



Australian Government

PSPGEN114 Work effectively with diversity and inclusion

Release: 1

PSPGEN114 Work effectively with diversity and inclusion

Modification History

Supersedes and is not equivalent to PSPGEN015 Work effectively with diversity.

Application

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

This unit applies to those working in a diverse workgroup and interacting with others including external clients or stakeholders.

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

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Reflect on own perspectives.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Identify and reflect on own social and cultural perspectives and biases.
- 1.2. Use reflection to support own ability to better understand and work inclusively with others.

2. Recognise and value individual differences.
 - 2.1. Identify diversity of workgroup and the benefits this provides the organisation.
 - 2.2. Acknowledge and use each person's individuality and strengths in the workplace for the benefit of workplace activities, stakeholder relationships and outcomes.
 - 2.3. Identify and value aspects of diversity which enhance the workplace environment.
3. Work effectively with diverse clients and colleagues.
 - 3.1. Develop a range of communication styles to respect and reflect the diversity of the workplace.
 - 3.2. Identify and comply with legislation, organisational policies and procedures relating to diversity and inclusive work practices.
 - 3.3. Seek feedback to improve personal effectiveness in working with diversity.
 - 3.4. Evaluate feedback and address opportunities for self-improvement.
 - 3.5. Refer issues for clarification in accordance with organisational procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	access and interpret a variety of simple and complex texts to determine organisational and legal requirements of own job relating to diversity and inclusion.
Oral communication skills to:	- ask open and closed questions to gather and confirm understanding of legislation and procedural requirements - use communication styles to suit different audiences and purposes.
Teamwork skills to:	identify and follow accepted communication practices and protocols.

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN015 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>

Assessment Requirements for PSPGEN114 Work effectively with diversity and inclusion

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- undertake a structured process to reflect on own perspectives on diversity and inclusion
- demonstrate practices that respect and include people from diverse backgrounds
- access information, including legislation and codes of conduct, and identify how they apply to own work practices.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- requirements of legislation and organisational policies and procedures relating to diversity and inclusion
- definitions of diversity
- the benefits of diversity and inclusive work practices
- awareness of related legislation including:
 - direct and indirect discrimination
 - harassment and victimisation
- specific measures or exceptions to achieving equity
- collaborative work practices, including an understanding of lived experience in an inclusive work environment
- organisational processes for responding to legislative requirements, including referral and grievance processes.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation and organisational policies and procedures relating to diversity and inclusion
- organisational processes for responding to legislative requirements including referral and grievance processes
- sources of information on diversity, inclusion and equity issues

- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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