



Australian Government

Assessment Requirements for BSBDIV803 Develop cross cultural communication and negotiation strategies

Release: 1

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Modification History

Release	Comments
Version 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- apply cross-cultural knowledge and protocols
- effectively communicate with diverse groups and individuals in the work-related environment
- research communication styles and methods, and cultural protocols for use with people from a range of countries
- document cross cultural awareness and communications strategies.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline communication styles and methods, and cultural protocols for use with people from a range of countries
- define culture and cultural diversity based on a number of theoretical models
- identify cultural bias inherent in any conceptual model of culture
- outline implicit and explicit similarities and differences within and between countries and cultures
- list important cultural features of selected countries
- describe various personal cultural assumptions shaping expectations and outcomes
- identify sources of assistance for international students and visitors, including location of and access to interpreters
- outline special types of communications for the international education environment.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – diversity field of work and include access to:

- organisational policies and procedures related to international education practices
- business technology
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>