



Australian Government

SITXCOM007 Show social and cultural sensitivity

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to be socially aware when serving customers and working with colleagues. It requires the ability to communicate with people from a range of social and cultural groups with respect and sensitivity, and to address cross-cultural misunderstandings should they arise.

The unit applies to all tourism, travel, hospitality and event sectors. All personnel at all levels use this skill in the workplace during the course of their daily activities.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand 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

Communication and Teamwork

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Communicate with customers and colleagues from diverse backgrounds.

PERFORMANCE CRITERIA

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

- 1.1. Treat customers and colleagues from different social and cultural groups with respect and sensitivity.
- 1.2. Respond to social and cultural differences in verbal and non-verbal communication.
- 1.3. Respond to others in a non-discriminatory way.
- 1.4. Make attempts to overcome language barriers.

- 1.5. Seek help with communication when necessary.
2. Address cross-cultural misunderstandings.
 - 2.1. Identify social and cultural issues that may cause conflict or misunderstanding in the workplace.
 - 2.2. Address difficulties and seek assistance from others when necessary.
 - 2.3. Consider social and cultural differences when difficulties or misunderstandings occur.
 - 2.4. Make efforts to resolve misunderstandings, taking account of social and cultural considerations.
 - 2.5. Escalate problems and unresolved issues to appropriate supervisor or manager for follow-up.

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">interpret workplace anti-discrimination policies and plain English documents produced by government information agencies.
Oral communication skills to:	<ul style="list-style-type: none">discuss cross-cultural misunderstandings and difficulties with supervisors, managers and other team members and identify possible strategies to resolve them.

Unit Mapping Information

Supersedes and is equivalent to SITXCOM002 Show social and cultural sensitivity.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>