed.

The column labelled *evidence* is there for you to make notes about the type of evidence you are going to supply. This is optional.

If you are unsure of any requirements you may contact your assessor or workplace mentor for further clarification. It is recommended that you have all your evidence prepared before you meet with your assessor.

TRAINEE EVIDENCE GUIDE



Observation of Performance Checklist

The candidate will be observed or provide verified documentation on the following:

ELEMENT 2: COMMUNICATE WITH PEOPLE FROM OTHER CULTURES

Requirements	C/NYC	Date Observed	Assessor Comments on Performance
Greet people from other cultures appropriately to the culture and the situation. Must relate to 2 other cultures.			
Interact with people from other cultures appropriately to the culture and the situation. Must relate to 2 other cultures.			
Give requested information to people from other cultures sensitively to the culture. Must relate to 2 other cultures.			
Use a strategy to avoid offence and obtain feedback on how well the strategy worked. Must relate to 2 other cultures.			

EVIDENCE CHECKLIST

Element 1: Describe communication with people from other cultures		
<input checked="" type="checkbox"/>	Performance Criteria	Evidence
<input checked="" type="checkbox"/>	<p>The evidence will demonstrate knowledge of:</p>	
<input type="checkbox"/>	<p>Possible barriers in communication with people from other cultures:</p> <ul style="list-style-type: none"> ■ Barriers must include for each culture verbal and non verbal aspects of communication which relate to differing values and beliefs ■ For each culture there must be evidence of 4 barriers ■ The description must include reference to variations among individuals within each cultural grouping 	
<input type="checkbox"/>	<p>Techniques to enhance effective communications.</p> <p>The following techniques must be covered:</p> <ul style="list-style-type: none"> ■ Clarity and pace of speech ■ Choice of vocabulary ■ Use of active listening ■ Interpretation and use of gesture ■ Appropriate behaviour for the culture ■ Other relevant techniques can also be identified 	

EVIDENCE CHECKLIST

Element 2: Communicate with people from other cultures		
<input checked="" type="checkbox"/>	Performance Criteria	Evidence
<input checked="" type="checkbox"/>	<p>The evidence will demonstrate that:</p> <p><input type="checkbox"/> Greetings are made to people from other cultures that are appropriate to the culture and the situation.</p> <p>Must relate to 2 other cultures.</p> <p><input type="checkbox"/> Interaction with people from other cultures is appropriate to the culture and the situation.</p> <p>Must relate to 2 other cultures.</p> <p><input type="checkbox"/> Information is given and requested that is sensitive to the culture:</p> <ul style="list-style-type: none"> ■ Is clear and concise ■ Is targeted to the recipient <p>Must relate to 2 other cultures.</p> <p>The evidence could include:</p> <ul style="list-style-type: none"> ■ Being clear ■ Not using jargon or slang ■ Using simple sentences <p><input type="checkbox"/> A strategy to avoid offence is used and feedback obtained on how well the strategy worked.</p> <p>Must relate to 2 other cultures.</p> <p>The evidence could include:</p> <ul style="list-style-type: none"> ■ Listening carefully ■ Being neutral with body language ■ Speaking clearly ■ Using appropriate language ■ Using open ended questions to gain good feedback ■ Clarifying meaning 	