

Learning Assessment Guide

Unit Standard 11099 – Version 3

Develop strategies for communicating in a culturally diverse workplace

Level 4 – 4 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

This Learning Assessment Guide contains:

- Tasks sheets for you to complete
- A Communication Verification Form
- The Assessment Guide that the assessor will use to assess and record your competence
- An Assessment Results Form

The assessment tasks are designed to show the assessor that you can:

- Identify communication implications of cultural diversity.
- Communicate in a culturally diverse workplace.

Assessment Task One – Element 1

Introduction

This assessment task is designed to show your assessor that you can:

- identify communication implications of cultural diversity.

You will be asked to do this in relation to your workplace.

Cultural diversity in this unit standard includes age, gender, diversity within races, sexual orientation, special needs, and religion.

Task Instructions

Use the Task One Questions on the following page to provide an explanation of how the cultural diversity of your workplace impacts on communication.

Record your answers on a separate sheet of paper. Use a word processor if you wish to.

You will need to have at least two cultures other than your own represented in your responses. If your current workplace does not have this amount of cultural diversity represented, you may use a previous work group for your discussion or include a closely associated work group with which you have regular contact.

The questions may be answered orally or in writing. Please advise your assessor if you wish to complete this assessment task orally.

Your completed assessment for Task One will include:

- Comprehensive answers / explanations based upon the Task One Questions.
- Explanations show an understanding of communication implications of cultural diversity.

Task One Questions

1. Identify the components of cultural diversity that you experience in your workplace, in terms of:

- age
- gender
- diversity within race
- sexual orientation
- special needs
- religion

Provide a brief description (one or two sentences) of the range / diversity of representation for each of the above.

2. Identify the legal and organisational requirements relating to cultural diversity in your workplace.

For each requirement, provide a brief description of the impact on communication in culturally diverse situations.

For example: Policy of having Maori representation on staff selection panels sometimes increases the size of the panel creating a more formal interview environment than is desired, but is likely to make Maori and many Pacific Island Learners more at ease in other respects. It also emphasises the representation of Maori and the importance of the Maori cultural dimension to the organisation.

3. Analyse three different work group practices in terms of their impact on communication in culturally diverse situations.
4. For each of the different cultural groups and subgroups you identify in your workplace, comment on differences in communication that you observe. Your comments might be based on issues related to but not limited to: timing, gesturing, respecting others, verbal and non-verbal signals, eye contact and physical contact. (Minimum 5 required)

Assessment Task Two – Element 2

Introduction

This assessment task is designed to show your assessor that you can:

- communicate in a culturally diverse workplace.

Evidence will consist of examples of your communication provided by you, along with verifications from others in your workplace.

Task Instructions

Part A

Provide brief but complete answers to the following five questions on communication in a culturally diverse workplace. These questions may be answered in writing, or orally with your assessor.

1. Describe a situation that you have experienced in your workplace where you felt that your communication with people from other cultures was particularly effective. Say why.
2. Describe a situation that you have experienced in your workplace where communication with people from other cultures was difficult. Say why.
3. Describe two strategies which you have developed and used effectively to help you and your work group address issues that arise when communicating with other cultures.
4. Describe a strategy which you have developed and monitored which builds on a positive aspect of cultural difference between two different groups.
5. Describe two strategies which you use successfully for improving cross-cultural communication with your work colleagues.

Part B

This activity requires you to obtain two verifications from the workplace relating to your ability to communicate in a culturally diverse workplace. One of these must come from your manager.

Provide your manager, and a work colleague from a culture other than your own, with copies of the Communication Verification Form. Brief them on the content of this unit standard.

Provide your two verifiers with the name, address, and telephone number of your assessor so that they can forward their completed verification directly to the assessor if they wish. They may also wish to complete the verification orally with your assessor.

Your completed assessment for Task Two will include:

- Oral or written examples for the five Task Two questions.
- Two completed Communication Verification Forms which confirm your ability to communicate effectively in a culturally diverse workplace.

Communication Verification Form

To: Manager or colleague of Learner

_____ (name of Learner) is currently being assessed toward Unit Standard 11099 Develop strategies for communicating in a diverse workplace. Your knowledge of the Learner is sought to confirm the Learner's ability to:

1. Identify the communication implications of cultural diversity.
2. Identify communication issues and respond appropriately when communicating with those in the work group from cultures other than their own.
3. Develop strategies which help the work group to address issues that arise when communicating with other cultures.
4. Develop and monitor his/her own strategies for improving cross-cultural communication in the work group.

Comments or examples that you can recall:

Your signature on this verification form will be accepted as confirmation of the Learner's ability to communicate in a culturally diverse workplace, unless you indicate otherwise.

Signed: _____

Date: _____

Relationship to Learner: _____

Contact telephone number: _____

Thank you for your assistance.

Assessment Guide

The following guide will be used to assess your competence in unit standard 11099 version 3: Develop strategies for communicating in a culturally diverse workplace.

Task / Element	Evidence Required	Judgment	
<p><i>Task 1 / Element 1</i></p> <p>This task involves the learner in describing the implications of cultural diversity on communication in their workplace.</p> <p>The learner uses a set of questions to structure their description.</p>	<p>The learner uses the Task One Questions to structure their explanation of how cultural diversity impacts on communication in their workplace.</p> <p>Task One Questions may be answered orally or in writing.</p>	<p>Comprehensive answers are given to all 4 Task One Questions.</p> <p>Explanations show an understanding of the implications of cultural diversity for communication.</p>	<p>Yes / No</p> <p>Yes / No</p>
<p><i>Task 2 / Element 2</i></p> <p>This task involves the learner describing some of their experience in cross-cultural communication in the workplace, along with strategies they use to address issues relating to communication in a culturally diverse workplace.</p> <p>The learner must also obtain two verifications of their ability to communicate effectively in a culturally diverse workplace.</p>	<p>The learner answers the five Task Two Questions which require descriptions of how they handle communication with people from cultures other than their own.</p> <p>The questions may be answered orally or in writing.</p> <p>The learner provides his/her manager and a colleague with copies of the communication Verification Form for completion and forwarding to the assessor.</p>	<p>The five Task Two Questions are answered by the learner.</p> <p>Descriptions indicate ability to communicate effectively in a culturally diverse workplace.</p> <p>Two completed Communication Verification Forms are received.</p> <p>Completed verification forms confirm ability to communicate effectively in a culturally diverse workplace.</p>	<p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p>

Assessment Results - Unit Standard 11099 Version 3

Assessment Task One

Learner provides comprehensive answers to all four Task One Questions. Yes / No

Explanations show an understanding of the implications of cultural diversity for communication. Yes / No

Assessment Task Two

The five Task Two Questions are answered. Yes / No

Descriptions indicate ability to communicate effectively in a culturally diverse workplace. Yes / No

Two completed Communication Verification Forms are received. Yes / No

Completed verification forms confirm the ability of the Learner to communicate effectively in a culturally diverse workplace. Yes / No

Follow-up is necessary

Please detail the follow-up interview. Record any new evidence or responses, clearly indicating that this evidence was gained in a follow-up interview.

Follow-up interview resulted in the required evidence. Yes / No

Learner is to be reassessed. Yes / No

Suggest further training. Yes / No