



**Australian Government**

# **PSPGEN015 Work effectively with diversity**

**Release: 1**

## PSPGEN015 Work effectively with diversity

### Modification History

Release	Comments
1	<p>This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to PSPGOV308B Work effectively with diversity.</p> <ul style="list-style-type: none"> <li>• Unit code updated</li> <li>• Content and formatting updated to comply with the new standards</li> <li>• All PC transitioned from passive to active voice</li> </ul>

### Application

This unit describes the skills required to work effectively with a diverse range of clients and colleagues, while recognising and valuing individual differences.

This unit applies to those working with diversity in the workplace, in a workgroup and delivering a service to clients.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently and/or as part of a team where support is available for more complex situations, performing routine tasks in a range familiar of contexts.

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

### Competency Field

General

### Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

outcomes	further information is detailed in the range of conditions section.
<b>1. Recognise and value individual differences</b>	<p>1.1 Identify diversity of workgroup and the benefits this provides the organisation.</p> <p>1.2 Acknowledge and use each person's individuality and strengths for the benefit of workplace activities, stakeholder relationships and outcomes.</p> <p>1.3 Identify and value aspects of diversity which enhance the workplace environment for all.</p>
<b>2. Work effectively with diverse clients and colleagues</b>	<p>2.1 Develop a range of communication styles used to respect and reflect the diversity of the workplace.</p> <p>2.2 Comply with the requirements of legislation relating to workplace diversity through personal conduct in the workplace.</p> <p>2.3 Seek feedback from clients and the workgroup to continuously improve personal effectiveness in working with diversity.</p>

## Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance :

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy NA				

Performance variables

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

## Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV308B Work effectively with diversity.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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