



Australian Government

PSPGEN015 Work effectively with diversity

Release: 1

PSPGEN015 Work effectively with diversity

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPGOV308B Work effectively with diversity. • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to work effectively with a diverse range of clients and colleagues, while recognising and valuing individual differences.

This unit applies to those working with diversity in the workplace, in a workgroup and delivering a service to clients.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently and/or as part of a team where support is available for more complex situations, performing routine tasks in a range familiar of contexts.

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

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

outcomes	further information is detailed in the range of conditions section.
1. Recognise and value individual differences	1.1 Identify diversity of workgroup and the benefits this provides the organisation. 1.2 Acknowledge and use each person's individuality and strengths for the benefit of workplace activities, stakeholder relationships and outcomes. 1.3 Identify and value aspects of diversity which enhance the workplace environment for all.
2. Work effectively with diverse clients and colleagues	2.1 Develop a range of communication styles used to respect and reflect the diversity of the workplace. 2.2 Comply with the requirements of legislation relating to workplace diversity through personal conduct in the workplace. 2.3 Seek feedback from clients and the workgroup to continuously improve personal effectiveness in working with diversity.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance :

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy NA				

Performance variables

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV308B Work effectively with diversity.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPGEN015 Work effectively with diversity

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- using communication styles to suit different audiences and purposes
- demonstrating respect and inclusiveness to people from diverse backgrounds
- accessing and reading documents, including legislation and codes of conduct, and applying them to work practices

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- cultural diversity, including issues of racism, harassment and victimisation
- the benefits of workplace diversity
- organisational policies and procedures

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

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