



Australian Government

TLIG2007 Work in a socially diverse environment

Release: 2

TLIG2007 Work in a socially diverse environment

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Knowledge Evidence
- Minor statement changes in Assessment Conditions.

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

Application

This unit involves the skills and knowledge required to apply cultural awareness, communication principles and problem-solving techniques to facilitate working in a socially diverse environment. This is done in accordance with workplace procedures, relevant anti-discrimination and equal employment opportunity (EEO) regulations.

It includes communicating with customers and colleagues from diverse backgrounds and dealing with cross-cultural misunderstandings.

Work is performed with limited or minimum supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes.

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

Pre-requisite Unit

Not applicable.

Competency Field

G – Teamwork

Unit Sector

Rail sector.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Communicate with customers and colleagues from diverse backgrounds

- 1.1 Customers and colleagues from all cultural groups are valued and treated with respect and sensitivity
- 1.2 Cultural differences are accommodated in verbal and non-verbal communication
- 1.3 Where language barriers exist, efforts are made to communicate through use of gestures or simple words in the other person's language
- 1.4 Assistance from colleagues, reference material or outside organisations is obtained as required

2 Deal with cross-cultural misunderstandings

- 2.1 Issues that may cause conflict or misunderstanding in the workplace are identified
- 2.2 Difficulties are addressed with the appropriate people and assistance is sought from team leader/supervisor as required
- 2.3 When difficulties or misunderstandings occur, possible cultural differences are considered
- 2.4 Efforts are made to resolve misunderstandings, taking account of cultural considerations
- 2.5 Issues and problems are referred to the appropriate team leader/supervisor for follow-up

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIG2007A Work in a socially diverse environment.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>