Assessment Requirements for TLIG2007 Work in a socially diverse environment

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- adapting appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- communicating and working effectively with others when working in a socially diverse environment
- completing documentation related to working in a socially diverse environment
- reading, interpreting and applying instructions, legislation, procedures, information and signs relevant to working in a socially diverse environment
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- basic awareness of the culture of Australia's indigenous and non-indigenous peoples
- cultural awareness
- principles of equal employment opportunity (EEO) and anti-discrimination legislation as they apply to individual employees
- principles that underpin cultural awareness
- recognition of the different cultural groups in Australian society
- recognition of various international customer groups (appropriate to the sector and individual workplace)
- typical cross-cultural misunderstandings and problems that can occur in the workplace, and appropriate ways of dealing with them.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

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Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment include:

* a range of relevant exercises, case studies and/or other simulations
* relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
* applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851