



Australian Government

SFICPL204 Communicate effectively in cross-cultural environments

Release: 1

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.

Application

This unit of competency describes the skills and knowledge required to interact with people from cultures different to one's own using culturally appropriate verbal and non-verbal communication.

The unit applies to individuals who work in a compliance monitoring environment and interact with both internal and external stakeholders.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Compliance (CPL)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Use verbal and non-verbal communication in a culturally sensitive manner	1.1 Recognise and respect cultural differences of the individual and/or community 1.2 Establish a rapport with the individual to enable further conversation 1.3 Accommodate conventions of conversation and language patterns 1.4 Ensure language and concepts used are culturally appropriate to

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	the individual and/or community 1.5 Ensure gestures and non-verbal communication used are culturally appropriate 1.6 Ensure dress and behaviours are culturally appropriate for interaction with the individual and/or community
2. Interact with people in a culturally appropriate way	2.1 Use strategies for developing effective cross-cultural relationships 2.2 Identify and address barriers to effective cross-cultural communication to maintain effective relationships 2.3 Use strategies for resolving differences or misunderstandings 2.4 Identify and use interpreter resources to facilitate effective communication within the workplace 2.5 Ensure compliance requirements are based on culturally appropriate practices

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Oral communication	Asks questions and listens carefully to gather, interpret or evaluate information, to clarify understanding or seek further information
Navigate the world of work	Applies knowledge of legislation and policies relevant to access and equity, racism and discrimination
Interact with others	Uses suitable modes of communication, verbal and non-verbal conventions
Get the work done	- Makes decisions relating to appropriate communication and relationship-building strategies - Solves familiar and generally predictable cross-cultural problems and conflicts within workplace guidelines and using experience of past solutions

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
SFICPL204 Communicate effectively in cross-cultural environments	SFICOMP205B Communicate effectively in cross-cultural environments	Updated to meet Standards for Training Packages	Equivalent unit

Links

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

Assessment Requirements for SFICPL204 Communicate effectively in cross-cultural environments

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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.

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