

## ASSESSMENTS

### SITXCOM002 Show social and cultural sensitivity

<b>Trainee/Student Name:</b>	
<b>Assessor Name:</b>	
<b>School/Venue:</b>	
<b>Year (if applicable):</b>	

RECORD OF EVIDENCE	
o KBT	Date achieved:
o Activity	Date achieved:
o PD	Date achieved:

#### **Unit Completion**

**This section below is only to be signed off when the trainee has achieved competency in all elements of this unit of competence.**

- 1.Communicate with customers and colleagues from diverse backgrounds
- 2.Address cross cultural misunderstandings

UNIT OF COMPETENCE	
Trainee/Student Signature:	Date:
Employer/Supervisor Signature:	Date:
Assessor Signature:	Date

ASSESSMENTS SITXCOM002 Show social and cultural sensitivity V2 0118  
 Copyright: To be used only in partnership with Hospitality Group Training and not to be used, sold, copied or distributed to other parties without written permission from Hospitality Group Training. Page 2 of 17

1. Why is it important to recognise and understand the difference between people and their cultures?

---

---

---

---

2. a) Name two types of communication.

1. 

---

2. 

---

- b) Why is body language so important when dealing with colleagues and customers from different social and cultural groups?

---

---

---

---

3. a) Name three social or cultural issues that may cause conflict or misunderstanding in the workplace

1. 

---

2. 

---

3. 

---

- b) What is the procedure in your hospitality environment if you were unable to resolve the conflict or misunderstanding yourself?

---

---

---

- c) Explain how a manager or supervisor would follow up on escalated problems and unresolved issues

---

---

---

4. Describe how the following Act's relate to your hospitality environment and the job role that you do.

Age Discrimination Act 2004	
Disability Discrimination Act 1992	
Sex Discrimination Act 1984	
Racial Discrimination Act 1975	
Australian Human Rights Commission Act 1986	
Equal Opportunity Act 1984	

5. Name 5 key principles of fairness and equity in the workplace in relation to interacting with colleagues and customers

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

6. Choose three main **inbound tourists** that visit Australia and describe their cultural and religious protocols and how your hospitality environment can assist

Tourist	Cultural and Religious Protocols

7. Explain the main social and cultural groups in Australian Society (one is provided for you)

Social/cultural group	Key Cultural and Religious Protocols
Indigenous Australia	

8. Where would you source assistance from in communicating with colleagues and customers from diverse social and cultural groups?

---



---



---



---



---

9. List the requirements that hospitality environments might have in place to ensure they are able to satisfy the needs of customers/guests with each of these disabilities.

Disability	Requirement
Hearing Impairment	<i>Example: Written information for customers to read</i>
Sight Impairment	
Mobility Impairment	
Intellectual Impairment	

10. List 5 approaches that can be used to overcome language barriers in the workplace

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## ACTIVITY 1

For each of the scenarios below detail how you would respond to situation. This can also be performed as a role-play if applicable to the learner and assessment situation. Be sure to take into consideration the following:

## Communicate with customers and colleagues from diverse backgrounds

- Value and respect customers and colleagues from different social and cultural groups and treat them with respect and sensitivity.
- Consider social and cultural differences in all verbal and non verbal communication.
- Respond to others in a non-discriminatory way.
- Make attempts to overcome language barriers.
- Obtain assistance with communication

Address cross-cultural misunderstandings.

- Identify issues that may cause conflict or misunderstanding in the workplace.
- Address difficulties and seek assistance from others.
- Consider social and cultural differences when difficulties or misunderstandings occur.
- Make efforts to resolve misunderstandings, taking account of social and cultural considerations.
- Refer problems and unresolved issues to the appropriate supervisor or manager for follow-up.

### Scenario 1:

You have been working at your venue for several months. Every time that the roster is issued you have been allocated to work a Sunday. There is another team member who always gets Sundays off and you are starting to feel that this is unfair. What should you do?

[illegible]





You are also required to discuss your responses with your trainer/assessor.

### Trainer to complete:

I can confirm \_\_\_\_\_ has provided correct and respectful responses to each scenario, both written and verbally during our discussion. They show the ability to discuss cross-cultural misunderstandings and difficulties with supervisors, managers and other team members during service periods and identify possible strategies to resolve them.

Name: \_\_\_\_\_

Date \_\_\_\_\_

Additional Comments:

---

---

---

## ACTIVITY 2

Read the extract below taken from a workplace anti-discrimination policy, and then answer the questions relating to it.

### General Anti-Discrimination Policy

We are committed to the principle of respecting and valuing diversity in our workplace.

We achieve this by preventing discrimination on the basis (amongst others) of race, colour, sex, age, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin.

Any dispute concerning this issue will be dealt with under the dispute resolution procedures contained in the relevant policy outlined in this Handbook.

Whilst it would be preferred that you allow us the opportunity to address any concerns, nothing in this provision should be read as preventing you from taking action in the appropriate anti-discrimination jurisdiction without accessing the dispute resolution procedures contained in this Handbook.

#### Responsibility

Each manager or supervisor is accountable, as part of his or her responsibility in directing the work of others, and for taking action to prevent discrimination of any type in his or her area. Failure to ensure compliance with this obligation is a serious issue and will result in disciplinary action where it can be established that supervisory staff have not acted in accordance with this policy.

1. Where would you find the dispute resolution procedures?

---

---

---

2. What will happen if the supervisor does not act in accordance to the anti-discrimination policy?

---

---

---

3. What are the 11 main discrimination categories that the policy strives to not discriminate against?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_

### ACTIVITY 3

Read the extract on page 14 taken from the workplace discrimination factsheet issued by Fair Work, and then answer the following questions relating to it. The full document can be located via this link- <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/workplace-discrimination>

1. In what year was the most current Fair Work Act published?

---

---

2. What is not considered as unlawful discrimination?

---

---

---

---

---

---

3.What is considered as adverse action?

---

---

---

---

---

---



**Fair Work**  
OMBUDSMAN

## Workplace discrimination

### What is unlawful workplace discrimination?

Unlawful workplace discrimination occurs when an employer takes adverse action against a person who is an employee or prospective employee because of the following attributes of the person:

- race
- colour
- sex
- sexual orientation
- age
- physical or mental disability
- marital status
- family or carer's responsibilities
- pregnancy
- religion
- political opinion
- national extraction or social origin

Where an investigation finds that the employer has (or had) discriminatory practices that are linked to adverse actions for employees or prospective employees, the FWO may take enforcement action.

### What is adverse action?

Adverse action can include action that is unlawful if it is taken for a discriminatory reason. The *Fair Work Act 2009* (FW Act) describes a number of adverse actions.

Adverse action taken by an employer includes doing, threatening or organising any of the following:

- dismissing an employee
- injuring an employee in their employment
- altering an employee's position to their detriment
- discriminating between one employee and other employees
- refusing to employ a prospective employee
- discriminating against a prospective employee on the terms and conditions in the offer of employment.

#### Example

Sally is employed at an advertising firm. Recently, Sally applied for a promotion for a vacant Account Manager position. During the interview, Sally mentions to the Manager that she is pregnant and plans on taking her entitlement to parental leave. Although Sally is highly qualified for the job, her Manager tells her that she did not receive the promotion because she would be taking her parental leave. Denying Sally this position because she is pregnant is prohibited under the FW Act.

For more information on adverse action and other rights protected from certain unlawful action, please see our [Protections at work fact sheet](#)

### Who is covered by these protections?

It is unlawful for an employer to discriminate against an employee. This includes full time, part time and casual employees, probationary employees, apprentices and trainees, and individuals employed for fixed periods of time or tasks.

It is also unlawful to refuse to hire a prospective employee based on one of the attributes listed above.

### What is not considered unlawful discrimination?

Treating someone differently is not necessarily unlawful discrimination. Some different treatment such as general performance management may not be an unlawful discrimination issue. In terms of the FW Act, an action is only considered adverse action if it occurs due to one or more of the above attributes (race, sex, age, disability, etc). If this is not the basis of the action, it may not be considered an act of unlawful discrimination.

#### Example

Paul is a marketing employee who made several errors on his last project. To try and address this, Paul has been placed on a performance management plan to develop his skills. However Paul has continued to make errors while on the plan. As such, Paul's daily duties have been changed while he was undergoing further training. In this example, it was not unlawful to alter Paul's employment because the reason was not based on his personal attributes (i.e. race, sex, age, disability, etc).

The FW Act also provides that in some circumstances, an action may not be considered discrimination.

This includes where the action:

- is permissible under state or territory anti-discrimination laws
- is based on the inherent requirements of the particular position concerned
- is taken against a staff member of an institution run in accordance with religious beliefs, and the action is taken in good faith and to avoid injury to those religious beliefs.

Fair Work Infoline: 13 13 94

[www.fairwork.gov.au](http://www.fairwork.gov.au)



**The following sections will be assessed at a time agreed with your trainer.**  
**PRACTICAL DEMONSTRATION**

### Assessment Conditions

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:

- an industry workplace
- a simulated industry environment

Assessment must ensure access to customers and other colleagues from a diverse range of social and cultural groups with whom the individual can interact; these can be:

- 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

If completing Activity 1 as a role play then this PD can be done in conjunction, or this can be performed as a separate assessment during a service period in your hospitality environment.

Communicate in a non-discriminatory way with colleagues and customers from at least three different social and cultural groups. Details:  1.  2.  3.	Date:
Show respect and sensitivity to customers and colleagues from different social and cultural groups	Date:
Consider social and cultural differences in all verbal and non verbal communication	Date:
Respond to others in a non-discriminatory way	Date:

Able to identify when assistance is required with communication, and accessed help using the appropriate channels	Date:
Discuss cross-cultural misunderstandings and difficulties with supervisors, managers and other team members and identify possible strategies to resolve them Details:	Date:
Ability to demonstrate attempts to overcome language barriers	Date:
Demonstrated ability to communicate in line with appropriate social and cultural protocols. Details:	Date:



[illegible]