

U31401: Work in a culturally diverse environment

Unit Descriptor:

This unit deals with the skills and knowledge to work successfully in an environment with people from diverse social and cultural backgrounds.

ELEMENT	PERFORMANCE CRITERIA
1. Communicate with individuals from diverse backgrounds	<p><i>To be competent you must achieve the following:</i></p> <p>1.1 Individuals and groups from different backgrounds, cultures and languages are treated with respect and sensitivity.</p> <p>1.2 Individuals from different backgrounds are communicated with an cooperated effectively with in workplace activities.</p> <p>1.3 Where language barriers exist, efforts are made to establish communication using gestures, simple words and other appropriate methods.</p> <p>1.4 Different traditions and ways of communication are taken into account in responding to workplace situations.</p> <p>1.5 The ability of team members to speak a language other than English and/or their experience of living in other regions or cultures is valued and recognized as an asset.</p>
2. Deal with cross cultural misunderstandings	<p>2.1 Issues which may cause conflict or misunderstanding in the workplace are identified.</p> <p>2.2 Difficulties are addressed with the appropriate people and assistance is sought from team leaders or others where required.</p> <p>2.3 Possible cultural differences are considered when difficulties or misunderstandings occur.</p>

- 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.

RANGE STATEMENT

You must cover the items below:

A. Background and Culture (at least 2)

- (i) race/ethnic origin
- (ii) language
- (iii) special needs
- (iv) family structure
- (v) gender
- (vi) age
- (vii) sexual preference

B. Cultural difference (at least 4)

- (i) appropriate ways of greeting and parting
- (ii) levels of formality
- (iii) work ethics
- (iv) family obligations
- (v) customs
- (vi) social values
- (vii) dress and grooming
- (viii) non-verbal behavior, understanding and interpretations
- (ix) observe of special religious, feast or other celebratory days
- (x) product preferences

UNDERPINNING KNOWLEDGE AND SKILLS

1. Principles that underpin cultural awareness and relevance to individual behavior in the workplace.
2. General characteristics of the different cultural groups encountered.
3. Cultures of other countries and people.
4. Relevant cultural protocols.
5. Principles and techniques for resolution of cross-cultural communication difficulties.
6. Anti-discrimination legislations.
7. Non-verbal communication techniques appropriate for cross-cultural communication.
8. Escalation procedures.
9. Basic conflict resolution techniques.
10. Potential conflicts resulting from cultural differences.
11. Enterprise policies and procedures.
12. Deal with people from a range of cultural background.
13. Identify cultural differences.
14. Resolve conflicts.
15. Communicate effectively with others from different cultures.
16. Display sensitivity.
17. Work with others.

EVIDENCE GUIDE

(1) Critical Aspect of Evidence

You must provide evidence that shows you have done this over a sufficient period of time for your assessor to consider that you are competent. You have to prove that you can meet all of the performance criteria on at least two (2) occasions. This evidence must come from working in the Entertainment and Events Technology industry.

It is essential that competence be observed in the following aspects:

- demonstrate the ability to identify and respond to the cultural context of a given workplace
- demonstrate the ability to apply knowledge of different cultures and cultural characteristics appropriately in communication with individuals from a range of backgrounds
- deal with individuals from other cultures with sensitivity and respect
- use effective and culturally appropriate methods to overcome language barriers
- identify and address issues that may lead to misunderstandings
- take into account cultural differences when addressing conflicts and misunderstandings
- collaboratively establish friendly working environment
- escalate and follow up on complex issues

(2) Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Assessment should be by direct observation of tasks and/or samples of work and questioning on underpinning knowledge.

- direct observation
- oral questioning
- written test
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties).

(3) Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.