

<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>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 labour 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>Cultural differences may include:</p> <ul style="list-style-type: none"> <li>• Forms of address</li> <li>• Levels of formality/informality</li> <li>• Non-verbal behaviour</li> <li>• Work ethics</li> </ul>	
<p><b>2.5</b> Refer issues and problems to the appropriate team leader/supervisor for follow up</p>	<ul style="list-style-type: none"> <li>• Personal grooming</li> <li>• Family obligations</li> </ul>	

- Recognized holidays
- Special needs
- Preferences for personal interactions.

Attempt to overcome language barriers may include:

- Use simple gestures
- Use simple words
- Use words in the other person's language
- Describe goods and services simply
- Use diagrams or maps to give simple directions.

*Assistance* may include:

- Co-workers who speak the same language
- Interpreter services
- Diplomatic services
- Supervisors, or managers, or specialist customer service staff within the enterprise.

Issues which may cause conflict may include:

- Competing group, family or personal interests
- Power and control issues
- Lack of communication

- Personality clashes
- Cross-cultural issues
- Differences between cultural groups
- Dissatisfaction in the community
- Competing needs.

*Misunderstandings* in the workplace including:

- Speaking too quickly/quietly
- No visual clues
- Poor observation
- Poor communication style
- Intolerance
- Prejudice
- Inadequate language skills
- Not clarifying or asking questions
- Inappropriate body language
- Poor understanding of other cultures.

Resolve misunderstandings may relate to:

- Staff training
- Utilising staff cultural skills
- Employing a variety of communication methods
- Knowledge of location of cultural buildings sites and support agencies
- Developing an understanding and tolerance of cultural diversity

	<ul style="list-style-type: none"> <li>• Overcoming prejudice and assumptions</li> <li>• Utilising 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> <li>• Ability to communicate effectively with a range of people from diverse backgrounds relevant to position and role</li> <li>• Ability to appropriately deal with cross cultural misunderstandings.</li> </ul> <p><b>Linkages To Other Units</b></p> <ul style="list-style-type: none"> <li>• This is a core unit that underpins effective performance in all other units; combined training and assessment may be appropriate.</li> </ul> <p><b>Critical Aspects of Assessment</b></p> <p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> <li>• Demonstrated ability to apply active listening techniques</li> <li>• Demonstrated ability to use effective communication skills to build and maintain interpersonal relationships with customers and colleagues from diverse backgrounds</li> <li>• Demonstrated ability to maintain effective communication with customers and colleagues from diverse backgrounds</li> </ul>
	<ul style="list-style-type: none"> <li>• Demonstrated ability to communicate effectively with customers and</li> </ul>

	<p>colleagues from diverse backgrounds</p> <ul style="list-style-type: none"> <li>• Demonstrated ability to deal with cross-cultural misunderstandings</li> <li>• Observation that verbal and non-verbal communication takes account of cultural differences</li> <li>• Demonstrated commitment to include and/or communicate with others where language barriers exist</li> <li>• Demonstrated ability to apply knowledge of different cultures and cultural characteristics appropriately in communications with customers and colleagues from diverse backgrounds.</li> </ul> <p><b>Context of Assessment</b></p> <p>This unit may be assessed on or off the job:</p> <ul style="list-style-type: none"> <li>• Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge</li> <li>• Assessment must relate to the individual's work area or area of responsibility.</li> </ul> <p><b>Resource Implications</b></p> <p>Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment.</p> <p><b>Assessment Methods</b></p> <p>The following methods may be used to assess competency for this unit:</p> <ul style="list-style-type: none"> <li>• Case studies</li> <li>• Observation of practical candidate performance</li> <li>• Oral and written questions</li> </ul>
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- 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, organising and analysing 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 organising 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	