



**Australian Government**

# **Assessment Requirements for SFICPL204 Communicate effectively in cross-cultural environments**

**Release: 1**

## Assessment Requirements for SFICPL204 Communicate effectively in cross-cultural environments

### Modification History

Release	Comments
Release 1	This version released with SFI Seafood Industry Training Package Version 1.0.

### Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has communicated effectively with people of cultural backgrounds different to their own on three different occasions, including:

- applying culturally appropriate work practices to interact with individuals
- using appropriate verbal and non-verbal communication and resources to sensitively and respectfully communicate in a cross-cultural context.

### Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- differences between cultures
- fundamental conventions and patterns of cultural difference, including:
  - approaches to completing tasks
  - attitudes to conflict
  - attitudes to disclosure
  - communication styles
  - decision-making styles
- words and actions of people from differing backgrounds, including:
  - non-verbal communication conventions
  - verbal communication conventions
- interpreter resources for communicating with people of differing backgrounds
- legislation, regulations, codes and policies relevant to access and equity, including:
  - Commonwealth, state or territory legislation
  - community standards and regulations
  - industry codes of practice

- organisational policies, procedures and practices
- past and present power relations and their impact on the workplace
- racism and discrimination and laws pertaining to these issues
- strategies for resolving differences or misunderstandings.

## Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
  - skills must be demonstrated in a compliance monitoring setting or an environment that accurately represents workplace conditions
- resources:
  - access to interpreter resources
- specifications:
  - workplace policies and procedures relating to stakeholder communication and relationships
- relationships:
  - evidence of interactions with people of differing cultural backgrounds

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## Links

Companion Volumes, including Implementation Guides, are available at VETNet: -  
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=e31d8c6b-1608-4d77-9f71-9ee749456273>