

UNIT OUTLINE



CHCDIV001 WORK WITH DIVERSE PEOPLE

This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people.

UNIT OBJECTIVES

On successful completion of this unit you will be able to:

1. Reflect on own perspectives
2. Appreciate diversity and inclusiveness, and their benefits
3. Communicate with people from diverse backgrounds and situations
4. Promote understanding across diverse groups

TRAINING AND SKILL PRACTICE

You will receive a copy of the smallPrint text book to support training in this unit.

The book focuses on the elements required to be successful at communicating and working with a culturally diverse team.

To support your training, you will be given a series of activities to complete which include researching different cultures, researching Aboriginal and Torres Strait Islander culture, developing communication techniques, analysing and understanding your own cultural background.

You are required to practice skills such as communication, research, analysis, and problem solving.

ASSESSMENT TASKS

For this unit assessment consists of a theory test, workplace observations and evidence gathering which build on the skills and knowledge required to understand your own cultural perspective so that you can build an appreciation for different cultures while establishing some problem solving techniques to ensure effective work and communication within a culturally diverse team.

FEEDBACK

Regular feedback is encouraged, and you can provide this to your Trainer at each visit or you are welcome to forward your comments direct to our administrative team. There is also a feedback section on our website which provides another option for you.

Should you wish to make a complaint or lodge an appeal please refer to your Terms and Conditions or our website for information on the procedure for this.

UNIT OUTLINE



AVAILABLE SUPPORT

Your Trainer is available to you from 8:30am to 4:30pm each weekday and will provide you their contact details.

Alternately our office is available 8:30am to 4:30pm each weekday and our CEO is available 24 / 7.

Full contact details for our team are available on our website.

REFERENCE MATERIAL

You will need access to materials for research into different cultures, this may include the internet or library.

You will need access to research different methods of communication, particularly where a barrier might exist and an interpreter is required.

Other reference material to support your training and assessment is listed at the end of the relevant textbook chapter.