

**Modification history**

<b>Release</b>	<b>Comments</b>
Release 1	This version released with SFI Seafood Industry Training Package Version 1.0.

<b>SFICPL205</b>	<b>Communicate effectively in cross-cultural environments</b>
<b>Application</b>	<p>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.</p> <p>The unit applies to individuals who work in a compliance monitoring environment and interact with both internal and external stakeholders.</p> <p>No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>Prerequisite Unit</b>	Nil
<b>Unit Sector</b>	Compliance (CPL)

<b>Elements</b>	<b>Performance Criteria</b>
<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 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

<b>Foundation Skills</b>	
<i>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.</i>	
<b>Skill</b>	<b>Description</b>
Oral Communication	<ul style="list-style-type: none"> <li>Ask questions and listen carefully to gather, interpret or evaluate information, to clarify understanding or seek further information</li> </ul>
Navigate the world of work	<ul style="list-style-type: none"> <li>Apply knowledge of legislation and policies relevant to access and equity, racism and discrimination</li> </ul>
Interact with others	<ul style="list-style-type: none"> <li>Use suitable modes of communication, verbal and non-verbal conventions</li> </ul>
Get the work done	<ul style="list-style-type: none"> <li>Make decisions relating to appropriate communication and relationship-building strategies</li> <li>Solve familiar and generally predictable cross-cultural problems and conflicts within workplace guidelines and using experience of past solutions</li> </ul>

<b>Unit Mapping Information</b>			
<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
SFICPL205 Communicate effectively in cross-cultural environments	SFICOMP205B Communicate effectively in cross-cultural environments	Updated to meet Standards for Training Packages	Equivalent unit

<b>Links</b>	Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=e31d8c6b-1608-4d77-9f71-9ee749456273">https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=e31d8c6b-1608-4d77-9f71-9ee749456273</a>
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<b>TITLE</b>	<b>Assessment requirements for SFICPL205 Communicate effectively in cross-cultural environments</b>
<b>Performance Evidence</b>	
<p>An individual demonstrating competency must satisfy all the elements and performance criteria of this unit. There must be evidence that the individual has communicated effectively with people of differing cultural backgrounds in at least three day-to-day observations or promotional activities, including:</p> <ul style="list-style-type: none"> <li>• respecting and having consideration for cultural differences of the individual and/or community</li> <li>• identifying culturally-appropriate work practices</li> <li>• developing and maintaining cross-cultural relationships</li> <li>• using appropriate verbal and non-verbal communication and resources to sensitively and respectfully communicate in a cross-cultural context.</li> </ul>	
<b>Knowledge Evidence</b>	
<p>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:</p> <ul style="list-style-type: none"> <li>• differences between cultures, including the cultures of Aboriginal and Torres Strait Islander people</li> <li>• fundamental conventions and patterns of cultural difference, including: <ul style="list-style-type: none"> <li>• approaches to completing tasks</li> <li>• attitudes to conflict</li> <li>• attitudes to disclosure</li> <li>• communication styles</li> <li>• decision-making styles</li> </ul> </li> <li>• words and actions of people from differing backgrounds including: <ul style="list-style-type: none"> <li>• non-verbal communication conventions</li> <li>• verbal communication conventions</li> </ul> </li> <li>• interpreter resources for communicating with people of differing backgrounds</li> <li>• legislation, regulation, codes and policies relevant to access and equity including: <ul style="list-style-type: none"> <li>• commonwealth, state or territory legislation</li> <li>• community standards and regulations</li> <li>• industry codes of practice</li> <li>• organisational policies, procedures and practices</li> </ul> </li> <li>• past and present power relations and their impact on the workplace</li> <li>• racism and discrimination and laws pertaining to these issues</li> <li>• strategies for resolving differences or misunderstandings.</li> </ul>	
<b>Assessment Conditions</b>	
<p>Assessment of this unit of competency must take place under the following conditions:</p> <ul style="list-style-type: none"> <li>• physical conditions: <ul style="list-style-type: none"> <li>• skills must be demonstrated in a compliance monitoring setting or an environment that accurately represents workplace conditions</li> </ul> </li> <li>• resources: <ul style="list-style-type: none"> <li>• access to interpreter resources</li> </ul> </li> <li>• specifications: <ul style="list-style-type: none"> <li>• workplace policies and procedures relating to stakeholder communication and relationships</li> </ul> </li> <li>• relationships: <ul style="list-style-type: none"> <li>• interactions with people of differing cultural backgrounds</li> </ul> </li> </ul> <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	
<b>Links</b>	Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=e31d8c6b-1608-4d77-9f71-9ee749456273">https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=e31d8c6b-1608-4d77-9f71-9ee749456273</a>