



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>