

Unit mapping

KQ: Knowledge questions

PA: Practical assessment – Task (T), Workplace Skills (WS)

KQ

PA

Elements and performance criteria

E 1 Reflect on own perspectives

PC 1.1	Identify and reflect on own social and cultural perspectives and biases	Q 1.1	T 4a-e T 4i
PC 1.2	Work with awareness of own limitations in self and social awareness	Q 1.3	T 4c-e T 4g-i
PC 1.3	Use reflection to support own ability to work inclusively and with understanding of others	Q 1.4	T 4a T 4b T 4d
PC 1.4	Identify and act on ways to improve own self and social awareness	Q 1.5	T 4f T 4g T 4i

E 2 Appreciate diversity and inclusiveness, and their benefits

PC 2.1	Value and respect diversity and inclusiveness across all areas of work	Q 2.1 Q 2.2	T 1a-c T 2b T 2d T 3a T 3b T 3d
PC 2.2	Contribute to the development of work place and professional relationships based on appreciation of diversity and inclusiveness	Q 2.5	T 1d T 3a T 3b T 3d
PC 2.3	Use work practices that make environments safe for all	Q 2.6	T 3c T 3d

E 3 Communicate with people from diverse backgrounds and situations

PC 3.1	Show respect for diversity in communication with all people	Q 3.1	T 1a-e
PC 3.2	Use verbal and non-verbal communication constructively to establish, develop and maintain effective relationships, mutual trust and confidence	Q 3.3 Q 3.4.a Q 3.4.b	T 1b-e
PC 3.3	Where a language barrier exists, use effective strategies to communicate in the most efficient way possible	Q 3.5	T 1b T 1d T 1e T 2d
PC 3.4	Seek assistance from interpreters or other persons according to communication needs	Q 3.6	T 1d

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E 4 Promote understanding across diverse groups

PC 4.1	Identify issues that may cause communication misunderstandings or other difficulties	Q 4.1	T 2a
PC 4.2	Where difficulties or misunderstandings occur, consider the impact of social and cultural diversity	Q 4.5	T 2a-c
PC 4.3	Make an effort to sensitively resolve differences, taking account of diversity considerations	Q 4.6	T 1e T 2c T 2d
PC 4.4	Address any difficulties with appropriate people and seek assistance when required	Q 4.11	T 1d

Knowledge evidence

KE 1	Concepts of cultural awareness, cultural safety and cultural competence and how these impact different work roles	Q 2.8
KE 2	Concepts and definitions of diversity	Q 2.3
KE 3	Own culture and the community attitudes, language, policies and structures of that culture and how they impact on different people and groups	Q 1.2
KE 4	Features of diversity in Australia and how this impacts different areas of work and life: <ul style="list-style-type: none"> political social economic cultural 	Q 2.4
KE 5	Legal and ethical considerations (international, national, state/territory, local) for working with diversity, how these impact individual workers, and the consequences of breaches:	Q4.2.a
	<ul style="list-style-type: none"> discrimination: <ul style="list-style-type: none"> age disability racial sex 	Q 4.2.b
	<ul style="list-style-type: none"> human rights: 	Q 4.3
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Universal declaration of human rights 	Q 4.3
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> relationship between human needs and human rights 	Q 4.9
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> frameworks, approaches and instruments used in the workplace 	Q 4.7.a Q 4.7.b
	<ul style="list-style-type: none"> rights and responsibilities of workers, employers and clients, including appropriate action when rights are being infringed or responsibilities not being carried out 	Q 4.8

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KE 6	Key areas of diversity and their characteristics, including:		
	▪ culture, race, ethnicity	Q 2.9	
	▪ disability	Q 2.9	
	▪ religious or spiritual beliefs	Q 3.7	
	▪ gender, including transgender	Q 2.9	
	▪ intersex	Q 3.7	
	▪ generational	Q 3.7	
	▪ sexual orientation/sexual identity - lesbian, gay, bisexual, heterosexual	Q 2.7	
KE 7	Key aspects, and the diversity, of Australia's Aboriginal and/or Torres Strait Islander cultures, including:		
	▪ social, political and economic issues affecting Aboriginal and/or Torres Strait Islander people	Q 4.4.a	
	▪ own culture, western systems and structures and how these impact on Aboriginal and/or Torres Strait Islander people and their engagement with services	Q 4.4.b	
KE 8	Potential needs of marginalised groups, including:		
	▪ protective factors	Q 2.7	
	▪ physical, mental and emotional health issues/care needs	Q 2.7	
	▪ consideration of impacts of discrimination, trauma, exclusion and negative attitudes	Q 2.7	
KE 9	Resources that support individuals and organisations to embrace and respond to diversity	Q 4.10	
	▪ language and cultural interpreters		
	▪ imagery		
KE 10	Influences and changing practices in Australia and their impact on the diverse communities that make up Australian society	Q 2.9	
KE 11	Impact of diversity practices and experiences on personal behaviour, interpersonal relationships, perception and social expectations of others	Q 3.2.a Q 3.2.b	

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PE 1	Undertaken a structured process to reflect on own perspectives on diversity	T 4a-i
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PE 2	Recognised and respected the needs of people from diverse social and cultural backgrounds in at least 3 different situations:
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▪	selected and used appropriate verbal and non verbal communication	T 1a-e
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▪	recognised situations where misunderstandings may arise from diversity and formed appropriate responses	T 2a-d
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