



Australian Government

Department of Education, Employment and Workplace Relations

AHCCCF411A Develop approaches to include cultural and human diversity

Release: 1

AHCCCF411A Develop approaches to include cultural and human diversity

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers developing approaches to include cultural and human diversity and defines the standard required to: identify the range of cultural and social groups in a land management area; determine the linkages and potential impacts between natural resource issues and cultures; negotiate and maintain cultural protocols for dealing with land management issues; develop working relationships with representatives of cultural groups; and facilitate the involvement of culturally diverse groups in community issues related to land management.
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Application of the Unit

Application of the unit	This unit applies to those whose job role includes identifying and accessing culturally diverse groups in the community so that they are included in program development and implementation. A high level of cultural awareness and the need to observe cultural protocols are important parts of the process. Note: for indigenous contexts, the delivery and assessment against this unit must comply with community protocols and guidelines and be supported by elders and custodians of country.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
1. Identify potential for cultural diversity	1.1.Information on the population is used to identify the range of cultural diversity. 1.2.Potential involvement of individuals and groups of people are identified in the context of the program. 1.3.Adjustments to program and program promotional materials are identified to meet cultural frameworks of different peoples.
2. Develop processes to include culturally diverse groups	2.1.Cultural protocols are identified to ensure contacts with individuals/communities are successful. 2.2.Key persons who may influence relationships are identified. 2.3.Steps to develop and maintain contact with culturally diverse groups are formulated in line with understanding of the cultures, goals of the relationship, and any relevant enterprise guidelines. 2.4.Processes are inclusive of an equitable involvement of various sections of the community and their perspectives.
3. Communicate potential and support for culturally diverse group	3.1.People and groups of culturally diverse background in the area are approached to promote their potential involvement in groups and programs in line with formulated steps. 3.2.Potential of program and group activities is communicated in a culturally relevant manner. 3.3.Approaches are adjusted in light of any new information on cultural groups and protocols. 3.4.Links between individuals and culturally diverse groups are facilitated to ensure good community relationships and development of the program.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- flexibility in the application of program guidelines and policy
- conflict resolution

REQUIRED SKILLS AND KNOWLEDGE

- negotiation skills
- use literacy skills to read, interpret and follow organisational policies and procedures, develop sequenced written instructions, record accurately and legibly information collected and select and apply procedures to a range of tasks
- use oral communication skills/language competence to fulfil the job role as specified by the organisation including questioning, active listening, asking for clarification, negotiating solutions and responding to a range of views
- use numeracy skills to estimate, calculate and record routine and more complex workplace measures and data
- use interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.

Required knowledge

- sources of culturally relevant materials and verbal information
- understanding of indigenous peoples and history
- cultural protocols and perspectives
- relevant legislation and guidelines
- principles of equal opportunity and affirmative action
- current relationships between culturally diverse groups in the area
- understanding of the role of various sections of the community in historical and relationship terms.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following:

- identify the range of cultural and social groups in a land management area
- determine the linkages and potential impacts between natural resource issues and cultures
- negotiate and maintain cultural protocols for dealing with land management issues
- develop working relationships with representatives of cultural groups
- facilitate the involvement of culturally diverse groups in community issues related to land management.

Context of and specific resources for assessment

Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole.

Culturally diverse groups include:

- indigenous peoples
- immigrant peoples of overseas birth
- people born in Australia who conform with overseas cultures, practices and beliefs in part or in full, and male and female perspectives in the communities.

Unit Sector(s)

Unit sector	Community coordination and facilitation
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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