



**Australian Government**

# **BSBATSIM421 Support a positive and culturally appropriate workplace culture**

**Release: 1**

## BSBATSIM421 Support a positive and culturally appropriate workplace culture

### Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

### Application

This unit describes the skills and knowledge required by a board member to contribute to the development and maintenance of a positive and culturally appropriate workplace culture.

It applies to individuals responsible for monitoring and guiding the activities of Aboriginal and Torres Strait Islander organisations.

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

### Unit Sector

Regulation, Licensing and Risk – ATSI Governance

### Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Promote respect toward people in the workplace	1.1 Promote cultural views and values in workplace 1.2 Treat individuals and groups from different backgrounds, cultures and languages with respect and sensitivity 1.3 Identify and support positive qualities of people 1.4 Take impact of board decisions on human values into account when making decisions 1.5 Identify how past experiences may impact people's behaviour, skills and knowledge
2 Provide support to others	2.1 Identify the knowledge, skills and experience of others

ELEMENT	PERFORMANCE CRITERIA
	2.2 Share own knowledge and skills with others 2.3 Resolve issues in culturally appropriate and sensitive ways 2.4 Use active listening skills when communicating 2.5 Encourage others to take on new challenges 2.6 Demonstrate approachability and openness to suggestions
3 Promote an environment that encourages people to enhance their skills and knowledge	3.1 Support others to achieve work goals 3.2 Develop and apply strategies to recognise achievements 3.3 Support others to undertake relevant professional development
4 Encourage teamwork	4.1 Develop strategies supporting a team approach 4.2 Clearly outline expectations of team members 4.3 Develop and apply strategies that recognise individuals' contributions to the team
5 Reduce potential for cross-cultural misunderstandings	5.1 Identify issues that may cause cross-cultural conflict or misunderstanding in workplace 5.2 Work with board members and manager to develop and implement strategies to reduce cross-cultural misunderstandings in workplace
6 Provide constructive feedback	6.1 Encourage provision of constructive feedback in workplace 6.2 Clarify with board members and management whose role it is to provide feedback to staff members about their performance 6.3 Provide feedback to people about their performance where appropriate

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

Skill	Performance Criteria	Description
Reading	5.1	<ul style="list-style-type: none"><li>Interprets information from a range of sources to identify relevant and key information</li></ul>

Writing	1.1, 2.2, 3.2, 4.1-4.3, 5.2, 6.2, 6.3	<ul style="list-style-type: none"> <li>Develops content that supports the purposes and format of the material using appropriate grammatical structure and clear and logical language</li> <li>Ensures vocabulary and conventions used are appropriate for target audience</li> </ul>
Oral Communication	1.1-1.3, 2.1-2.6, 3.1, 3.3, 4.2, 4.3, 5.1, 5.2, 6.1-6.3	<ul style="list-style-type: none"> <li>Uses influential language, suitable vocabulary and tone, to enhance meaning and effectiveness in a culturally appropriate manner</li> <li>Uses active listening and questioning techniques to convey and clarify information</li> </ul>
Interact with others	1.1-1.3, 1.5, 2.2, 2.5, 2.6, 3.1, 3.2, 4.1, 4.3, 5.2, 6.1-6.3	<ul style="list-style-type: none"> <li>Recognises and values individual differences, seeking to better understand other perspectives and judging when it is appropriate to modify own behaviour to create stronger rapport</li> <li>Looks for the strengths in others and finds ways to work with and build on these, sharing own knowledge and experience freely</li> <li>Appreciates and is open to feedback from others</li> <li>Demonstrates an increasing awareness of interplay of factors involved in any group interaction</li> </ul>
Get the work done	2.1, 2.3, 3.2, 4.1, 5.1	<ul style="list-style-type: none"> <li>Develops plans to manage relatively complex, non-routine tasks with an awareness of how they may contribute to longer-term operational and strategic goals</li> <li>Considers whether and how others should be involved, often using consultative or collaborative processes as an integral part of decision-making</li> <li>When dealing with complex issues, may use intuition to identify the general problem, switching to analytical process to clarify goals and key issues and using lateral thinking processes to generate possible solutions</li> </ul>

## Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBATSIM421 Support a positive and culturally appropriate workplace culture	BSBATSIM421A Support a positive and culturally appropriate workplace culture	Updated to meet Standards for Training Packages	Equivalent unit

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>