



Australian Government

AVIG2003A Work in a socially diverse environment

Release: 1

AVIG2003A Work in a socially diverse environment

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to work in a socially diverse environment, including the development and application of the cultural awareness that is required by all people working in the transport and distribution industries. It includes the cultural awareness required for serving customers and working with colleagues from diverse backgrounds. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with workplace procedures and relevant anti-discrimination and equal employment opportunity regulations.

Work is performed with limited or minimum supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of communication principles and problem-solving techniques to facilitate work in a socially diverse environment.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

- 1 Communicate with customers and colleagues from diverse backgrounds
 - 1.1 Customers and colleagues from all cultural groups are valued and treated with respect and sensitivity
 - 1.2 Verbal and non-verbal communication takes account of cultural differences
 - 1.3 Where language barriers exist, efforts are made to communicate through use of gestures or simple words in the other person's language
 - 1.4 Assistance from colleagues, reference books or outside organisations is obtained when required
- 2 Deal with cross-cultural misunderstandings
 - 2.1 Issues which may cause conflict or misunderstanding in the workplace are identified
 - 2.2 Difficulties are addressed with the appropriate people and assistance is sought from team leaders
 - 2.3 When difficulties or misunderstandings occur, possible cultural differences are considered
 - 2.4 Efforts are made to resolve the misunderstanding, taking account of cultural considerations
 - 2.5 Issues and problems are referred to the appropriate team leader/supervisor for follow-up

Required Skills and Knowledge

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Principles of equal employment opportunity (EEO) and anti-discrimination legislation as they apply to individual employees
- Recognition of the different cultural groups in Australian society
- Basic knowledge of the culture of Australia's indigenous and non-indigenous peoples
- Recognition of various international customer groups (as appropriate to the sector and individual workplace)
- Principles that underpin cultural awareness
- Knowledge of what it means to be 'culturally aware'
- Typical cross-cultural misunderstandings and problems that can occur in the workplace and appropriate ways of dealing with them

Required skills:

- Communicate effectively with others when working in a socially diverse environment
- Read and interpret instructions, procedures, information and signs relevant to working in a socially diverse environment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to working in a socially diverse environment
- Work collaboratively with others in a socially diverse environment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when working in a socially diverse environment in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

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

- 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 and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement
- Context of and specific resources for assessment**
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
 - Resources for assessment include:
 - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and/or equipment, and/or
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- Method of assessment**
- Assessment of this unit must be undertaken by a registered training organisation
 - As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
 - Practical assessment must occur:
 - through appropriately simulated activities at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Cultural differences may include but are not limited to those of the following nature (examples only):

- race
- language
- special needs
- disabilities
- family-structure
- age
- sexual preference

Possible cultural differences may include but are not limited to:

- language spoken
- forms of address
- levels of formality/informality
- non-verbal behaviour
- work ethics
- personal grooming
- family obligations
- recognised holidays
- special needs
- product preferences

Attempts to overcome language barriers may be made to:

- meet and greet/farewell customers
- give simple directions
- give simple instructions
- answer simple enquiries
- prepare for, serve and assist customers
- describe goods and services

Outside organisations may include but are not limited to:

- interpretative services
- diplomatic services
- local cultural organisations
- appropriate government agencies
- educational institutions

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:

- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures

Information/documents may include:

- workplace procedures
- guideline documents on cultural differences and how to deal with them
- documents that provide information on equal employment opportunity principles and obligations and

Applicable legislation may include:

anti-discrimination regulations

- Australian and state/territory anti-discrimination legislation
- Australian and state/territory equal opportunity legislation

Unit Sector(s)

Not applicable.

Competency field

G – Teamwork