



Australian Government

Assessment Requirements for AMPMGT803 Communicate and negotiate in a culturally diverse context

Release: 1

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Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

Candidates must be observed using an understanding of cultural diversity to communicate and negotiate in multicultural business contexts. Evidence must demonstrate the candidate's consistency of performance over time.

Candidates must:

- interact and negotiate in a range of cross-cultural contexts relevant to the business of the enterprise
- interact appropriately with partners, customers, governments and other stakeholders
- identify the organisation's approach to accommodating cultural diversity
- identify the strengths and weaknesses in models of cultural analysis
- use initiative and enterprise skills account for cultural contexts, similarities and differences
- apply knowledge to identify and apply multiple perspectives and interpretations, and appropriate protocols and language
- research academic theories of culture and present them in plain English
- use problem-solving skills to negotiate in difficult and complex situations
- communicate and negotiate through an interpreter in a culturally appropriate manner
- work effectively with groups and teams
- research online and to use libraries to gain cultural knowledge and information

Knowledge Evidence

Candidates must demonstrate specialised and integrated technical and theoretical knowledge of:

- communication styles and methods, and the protocols of people from a range of cultures
- definitions of culture and cultural diversity based on a numerous theoretical models
- cultural biases inherent in any relevant conceptual models of culture
- implicit and explicit similarities and differences within and between countries and cultures
- important features of relevant cultures

- workplace health and safety protocols for interactions with people at work, particularly duty of care requirements
- personal cultural assumptions shaping expectations and outcomes
- sources of assistance for international visitors, including access to interpreters
- types of communication specific to cross-cultural business environments

Assessment Conditions

Assessment must ensure:

- activities are related to a business context
- access to workplace context in which cross-cultural communication and negotiation skills are required

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>