



Australian Government

Department of Education, Employment and Workplace Relations

FDFOP2005A Work in a socially diverse environment

Revision Number: 1

FDFOP2005A Work in a socially diverse environment

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the skills and knowledge required to work in a socially diverse environment, including the development and application of cultural awareness required to interact effectively with people from diverse backgrounds.
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Application of the Unit

Application of the unit	This unit is based on the tourism and hospitality unit THHCOR2A Work in a socially diverse environment and the transport and distribution unit TDTG701A Work in a socially diverse environment. This unit involves the application of communication principles and problem solving techniques to facilitate work in a socially diverse environment.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Communicate with people from diverse backgrounds	1.1. People from all cultural groups are valued and treated with respect and sensitivity 1.2. Verbal and non-verbal communication takes account of cultural differences 1.3. Where language barriers exist, efforts are made to communicate through use of gestures or simple words in the other persons' language 1.4. Assistance from colleagues, specialist resources or outside organisations is obtained when required
2. Respond to cross-cultural misunderstandings	2.1. Issues which may cause conflict or misunderstanding in the workplace are identified 2.2. Difficulties are addressed with the appropriate people in the workplace 2.3. When difficulties or misunderstandings occur, possible cultural differences are considered 2.4. Efforts are made to resolve the misunderstanding, taking account of cultural considerations 2.5. Issues and problems that cannot be resolved are referred as required for follow up

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Ability to:

- identify and recognise cultural differences in the workplace
- apply understanding of cultural difference to communicate effectively to achieve work requirements, including selecting appropriate communication style to suit audience
- identify and respond to cross-cultural misunderstandings
- use oral communication skills/language competence to fulfil the job role as specified by the organisation, including questioning, active listening, asking for clarification and seeking advice from supervisor

Required knowledge

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 the different cultural groups in the workplace
- 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 sensitive
- communication strategies and styles appropriate to diverse audiences related to the workplace

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Assessment must be carried out in a manner that recognises the cultural and literacy requirements of the assessee and is appropriate to the work performed. Competence in this unit must be achieved in accordance with food safety standards and regulations.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of ability to:

- identify responsibilities according to the principles of anti-discrimination legislation
- treat people from other cultures with respect and sensitivity
- make efforts to communicate and understand others using verbal and non-verbal techniques
- seek assistance when required to facilitate understanding
- treat cross-cultural misunderstandings with sensitivity and act to resolve the matter with respect.

Context of and specific resources for assessment

Assessment must occur in a real or simulated workplace where the assessee has access to:

- advice on legal rights and responsibilities relating to anti-discrimination and EEO
- related company policies and procedures
- opportunities to interact with others using typical workplace communication processes.

Method of assessment

This unit should be assessed together with core units and other units of competency relevant to the function or work role.

Guidance information for assessment

To ensure consistency in one's performance, competency should be demonstrated on more than one occasion over a period of time in order to cover a variety of circumstances, cases and responsibilities, and where possible, over a number of assessment activities.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Policies and procedures	Work is carried out according to company policies and procedures, regulatory and licensing requirements, legislative requirements and industrial awards and agreements
Legislative requirements	Legislative requirements are typically reflected in procedures and specifications. Legislation includes: • anti-discrimination • EEO
People from diverse backgrounds	People from diverse backgrounds may include: • any person involved in or related to the work process, such as work colleagues, managers and external personnel
Cultural differences	Cultural difference may include but is not limited to: • race • special needs • disabilities • gender • marital status • sexual preference • age
Examples of cultural differences	Examples of cultural differences may include but are not limited to: • language spoken and related communication style • levels of formality/informality • personal grooming • family obligations • recognised holidays • customs

RANGE STATEMENT	
	• work ethic • product preferences
Outside organisations	Outside organisations may include but are not limited to: • interpretative services • diplomatic services • local cultural organisations • appropriate government agencies • educational institutions

Unit Sector(s)

Unit sector	Operational
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		