



**Australian Government**

# **AVIG2003 Work in a socially diverse environment**

**Release: 2**

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## **Modification History**

Release 2. This is the second release of this unit of competency in the AVI Aviation Training Package.

Release 1. This is the first release of this unit of competency in the AVI Aviation Training Package.

## **Application**

This unit involves the skills and knowledge required to work in a socially diverse environment in compliance with relevant regulatory requirements of the Civil Aviation Safety Authority (CASA) and national operating standards.

It includes communicating with customers and colleagues from diverse backgrounds, and dealing with cross-cultural misunderstandings.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to teamwork duties of aviation personnel, and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of recreational, commercial and military aircraft activities across a variety of operational contexts within the Australian aviation industry.

Work is performed independently or under limited supervision as a single operator or within a team environment.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Use for Defence Aviation is to be in accordance with relevant Defence Orders, instructions, publications and regulations.

## **Pre-requisite Unit**

Not applicable.

## **Competency Field**

G – Teamwork

## **Unit Sector**

Not applicable.

## Elements and Performance Criteria

### ELEMENTS

### PERFORMANCE CRITERIA

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

**1 Communicate with customers and colleagues from diverse backgrounds**

**1.1** Customers and colleagues from diverse groups are valued and treated with respect and sensitivity

**1.2** Individual needs are appropriately recognised in verbal and non-verbal communication

**1.3** Where language barriers exist, reasonable efforts are made to communicate by alternative means

**1.4** Assistance from colleagues, reference books or outside organisations is actively sought, as required

**2 Deal with misunderstandings**

**2.1** Issues that may cause conflict or misunderstanding in the workplace are identified and addressed

**2.2** Difficulties are addressed with appropriate people and assistance is sought from team leaders

**2.3** When difficulties or misunderstandings occur, possible diversity needs are considered

**2.4** Efforts are made to resolve misunderstandings, taking account of diversity considerations

**2.5** Issues and problems are referred to appropriate team leader/supervisor for follow-up

## Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the AVI Aviation Training Package Companion Volume Implementation Guide.

## Unit Mapping Information

This unit replaces and is equivalent to AVIG2003A Work in a socially diverse environment.

## Links

AVI Training Package Companion Volume Implementation Guide available on VET Net: -  
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>