



Australian Government

Department of Education, Employment and Workplace Relations

CUSGEN02B Work in a culturally diverse environment

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit describes the skills and knowledge to work successfully in an environment with people from diverse social and cultural backgrounds.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

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Element	Performance Criteria
1 Communicate with individuals from diverse backgrounds	1.1 Treat individuals and groups from different backgrounds, cultures and languages with respect and sensitivity 1.2 Communicate and cooperate effectively with individuals from different backgrounds in workplace activities 1.3 Where language barriers exist, make an effort to communicate using gestures, simple words and other appropriate methods 1.4 Take account of different traditions and ways of communicating in responding to workplace situations 1.5 Value and recognise as an asset the ability of team members to speak a language other than English and/or their experience of living in other regions or cultures
2 Deal with cross cultural misunderstandings	2.1 Identify issues which may cause conflict or misunderstanding in the workplace 2.2 Address difficulties with the appropriate people and seek assistance from team leaders or others where required 2.3 Consider possible cultural differences when difficulties or misunderstandings occur 2.4 Make efforts to resolve misunderstandings, taking account of cultural considerations 2.5 Refer issues and problems to the appropriate team leader/supervisor for follow-up

Required Skills and Knowledge

Not applicable.

Evidence Guide

Underpinning skills and knowledge

Assessment must include evidence of the following knowledge and skills:

- principles that underpin cultural awareness and relevance to individual behaviour in the workplace
- general characteristics of the different cultural groups in Australian society
- cultures of Australia's indigenous and non-indigenous peoples and relevant cultural protocols (overview knowledge only)
- principles and techniques for resolution of cross-cultural communication difficulties
- principles of Equal Employment Opportunity (EEO) and anti-discrimination legislation as they apply to individual employees.

Linkages to other units

This unit has linkages to a range of other communication units, and combined assessment and/or training with those units may be appropriate, for example:

CUECOR02B - Work with others

Critical aspects of evidence

The following evidence is critical to the judgement of competence in this unit:

- ability to identify and respond to the cultural context of a given workplace
- the ability to apply knowledge of different cultures and cultural characteristics appropriately in communication with individuals from a range of backgrounds.

Method and context of assessment

The assessment context must provide for:

project or work activities that allow the candidate to demonstrate knowledge and awareness of diversity issues in the workplace.

Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:

- direct observation of the candidate interacting with people from diverse backgrounds
- case studies or projects to consider particular conflict situations arising from diversity and to suggest means of dealing with them
- oral or written questioning to assess knowledge of communication and problem solving techniques with particular reference to diversity issues
- review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).

Resource requirements

There are no particular resource requirements for assessment of this unit.

Key competencies in this unit

Key competencies are built into all workplace competencies. The following table describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform

Level 2 = Administer and Manage

Level 3 = Design and Evaluate

Collecting, organising and analysing information (1)

Identifying different cultural beliefs and values.

Communicating ideas and information (1)

Explaining how to do something to a colleague or customer from another language or cultural background.

Planning and organising activities (1)

Considering ways to deal with cultural conflicts or problems, or to improve workplace communication.

Working with others and in teams (1)

Working co-operatively with other members of the work team, including those from diverse backgrounds.

Using mathematical ideas and techniques N/A

Not Applicable

Solving problems (1)

Dealing with problems such as communication breakdowns and misunderstandings.

Using technology N/A

Not Applicable

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general characteristics of the different cultural groups in Australian society

cultures of Australia's indigenous and non-indigenous peoples and relevant cultural protocols (overview knowledge only)

principles and techniques for resolution of cross-cultural communication difficulties

principles of Equal Employment Opportunity (EEO) and anti-discrimination legislation as they apply to individual employees.

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Working with others and in teams (1)

Working co-operatively with other members of the work team, including those from diverse backgrounds.

Using mathematical ideas and techniques N/A

Not Applicable

Solving problems (1)

Dealing with problems such as communication breakdowns and misunderstandings.

Using technology N/A

Not Applicable

Range Statement

The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.

Differences of background and culture may relate to:

race/ethnic origin
language
special needs
family structure
gender
age
sexual preference.

Possible cultural differences may include those relating to:

appropriate ways of greeting and parting
levels of formality
work ethics
family obligations
customs
social values
dress and grooming
non-verbal behaviour, understandings and interpretations
observance of special religious, feast or other celebratory days
product preferences.

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Unit Sector(s)

Not applicable.