



**Australian Government**

# **BSBTWK301 Use inclusive work practices**

**Release: 1**

## BSBTWK301 Use inclusive work practices

### Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

### Application

This unit describes the skills and knowledge required to recognise and interact productively with diverse groups of individuals in the workplace. It covers responding to and working effectively with individual differences that might be encountered during the course of work.

The unit applies to individuals who work in a variety of contexts where they will be expected to interact with diverse groups of individuals. They may also provide some leadership and guidance to others and have some limited responsibility for the output of others.

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

### Unit Sector

Social Competence – Teamwork and Relationships

### 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. Establish practices that support individual differences in the workplace	1.1 Identify individual differences in colleagues, clients and customers 1.2 Identify organisational policies and procedures relating to inclusive work practices 1.3 Assist relevant personnel in developing plan for incorporating inclusive practices in work tasks
2. Work effectively with individual differences	2.1 Document developed knowledge, skills and experience 2.2 Support colleagues and share specific skills with other team members and clients 2.3 Identify and implement inclusive work practices to demonstrate value of diversity in the workplace

ELEMENT	PERFORMANCE CRITERIA
	2.4 Modify verbal and non-verbal communication to accommodate individual differences
3. Assess use of inclusive practices	3.1 Seek feedback on inclusive practices from supervisor 3.2 Evaluate feedback and identify opportunities for improvement 3.3 Incorporate feedback and make improvements to work practices according to legislative requirements and enterprise guidelines

## Foundation Skills

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

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> <li>Evaluates textual information to determine regulatory requirements and internal policies</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Records key information related to the outcomes of the job, using appropriate vocabulary and style</li> <li>Varies writing style to meet requirements of audience and purpose</li> </ul>
Oral Communication	<ul style="list-style-type: none"> <li>Adjusts tone, speech and pace to suit verbal interactions</li> <li>Selects vocabulary appropriate to the audience</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>Identifies and takes steps to follow accepted communication practices and protocols</li> <li>Contributes to work group activities using accepted conventions</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>Plans and implements routine tasks according to directions</li> </ul>

## Unit Mapping Information

Supersedes and is equivalent to BSBDIV301 Work effectively with diversity.

Supersedes but is not equivalent to:

- BSBEDI304 Assist with the provision of pastoral care services to international students
- BSBFLM313 Apply language, literacy and numeracy to support others in the workplace
- BSBFLM314 Mentor others in the workplace to support their language, literacy and numeracy skill development.

## **Links**

Companion Volume Implementation Guide is found on VETNet -

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