

Modification history

Release	Comments
Release 1	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 5.0.

FBPPPL2XX1	Work in a socially diverse environment
Application	<p>This unit of competency describes the skills and knowledge required to interact effectively with people in a socially diverse workplace environment.</p> <p>This unit applies to individuals who facilitate communication with customers and colleagues from backgrounds that are different to one's own, and allow for cultural considerations when identifying issues that may cause misunderstandings in the workplace.</p> <p>No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
Prerequisite Unit	Nil
Unit Sector	People, Planning and Logistics (PPL)

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Communicate with people from a background different to one's own	1.1 Identify responsibilities according to the principles of anti-discrimination legislation 1.2 Treat people from all social and cultural groups with respect and sensitivity 1.3 Use verbal and non-verbal communication that takes into account social and cultural differences 1.4 Make efforts to communicate through use of gestures or simple words where language barriers exist 1.5 Seek assistance from colleagues, specialist resources or outside organisations when cultural considerations could be affecting workplace communication
2. Respond to cross-cultural misunderstandings	2.1 Identify issues that may cause conflict or misunderstanding in the workplace 2.2 Consider possible cultural and social differences when difficulties or misunderstandings occur 2.3 Address difficulties with appropriate personnel in the workplace and seek assistance to facilitate understanding where required 2.4 Make efforts to resolve misunderstandings, taking into account cultural and social considerations 2.5 Refer issues and problems for follow-up that cannot be resolved with appropriate personnel

Foundation Skills	
<i>This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.</i>	
Skill	Description
Oral communication	<ul style="list-style-type: none"> • Listen respectfully • Speak to people from differing backgrounds with respect and sensitivity

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
FBPPPL2XX1 Work in a socially diverse environment	FBPOPR2073 Work in a socially diverse environment	Sector code updated to better reflect work task Minor changes to Element 1 and Performance Criteria 2.5 for clarity Foundation skills refined Minor changes to Assessment Conditions	Equivalent unit

Links	
	Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4

TITLE	Assessment requirements for FBPPPL2XX1 Work in a socially diverse environment
Performance Evidence	
<p>An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.</p> <p>There must be evidence that the individual has worked effectively in a socially diverse environment on a minimum of two different occasions, including:</p> <ul style="list-style-type: none"> • recognising cultural and social differences in the workplace • responding to cross-cultural or cross-social misunderstandings. 	
Knowledge Evidence	
<p>An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:</p> <ul style="list-style-type: none"> • 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 differences between people from different cultural and social backgrounds, including those differing from own • 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 and socially sensitive • communication strategies and styles appropriate to diverse audiences related to the workplace. 	
Assessment Conditions	
<p>Assessment of skills must take place under the following conditions:</p> <ul style="list-style-type: none"> • physical conditions: <ul style="list-style-type: none"> • a workplace setting or an environment that accurately represents a real workplace • specifications: <ul style="list-style-type: none"> • rights and responsibilities relating to anti-discrimination and EEO • relevant company policies and procedures • relationships: <ul style="list-style-type: none"> • opportunities to interact with others using typical workplace communication processes • interactions with team members and supervisors or realistic scenarios or role plays. <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	
Links	Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4