



Australian Government

Assessment Requirements for AMPMGT810 Communicate and negotiate in a culturally diverse context

Release: 1

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Modification History

Release	Comments
Release 1	This version released with AMP Australian Meat Processing Training Package Version 8.0.

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 and negotiated in culturally diverse contexts relevant to the business, over a period of at least three months, including:

- interacted and negotiated in at least three cross-cultural contexts about business issues
- interacted effectively with partners, customers, governments and other stakeholders
- used appropriate protocols and language when dealing with multiple perspectives and interpretations
- used problem-solving skills to negotiate in difficult and culturally complex situations
- identified the organisation's approach to accommodating cultural diversity
- identified strengths and weaknesses of cultural diversity models
- researched theories of managing cultural diversity relevant to the workplace
- developed cross-cultural awareness within the workplace.

Mandatory workplace requirements

All performance evidence specified above must be demonstrated in a culturally diverse agribusiness 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:

- communication styles and methods, and the protocols of people from a range of cultures relevant to the business
- definitions of culture and cultural diversity based on a range of 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 aspects of cultures relevant to the business

- 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 of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - *skills must be demonstrated in a culturally diverse agribusiness context*
- resources, equipment and materials:
 - access to appropriate technology for researching and communicating
- specifications:
 - *workplace documents such as policies and procedures that guide communications and business interactions*
 - *access to legislation and codes of practice relevant to workplace operations.*

Assessment for this unit must include at least three forms of evidence.

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

Mandatory workplace requirements

Mandatory workplace requirements are shown in *italic* text. Refer to the Companion Volume Implementation Guide for further information.

Links

Companion Volumes, including Implementation Guides, are available at VETNet: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>