

MATRIX Show social and cultural sensitivity SITXCOM002

KBT = Knowledge based test

PD = Practical demonstration

RP = Role play

PRO = Project/portfolio

AC = Activities

AS = Assignment

| Element | Performance Criteria | Assessment tool | | |
|---|--|-----------------|----|----|
| | | KBT | AC | PD |
| 1. Communicate with customers and colleagues from diverse backgrounds | 1.1 Respect customers and colleagues from different social and cultural groups and treat them with respect and sensitivity | Q1 | 1 | ✓ |
| | 1.2 Consider social and cultural differences in all verbal and non verbal communication | Q2a, 2b | 1 | ✓ |
| | 1.3 Respond to others in a non-discriminatory way | Q3a | 1 | ✓ |
| | 1.4 Make attempts to overcome language barriers | Q10 | 1 | |
| | 1.5 Seek help with communication when necessary | Q3c | 1 | |
| 2. Address cross – cultural misunderstandings | 2.1 Identify social and cultural issues that may cause conflict or misunderstanding in the workplace | Q3a | 1 | |
| | 2.2 Address difficulties and seek assistance from others when necessary | Q3b | 1 | |
| | 2.3 Consider social and cultural differences when difficulties or misunderstandings occur | Q3a | 1 | |
| | 2.4 Make efforts to resolve misunderstandings, taking account of social and cultural considerations | Q3b, 5 | 1 | |
| | 2.5 Escalate problems and unresolved issues to appropriate supervisor | Q3b, 3c | 1 | |

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| Foundation Skills | | Assessment Tool | | |
|--------------------|--|-----------------|-----|----|
| | | KBT | AC | PD |
| Reading | <ul style="list-style-type: none"> Understand workplace anti-discrimination policies and plain English Documents produced by government information agencies | ✓ | 2,3 | |
| Oral communication | <ul style="list-style-type: none"> Discuss cross-cultural misunderstandings and difficulties with supervisors, managers and other team members and identify possible strategies to resolve them | | 1 | ✓ |

| Knowledge Evidence | | Assessment Tool | | |
|---|--|-----------------|-----|----|
| | | KBT | AC | PD |
| <ul style="list-style-type: none"> key principles of fairness and equity in relation to interaction with colleagues and customers | | Q5 | 1 | |
| <ul style="list-style-type: none"> key cultural and religious protocols of main social and cultural groups in Australian society, including Australian Indigenous people | | Q7 | 1 | |
| <ul style="list-style-type: none"> key cultural and religious protocols of main inbound tourist markets to Australia | | Q6 | 1 | |
| <ul style="list-style-type: none"> different types of disability and their implications for the workplace | | Q9 | | |
| <ul style="list-style-type: none"> anti-discrimination policies for the industry and specific organisation | | Q4 | 2,3 | |
| <ul style="list-style-type: none"> basic aspects of state, territory and commonwealth laws covering anti-discrimination, including requirements to: <ul style="list-style-type: none"> treat customers and colleagues fairly and equitably not discriminate, show partially or grant any special favours on the basis of social and cultural attributes not threaten, humiliate or intimidate people because of their social and cultural attributes | | Q4, 5 | 1,3 | |
| <ul style="list-style-type: none"> sources of assistance in communicating with colleagues and customers from diverse social and cultural groups: <ul style="list-style-type: none"> government agencies diplomatic services disability advocacy groups educational institutes interpreter services local cultural organisations | | Q8 | 1,3 | |
| <ul style="list-style-type: none"> approaches to overcoming language barriers in the workplace: <ul style="list-style-type: none"> communicating through the use of: <ul style="list-style-type: none"> gestures signs simple word in English or the other person's language giving simple directions giving simple instructions | | Q10 | 1 | |

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| Performance Evidence | Assessment Tool | | |
|--|-----------------|----|----|
| | KBT | AC | PD |
| <ul style="list-style-type: none"> communicate in a non-discriminatory way with colleagues and customers from at least three different social and cultural groups: <ul style="list-style-type: none"> demonstrating attempts to overcome language barriers communicating in line with appropriate social and cultural conventions demonstrating respect and sensitivity | | 1 | ✓ |
| <ul style="list-style-type: none"> identify when assistance is required in the above communication, and seek help using the appropriate channels | | 1 | ✓ |

| Assessment Conditions | Assessment Tool | | |
|---|-----------------|-----|----|
| | KBT | AC | PD |
| <p>Skills must be demonstrated in an operational tourism, travel, hospitality or events environment where communication with socially diverse customers and colleagues takes place. This can be:</p> <ul style="list-style-type: none"> an industry workplace a simulated industry environment | | | ✓ |
| <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> current organisational anti-discrimination policies plain English documents issued by government regulators that provide information on anti-discrimination laws customers and other colleagues from a diverse range of social and cultural groups with whom the individual can interact; these can be: <ul style="list-style-type: none"> customers and colleagues in an industry workplace who are assisted by the individual during the assessment process; or individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation. | | 2,3 | ✓ |