



Australian Government

PSPGEN114 Work effectively with diversity and inclusion

Release: 1

PSPGEN114 Work effectively with diversity and inclusion

Modification History

Supersedes and is not equivalent to PSPGEN015 Work effectively with diversity.

Application

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

This unit applies to those working in a diverse workgroup and interacting with others including external clients or stakeholders.

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

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Reflect on own perspectives.	1.1. Identify and reflect on own social and cultural perspectives and biases. 1.2. Use reflection to support own ability to better understand and work inclusively with others.

2. Recognise and value individual differences.
 - 2.1. Identify diversity of workgroup and the benefits this provides the organisation.
 - 2.2. Acknowledge and use each person's individuality and strengths in the workplace for the benefit of workplace activities, stakeholder relationships and outcomes.
 - 2.3. Identify and value aspects of diversity which enhance the workplace environment.
3. Work effectively with diverse clients and colleagues.
 - 3.1. Develop a range of communication styles to respect and reflect the diversity of the workplace.
 - 3.2. Identify and comply with legislation, organisational policies and procedures relating to diversity and inclusive work practices.
 - 3.3. Seek feedback to improve personal effectiveness in working with diversity.
 - 3.4. Evaluate feedback and address opportunities for self-improvement.
 - 3.5. Refer issues for clarification in accordance with organisational procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

- | | |
|-------------------------------|---|
| Reading skills to: | <ul style="list-style-type: none">• access and interpret a variety of simple and complex texts to determine organisational and legal requirements of own job relating to diversity and inclusion. |
| Oral communication skills to: | <ul style="list-style-type: none">• ask open and closed questions to gather and confirm understanding of legislation and procedural requirements• use communication styles to suit different audiences and purposes. |
| Teamwork skills to: | <ul style="list-style-type: none">• identify and follow accepted communication practices and protocols. |

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN015 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>