



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	Evaluates textual information to determine regulatory requirements and internal policies
Writing	- Records key information related to the outcomes of the job, using appropriate vocabulary and style - Varies writing style to meet requirements of audience and purpose
Oral Communication	- Adjusts tone, speech and pace to suit verbal interactions - Selects vocabulary appropriate to the audience
Teamwork	- Identifies and takes steps to follow accepted communication practices and protocols - Contributes to work group activities using accepted conventions
Planning and organising	Plans and implements routine tasks according to directions

Unit Mapping Information

Supersedes and is equivalent to BSBDIV301 Work effectively with diversity.

Supersedes but is not equivalent to:

- BSBEDU304 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>

Assessment Requirements for BSBTWK301 Use inclusive work practices

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- use at least two different inclusive work practices
- work with a diverse group of individuals to achieve work outcomes on at least two occasions.

In the course of the above, the candidate must:

- contribute to developing a plan for incorporating inclusive practices in work tasks, according to legislative requirements and organisational policies and procedures
- adjust language and behaviour in interactions with diversity according to legislative and organisational requirements
- comply with workplace inclusivity regulations, standards and codes of practice.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- workplace anti-discrimination legislation and standards
- organisational policies and procedures relating to inclusive work practices
- major groups in the workplace and community, as defined by cultural, religious and other traditions and practices
- reasonable adjustments that facilitate participation by people with a disability
- the value of workplace diversity and inclusion in terms of:
 - the ability of an organisation to attract talent
 - employee satisfaction
 - creativity and innovation in the workplace
 - an organisation's financial performance.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- legislation, standards and codes of practice for working with diversity
- organisational diversity policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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