UNIT CODE	**PSPGEN015**
UNIT TITLE	**Work effectively with diversity**
APPLICATION	This unit describes the performance outcomes, skills and knowledge required to work effectively with a diverse range of clients and colleagues, while recognising and valuing individual differences.
	This unit applies to those working with diversity in a workgroup in the workplace and delivering a service to clients.
	Those undertaking this unit work independently or as part of a team where support is available for more complex situations, performing routine tasks in a range familiar of contexts.
	The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.
	No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Reflect on own perspectives.	1.1 Identify and reflect on own social and cultural perspectives and biases. 1.2 Use reflection to support own ability to work inclusively and with understanding of others.

2. Recognise and value individual differences.	2.1 Identify diversity of workgroup and the benefits this provides the organisation. 2.2 Acknowledge and use each person's individuality and strengths in the workplace for the benefit of workplace activities, stakeholder relationships and outcomes. 2.3 Identify and value aspects of diversity which enhance the workplace environment.
3. Work effectively with diverse clients and colleagues.	3.1 Develop a range of communication styles to respect and reflect the diversity of the workplace. 3.2 Identify and comply with legislation, organisational policies and procedures relating to diversity and inclusive work practices. 3.3 Seek feedback to improve personal effectiveness in working with diversity. 3.4 Evaluate feedback and address opportunities for self improvement. 3.5 Refer issues for clarification according to organisation procedures.

FOUNDATION SKILLS	
Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.	
Reading skills to:	■ access, read and interpret a variety of simple and complex text to determine organisation and legal requirements of own job relating to diversity and inclusion.
Oral communication skills to:	■ ask open and closed questions to gather and confirm legislation and procedural requirements ■ use communication styles to suit different audiences and purposes.
Teamwork skills to:	■ identify and follow accepted communication practices and protocols.
UNIT MAPPING INFORMATION	Release 1: This unit supersedes and is not equivalent to PSPGEN015 Work effectively with diversity.
LINKS	Companion Volume Implementation Guide

TITLE	**Assessment Requirements for PSPGEN015 Work effectively with diversity**

PERFORMANCE EVIDENCE	Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion each of the following: ■ undertaken a structured process to reflect on own perspectives on diversity and inclusion ■ respect and include people from diverse backgrounds ■ access information, including legislation and codes of conduct, and identify how they apply to own work practices.

KNOWLEDGE EVIDENCE	Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:
	
	■ requirements of legislation and organisation policies and procedures relating to diversity and inclusion
	■ definitions of diversity
	■ the benefits of diversity and inclusive work practices
	■ awareness of related legislation including:
	  ○ direct and indirect discrimination
	  ○ harassment and victimisation
	
	■ collaborative work practices
	■ organisational processes for responding to legislative requirements.

ASSESSMENT CONDITIONS	Skills must be demonstrated at least once in either:
	- a workplace environment or - a simulated environment. Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment. Assessment must ensure access to: - legislation, regulations, policies and guidelines - definition and benefits of workplace diversity - organisational procedures, protocols and codes of conduct - sources of information on diversity issues. Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.
LINKS	Companion Volume Implementation Guide