

<b>UNIT TITLE:</b> WORK IN A SOCIALLY DIVERSE ENVIRONMENT	<b>NOMINAL HOURS:</b> 25 hours
<b>UNIT NUMBER:</b> D1.HRS.CL1.19 D1.HOT.CL1.02 D2.TCC.CL1.02	
<b>UNIT DESCRIPTOR:</b> This unit deals with the skills and knowledge required to work effectively in a socially diverse environment in a range of settings within the hotel and travel industries workplace context.	
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>
<p><b>Element 1: Communicate with customers and colleagues from diverse backgrounds</b></p> <p><b>1.1</b> Value customers and colleagues from different cultural groups and treat them with respect and sensitivity</p> <p><b>1.2</b> Take into consideration <i>cultural differences</i> in all verbal and non-verbal communication</p> <p><b>1.3</b> <i>Attempt to overcome language barriers</i></p> <p><b>1.4</b> Obtain <i>assistance</i> from colleagues, reference books or outside organisations when required</p> <p><b>Element 2: Deal with cross cultural Misunderstandings</b></p> <p><b>2.1</b> Identify <i>issues which may cause conflict or misunderstanding</i> in the workplace</p> <p><b>2.2</b> Address difficulties with the appropriate people and seek assistance from team leaders or others where required</p> <p><b>2.3</b> Consider possible cultural differences when difficulties or misunderstandings occur</p> <p><b>2.4</b> Make efforts to <i>resolve misunderstandings</i>, taking account of cultural considerations</p> <p><b>2.5</b> Refer issues and problems to the appropriate team leader/supervisor for follow up</p>	<p><b>Unit Variables</b></p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to all industry sectors that seek to work in a socially diverse environment within the labor divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> <li>1. Front Office</li> <li>2. Housekeeping</li> <li>3. Food and Beverage Service</li> <li>4. Food Production</li> <li>5. Travel Agencies</li> <li>6. Tour Operation</li> </ol> <p><i>Cultural differences</i> may include:</p> <ul style="list-style-type: none"> <li>• forms of address</li> <li>• levels of formality/informality</li> <li>• non-verbal behavior</li> <li>• work ethics</li> <li>• personal grooming</li> <li>• family obligations</li> <li>• recognized holidays</li> <li>• special needs</li> <li>• preferences for personal interactions.</li> </ul>

	<p><i>Attempt to overcome language barriers</i> may include:</p> <ul style="list-style-type: none"><li>• use simple gestures</li><li>• use simple words</li><li>• use words in the other person's language</li><li>• describe goods and services simply</li><li>• use diagrams or maps to give simple directions.</li></ul> <p><i>Assistance</i> may include:</p> <ul style="list-style-type: none"><li>• co-workers who speak the same language</li><li>• interpreter services</li><li>• diplomatic services</li><li>• supervisors, or managers, or specialist customer service staff within the enterprise.</li></ul> <p><i>Issues which may cause conflict</i> may include:</p> <ul style="list-style-type: none"><li>• competing group, family or personal interests</li><li>• power and control issues</li><li>• lack of communication</li><li>• personality clashes</li><li>• cross-cultural issues</li><li>• differences between cultural groups</li><li>• dissatisfaction in the community</li><li>• competing needs.</li></ul> <p><i>Misunderstandings</i> in the workplace including:</p> <ul style="list-style-type: none"><li>• speaking too quickly/quietly</li><li>• no visual clues</li></ul>
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	<ul style="list-style-type: none"><li>• poor observation</li><li>• poor communication style</li><li>• intolerance</li><li>• prejudice</li><li>• inadequate language skills</li><li>• not clarifying or asking questions</li><li>• inappropriate body language</li><li>• poor understanding of other cultures.</li></ul> <p><i>Resolve misunderstandings</i> may relate to:</p> <ul style="list-style-type: none"><li>• staff training</li><li>• utilizing staff cultural skills</li><li>• employing a variety of communication methods</li><li>• knowledge of location of cultural buildings sites and support agencies</li><li>• developing an understanding and tolerance of cultural diversity</li><li>• overcoming prejudice and assumptions</li><li>• utilizing non-verbal communication skills</li><li>• actively seeking to break down barriers.</li></ul> <p><b>Assessment Guide</b></p> <p>The following skills and knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"><li>• knowledge of the principles of effective communication skills</li><li>• ability to use active listening, feedback techniques and team building techniques to build and maintain interpersonal relationships with customers and colleagues from diverse backgrounds</li><li>• ability to identify the need(s) and concerns of others</li></ul>
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- ability to communicate effectively with a range of people from diverse backgrounds relevant to position and role
- ability to appropriately deal with cross cultural misunderstandings.

**Linkages To Other Units**

- This is a core unit that underpins effective performance in all other units; combined training and assessment may be appropriate.

**Critical Aspects of Assessment**

Evidence of the following is essential:

- demonstrated ability to apply active listening techniques
- demonstrated ability to use effective communication skills to build and maintain interpersonal relationships with customers and colleagues from diverse backgrounds
- demonstrated ability to maintain effective communication with customers and colleagues from diverse backgrounds
- demonstrated ability to communicate effectively with customers and colleagues from diverse backgrounds
- demonstrated ability to deal with cross-cultural misunderstandings
- observation that verbal and non-verbal communication takes account of cultural differences
- demonstrated commitment to include and/or communicate with others where language barriers exist
- demonstrated ability to apply knowledge of different cultures and cultural characteristics appropriately in communications with customers and colleagues from diverse backgrounds.

**Context of Assessment**

This unit may be assessed on or off the job:

- assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- assessment must relate to the individual's work area or area of responsibility.

**Resource Implications**

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

**Assessment Methods**

The following methods may be used to assess competency for this unit:

- case studies
- observation of practical candidate performance
- oral and written questions
- portfolio evidence
- problem solving
- role plays
- third party reports completed by a supervisor
- project and assignment work.

**Key Competencies in this Unit**

*Level 1 = competence to undertake tasks effectively*

*Level 2 = competence to manage tasks*

*Level 3 = competence to use concepts for evaluating*

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organizing and analyzing information	1	Identify different cultural beliefs and values
Communicating ideas and information	2	Explain how to do something to a colleague or customer from another language or cultural background

	Planning and organizing activities	2	Identify ways to improve workplace communication with colleagues/customers from diverse backgrounds
	Working with others and in teams	2	Work cooperatively with team members from diverse backgrounds
	Using mathematical ideas and techniques	0	
	Solving problems	2	Applying conflict resolution and communication skills to resolve conflict and/or misunderstandings
	Using technology	0	