



Australian Government

FBPOPR2073 Work in a socially diverse environment

Release: 1

FBPOPR2073 Work in a socially diverse environment

Modification History

Release	Comments
Release 1	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 2.0.

Application

This unit of competency describes the skills and knowledge required to interact effectively with people in a socially diverse workplace environment.

This unit applies to individuals who facilitate communication with customers and colleagues from diverse backgrounds and allow for cultural considerations when identifying issues that may cause misunderstandings in the workplace.

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

Pre-requisite Unit

Nil

Unit Sector

Operational (OPR)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Use verbal and non-verbal communication in a culturally sensitive manner	1.1 Identify responsibilities according to the principles of anti-discrimination legislation 1.2 Treat people from all social and cultural groups with respect and sensitivity 1.3 Use verbal and non-verbal communication that takes into account social and cultural differences 1.4 Make efforts to communicate through use of gestures or simple

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	words where language barriers exist 1.5 Seek assistance from colleagues, specialist resources or outside organisations when cultural considerations could be affecting workplace communication
2. Respond to cross-cultural misunderstandings	2.1 Identify issues that may cause conflict or misunderstanding in the workplace 2.2 Consider possible cultural and social differences when difficulties or misunderstandings occur 2.3 Address difficulties with appropriate personnel in the workplace and seek assistance to facilitate understanding where required 2.4 Make efforts to resolve misunderstandings, taking into account cultural and social considerations 2.5 Refer potential issues and problems that cannot be resolved to appropriate personnel for follow-up in accordance with workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Interact with others	Treat people from differing backgrounds with respect and sensitivity

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

FBPOPR2073 Work in a socially diverse environment	FDFOP2005A Work in a socially diverse environment	Updated to meet Standards for Training Packages Minor changes to Performance Criteria to clarify intent Foundation skills added	Equivalent unit
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Links

Companion Volume Implementation Guides are found in VETNet: -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4>

Assessment Requirements for FBPOPR2073 Work in a socially diverse environment

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has worked effectively in a socially diverse environment on a minimum of two different occasions, including:

- recognising cultural and social differences in the workplace
- responding to cross-cultural or cross-social misunderstandings.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- principles of equal employment opportunity (EEO) and anti-discrimination legislation as they apply to company and employee rights and responsibilities in the workplace
- recognition of differences between people from different cultural and social backgrounds, including those differing from own
- understanding of the basis of cultural difference, including behaviour or practices that can cause offence, and related strategies for interacting in ways that are culturally and socially sensitive
- communication strategies and styles appropriate to diverse audiences related to the workplace.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a workplace setting or an environment that accurately represents a real workplace
- specifications:
 - rights and responsibilities relating to anti-discrimination and EEO

- relevant company policies and procedures
- relationships (internal and/or external):
 - opportunities to interact with others using typical workplace communication processes
 - interactions with team members and supervisors or realistic scenarios or role plays.

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

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