



Australian Government

Assessment Requirements for SITXCOM002 Show social and cultural sensitivity

Release: 1

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Modification History

Not applicable.

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:

- communicate in a non-discriminatory way with colleagues and customers from at least three different social and cultural groups:
 - demonstrating attempts to overcome language barriers
 - communicating in line with appropriate social and cultural conventions
 - demonstrating respect and sensitivity
- identify when assistance is required in the above communication, and seek help using the appropriate channels.

Knowledge Evidence

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

- key principles of fairness and equity in relation to interaction with colleagues and customers
- key cultural and religious protocols of main social and cultural groups in Australian society, including Australian Indigenous people
- key cultural and religious protocols of main inbound tourist markets to Australia
- different types of disability and their implications for the workplace
- anti-discrimination policies for the industry and specific organisation
- basic aspects of state, territory and commonwealth laws covering anti-discrimination, including requirements to:
 - treat customers and colleagues fairly and equitably
 - not discriminate, show partiality or grant any special favours on the basis of social and cultural attributes
 - not threaten, humiliate or intimidate people because of their social or cultural attributes
- sources of assistance in communicating with colleagues and customers from diverse social and cultural groups:
 - government agencies
 - diplomatic services
 - disability advocacy groups
 - educational institutions

- interpreter services
- local cultural organisations
- approaches to overcoming language barriers in the workplace:
 - communicating through the use of:
 - gestures
 - signs
 - simple words in English or the other person's language
 - giving simple directions
 - giving simple instructions.

Assessment Conditions

Skills must be demonstrated in an operational tourism, travel, hospitality or events environment where communication with socially diverse customers and colleagues takes place. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- current organisational anti-discrimination policies
- plain English documents issued by government regulators that provide information on anti-discrimination laws
- customers and other colleagues from a diverse range of social and cultural groups with whom the individual can interact; these can be:
 - customers and colleagues in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

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

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>