CATAPULT

BSBDIV301

Work effectively with diversity

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit BSBDIV301.

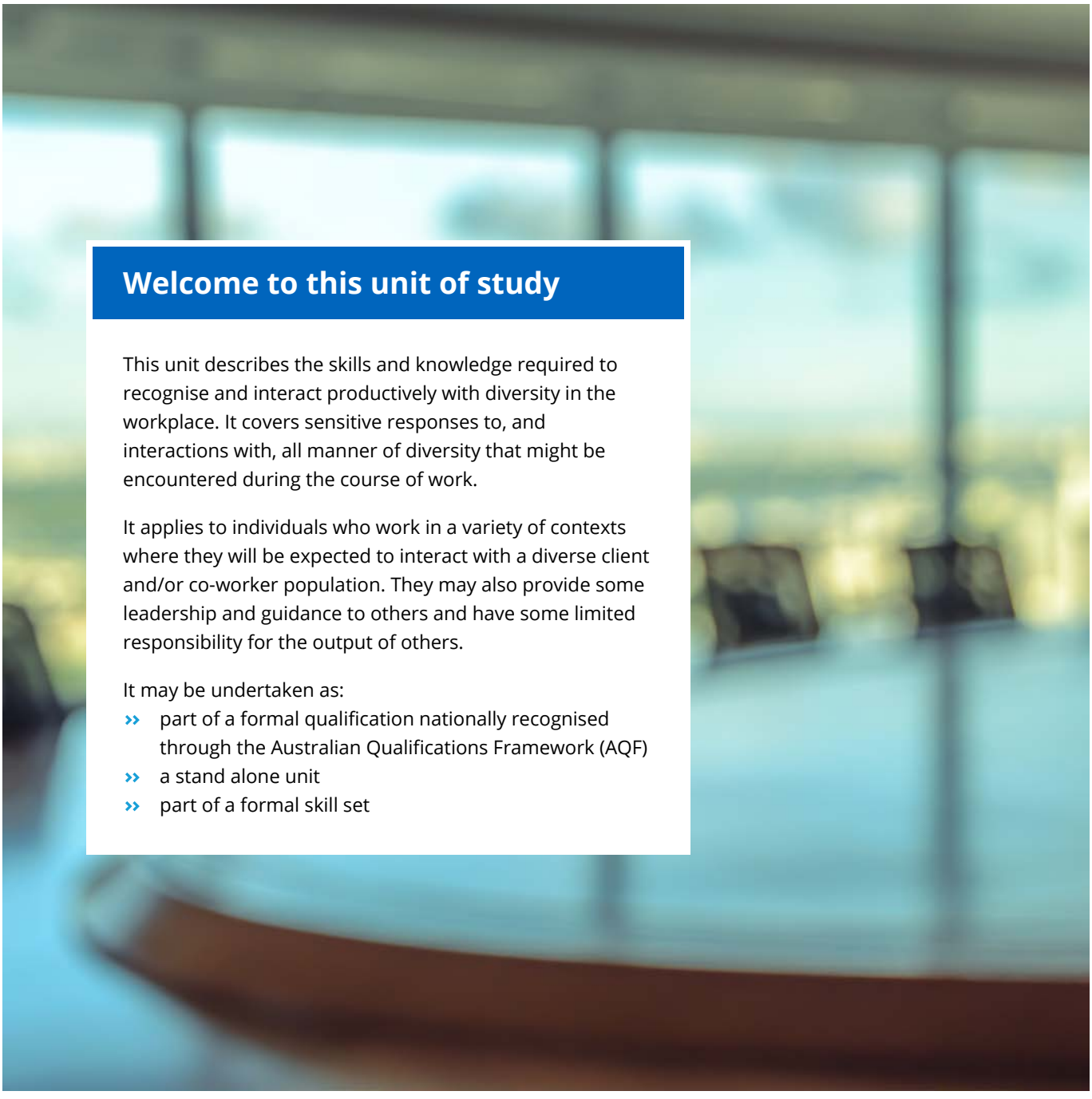
For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

https://catapultlearning.com.au/product/BSBDIV301/

© Catapult Smallprint Pty Ltd

Trainer/assessor guide

BSBDIV301
Work effectively with diversity



Welcome to this unit of study

This unit describes the skills and knowledge required to recognise and interact productively with diversity in the workplace. It covers sensitive responses to, and interactions with, all manner of diversity that might be encountered during the course of work.

It applies to individuals who work in a variety of contexts where they will be expected to interact with a diverse client and/or co-worker population. They may also provide some leadership and guidance to others and have some limited responsibility for the output of others.

It may be undertaken as:

- part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- a stand alone unit
- part of a formal skill set

© smallprint owns all copyright on its products as detailed in the Copyright Act 1968.
It does not issue licenses for reproduction of this material.

Contents

About this trainer/assessor guide **4**

Learning resource **5**

Topic 1: Recognise individual differences and respond appropriately 5

Individual differences 5

Appropriate responses 10

Legislation and enterprise guidelines 12

Communication 16

Check your understanding 23

Topic 2: Work effectively with individual differences 25

Document knowledge, skills and experience of others 25

Sharing knowledge and skills 28

Valuing diversity 31

Check your understanding 33

References 35

Assessment workbook **37**

Unit information 39

What is competency-based assessment? 40

How will my competency be assessed? 41

Assessment agreement 42

Foundation skills checklist 43

Skills recognition **44**

Topic 1: Recognise individual differences and respond appropriately 45

Topic 2: Work effectively with individual differences 46

Knowledge questions **47**

Topic 1: Recognise individual differences and respond appropriately 48

Topic 2: Work effectively with individual differences 55

Topic 3: Specific knowledge evidence 58

Performance tasks **60**

Third party evidence collection agreement 61

Topic 1: Recognise individual differences and respond appropriately 62

Topic 2: Work effectively with individual differences 65

Completion record **67**

Unit mapping and assessment checklist **68**

Trainer/ assessor user instructions **69**

© smallprint V5 Jun 2019

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- Recognise individual differences and respond appropriately
- Work effectively with individual differences

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- a set of true or false questions
- a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- information on competency-based assessment
- instructions on how you will be assessed
- assessment tools to assess your competence
- instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.

© smallprint V5 Jun 2019