



**Australian Government**

# **TLIG2007 Work in a socially diverse environment**

**Release: 2**

# TLIG2007 Work in a socially diverse environment

## Modification History

**Release 2.** This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Knowledge Evidence
- Minor statement changes in Assessment Conditions.

**Release 1.** This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

## Application

This unit involves the skills and knowledge required to apply cultural awareness, communication principles and problem-solving techniques to facilitate working in a socially diverse environment. This is done in accordance with workplace procedures, relevant anti-discrimination and equal employment opportunity (EEO) regulations.

It includes communicating with customers and colleagues from diverse backgrounds and dealing with cross-cultural misunderstandings.

Work is performed with limited or minimum supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes.

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

## Pre-requisite Unit

Not applicable.

## Competency Field

G – Teamwork

## Unit Sector

Rail sector.

## Elements and Performance Criteria

### ELEMENTS

### PERFORMANCE CRITERIA

Elements describe the essential    Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

**1 Communicate with customers and colleagues from diverse backgrounds**

- 1.1** Customers and colleagues from all cultural groups are valued and treated with respect and sensitivity
- 1.2** Cultural differences are accommodated in verbal and non-verbal communication
- 1.3** Where language barriers exist, efforts are made to communicate through use of gestures or simple words in the other person's language
- 1.4** Assistance from colleagues, reference material or outside organisations is obtained as required

**2 Deal with cross-cultural misunderstandings**

- 2.1** Issues that may cause conflict or misunderstanding in the workplace are identified
- 2.2** Difficulties are addressed with the appropriate people and assistance is sought from team leader/supervisor as required
- 2.3** When difficulties or misunderstandings occur, possible cultural differences are considered
- 2.4** Efforts are made to resolve misunderstandings, taking account of cultural considerations
- 2.5** Issues and problems are referred to the appropriate team leader/supervisor for follow-up

## Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

## Unit Mapping Information

This unit replaces and is equivalent to TLIG2007A Work in a socially diverse environment.

## Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

# Assessment Requirements for TLIG2007 Work in a socially diverse environment

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## Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- adapting appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- communicating and working effectively with others when working in a socially diverse environment
- completing documentation related to working in a socially diverse environment
- reading, interpreting and applying instructions, legislation, procedures, information and signs relevant to working in a socially diverse environment
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures.

## Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- awareness of the culture of Australia's Indigenous and non-Indigenous peoples
- cultural awareness
- principles of equal employment opportunity (EEO) and anti-discrimination legislation as they apply to individual employees
- principles that underpin cultural awareness
- recognition of the different cultural groups in Australian society
- recognition of various international customer groups (appropriate to the sector and individual workplace)
- typical cross-cultural misunderstandings and problems, and appropriate ways of dealing with them
- typical modifications or reasonable adjustments that can occur in a workplace

- workplace policies and procedures relevant to socially diverse work environment.

## Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations and codes of practice.

## Links

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>