

PACKAGE / COURSE LEARNING & ASSESSMENT STRATEGIES GUIDE

Package / Course Title: Certificate III in Disability Work - CHC30302

Work effectively with culturally diverse patients, clients, customers and co-workers - HLTHIR3A
(Core Unit)

Target groups Workers in this occupational group work in the community and/or residential facilities under direct or regular supervision within clearly defined organisational guidelines and service plans. These workers carry out activities related to the maintenance of an individual's personal care and/or other activities of living. These workers report directly to a supervisor and are not responsible for other workers.
Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

TRAINING DELIVERY

Strategies	Performance Indicators	Resources
Discussion to raise cultural awareness	Develop awareness of culture as a factor in all human behaviour and ability to follow work practices that create a culturally and psychologically safe environment for all persons.	
Case study	Develop ability to show respect for cultural diversity in all communication and interactions, adopting specific strategies to eliminate bias and discrimination.	Appropriate case study scenarios
Practical exercise	Develop constructive use of communication to develop and maintain effective relationships, mutual trust and confidence. Includes communicating in the most effective way possible where language barriers exist and seeking assistance from interpreters or other persons as required.	
	Develop skills in sensitively resolving differences or cross-cultural misunderstandings, seeking assistance when required.	
Work placement and/or simulation	Develop all of the above under the range of working conditions normally encountered.	Access to appropriate workplace or simulation of realistic workplace setting. Access to resources and equipment normally used in the workplace.

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ASSESSMENT

Strategies	Performance Indicators	Resources
Project work	Demonstrate awareness of culture as a factor in all human behaviour and ability to follow work practices that manifest respect and inclusiveness of culturally diverse people in all work practices.	Access to relevant policies and procedures manuals, legislation and standards.
Case study	Demonstrate respect for cultural diversity in all communication and interactions, making effective use of strategies to eliminate bias and discrimination in the workplace.	Appropriate case study scenarios
Role-play	Demonstrate effective use of communication to develop and maintain effective relationships, mutual trust and confidence with culturally diverse persons.	
	Demonstrate skills in sensitively resolving differences or cross-cultural misunderstandings.	
Observation in the workplace or in a simulated workplace and under the normal range of workplace conditions	All elements.	Access to appropriate workplace where assessment can take place or simulation of realistic workplace setting. Access to resources and equipment normally used in the workplace.

List any special requirements / issues / amendments for any particular target group.