

Course Name	Work effectively with culturally diverse clients and co-workers
Course code	HLTHIR403B
Contact details	Allens Training Phone 1300 559 064 or www.allenstraining.com.au
Partial completion of one of these qualification	This course is taken from the Health Training package HLT07 and is in partial completion of <input checked="" type="checkbox"/> HLT30207 Certificate III in Non Emergency Medical Transport or <input checked="" type="checkbox"/> HLT41007 Certificate IV in Health (Ambulance)
Description of this unit against the qualification	For a full understanding of the qualification, please go to the link for further information http://www.allenstraining.com.au and click on the courses tab found on the top left hand side of the web page
Descriptor	This unit deals with the cultural awareness required for effective communication and cooperation with persons of diverse cultures
What is covered in the course	<ol style="list-style-type: none"> 1. Reflect cultural awareness in work practice 2. Accept cultural diversity as a basis for effective work place and professional relationships 3. Communicate effectively with culturally diverse persons 4. Resolve cross-cultural misunderstandings
Employability Skills	The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements
Pre-requisites	There are no pre-requisites or co-requisites for this competency unit
Course duration	10 hours
How will I be assessed	A written assessment plus project required to be awarded the unit competency as well as a workplace report or simulated workplace
Policy and procedures	A copy is available on our web site http://www.allenstraining.com.au/documents.aspx
Where is the Training Package found	This is attached and located on page 2 of this document

HLTHIR403B

Work effectively with culturally diverse clients and co-workers

Descriptor

This unit deals with the cultural awareness required for effective communication and cooperation with persons of diverse cultures

Employability Skills

The required outcomes described in this unit of competency contain applicable facets of Employability Skills

The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements

Application

Work will be within a prescribed range of functions involving known routines and procedures with some accountability for the quality of outcomes

The workplace context may be:

- Specific community
- Community or regional service
- Department of a large institution or organisation
- Specialised service or organisation

Application of this unit should be contextualised to reflect any requirements, issues and practices specific to each workplace

ELEMENT

Elements define the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

1. Reflect cultural awareness in *work practice*
 - 1.1 Demonstrate awareness of culture as a factor in all human behaviour by using culturally appropriate work practices
 - 1.2 Use work practices that create a culturally and psychologically safe environment for all persons
 - 1.3 Review and modify work practices in consultation with persons from diverse cultural backgrounds

2. Accept *cultural diversity* as a basis for effective work place and professional relationships
 - 2.1 Show respect for cultural diversity in all communication and interactions with co-workers, colleagues and clients
 - 2.2 Use specific *strategies to eliminate bias and discrimination* in the workplace
 - 2.3 Contribute to the development of work place and professional relationships based on acceptance of cultural diversity

3. Communicate effectively with culturally diverse persons
 - 3.1 Show respect for cultural diversity in all *communication* with clients, families, staff and others
 - 3.2 Use communication constructively to develop and maintain effective relationships, mutual trust and confidence
 - 3.3 Where language barriers exist, make efforts to communicate in the most effective way possible
 - 3.4 Seek assistance from interpreters or other persons as required

4. Resolve cross-cultural misunderstandings
 - 4.1 Identify issues that may cause conflict
 - 4.2 If difficulties or misunderstandings occur, consider the impact of cultural differences
 - 4.3 Make an effort to sensitively resolve differences, taking account of cultural considerations
 - 4.4 Address any difficulties with appropriate people and seek assistance when required

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

- Recognition of cultural diversity in Australian society with many individuals living in many cultures
- Recognition of cultural influences and changing cultural practices in Australia and its impact on diverse communities that make up Australian society
- Knowledge of own cultural conceptions and pre-conceptions and perspective of diverse cultures
- Recognition of impact of cultural practices and experiences on personal behaviour, interpersonal relationships, perception and social expectations of others
- Recognition of culture as a dynamic social phenomenon
- Recognition of culture as a range of social practices and beliefs evolving over time
- Recognition that the word 'normal' is a value-laden, excluding concept that often precludes acknowledgment of the diversity of people, their life experiences and situations
- Recognition of the unique way individuals may experience a culture and respond to past experiences
- Knowledge of the principles of equal employment opportunity, sex, race, disability, anti-discrimination and similar legislation and the implications for work and social practices
- Knowledge of availability of resources and assistance within and external to the organisation in relation to cultural diversity issues
- Knowledge of the role and use of language and cultural interpreters

Essential skills:

Ability to:

- Apply culturally respectful practices in the workplace and to demonstrate respect and inclusiveness of culturally diverse people in all work practices
- Sensitively and respectfully communicate with persons of diverse backgrounds and cultures
- Respond respectfully and sensitively to cultural beliefs and practices that may cause harm
- Form effective workplace relationships with co-workers and colleagues of diverse backgrounds and culture
- Participate in identifying and implementing culturally safe work practices
- Use effective strategies to address and eliminate discrimination and bias in the workplace
- Use basic conflict resolution and negotiation skills

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

- Work practices may relate to:*
- Dealing with persons of diverse gender, sexuality and age
 - Compliance with duty of care policies of the organisation
 - Collection and provision of information
 - Communication
 - Provision of assistance
 - Contact with families and carers
 - Physical contact
 - Care of deceased persons
 - Handling personal belongings
 - Provision of food services

Work practices that are culturally appropriate would be non-discriminatory and free of bias, stereotyping, racism and prejudice.

- Cultural diversity may include:*
- Ethnicity
 - Race
 - Language
 - Cultural norms and values
 - Religion
 - Beliefs and customs
 - Kinship and family structure and relationships
 - Personal history and experience, which may have been traumatic
 - Gender and gender relationships
 - Age
 - Disability
 - Sexuality
 - Special needs

RANGE STATEMENT

Communication may be:

- Verbal
- Appropriate gestures and facial and physical expressions
- Posture
- Written
- Signage
- Through an interpreter or other person

Strategies to eliminate bias and discrimination may include:

- Cross cultural work teams
- Cross cultural employee representation on committees
- Workplace free of culturally insensitive literature, posters, signage
- Inclusion in decision-making

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- This unit is most appropriately assessed in the workplace or a simulated workplace environment under the normal range of work conditions
- Assessment should be conducted on more than one occasion to cover a variety of circumstances to establish consistency
- Holistic assessment of this competency unit is encouraged, to ensure application of these skills in conjunction with specific work functions. However, the unit may be delivered and assessed independently

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities