

# BSBTWK301 USE INCLUSIVE WORK PRACTICES

Nationally Recognised Training



NATIONALLY RECOGNISED  
TRAINING

## COURSE OVERVIEW

This nationally accredited unit aims to equip individuals with the skills and knowledge required to recognise and interact productively with diversity in the workplace. It covers sensitive responses to, and interactions with, all manner of diversity that might be encountered during the course of work.

To achieve this accreditation, the candidate must complete one (1) unit of competency; refer to unit list on page 2.

Acacia Education & Training is committed to providing an inclusive learning environment. Principles of access and equity for all students are applied in all programs.

## COURSE OUTCOME

This training applies to individuals who work in a variety of contexts where they will be expected to interact with a diverse client and/or co-worker population.

## ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification.

- Applicants will be required to undertake a Language, Literacy & Numeracy assessment.
- Applicants will be required to complete a Pre-Training Review.
- Applicants must be able to attend all practical assessments on the assigned dates where required.



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## JOB OUTCOMES

This course will develop a range of skills that may be required for roles in the following areas.

- ✓ **Customer Service**
- ✓ **Reception & Sales**
- ✓ **Health & Community Services**
- ✓ **Business Owners**
- ✓ **Team Leaders**

## COURSE DELIVERY



## COURSE DURATION

Students may have up to six (6) months to complete the course. However, if you are utilising NSW Government funding, these dates may vary.

Students will need to follow the training plan provided to them at commencement of training to ensure they complete the course in the required timeframe. Approximately fifteen (15) hours of study should be allocated for each unit.

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# ESSENTIAL SKILLS FOR THE WORKPLACE



## UNITS OF COMPETENCY

Below are the units of competency required for this course.

UNIT CODE	UNIT DESCRIPTION
BSBTWK301	Use inclusive work practices

## UNIT OVERVIEW

### **BSBTWK301 - Use inclusive work practices**

This unit describes the skills and knowledge required to recognise and interact productively with diversity in the workplace. It covers sensitive responses to, and interactions with, all manner of diversity that might be encountered during the course of work. It applies to individuals who work in a variety of contexts where they will be expected to interact with a diverse client and/or co-worker population. They may also provide some leadership and guidance to others and have some limited responsibility for the output of others.

**Knowledge Evidence examples:** *identify major groups in the workplace and community, as defined by cultural, religious and other traditions and practices; identify reasonable adjustments that facilitate participation by people with a disability.*

**Performance Evidence examples:** *adjust language and behaviour as required by interactions with diversity; identify and respect individual differences in colleagues, clients and customers.*



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## COURSE DELIVERY

This course can be delivered in a flexible program of **online, correspondence, mixed-mode or classroom\*** based learning.

**Theory:** Students may complete their assessments at their own pace. Support from a designated trainer is available via email, phone, SMS and video call.

**Practical:** There are no practical based assessments for this course that require a trainer or workplace supervisor present. All performance activities are written tasks and submitted to the trainer for assessment.

*\*Classroom may be arranged on a case-by-case basis. Minimum numbers may apply. Ask us for more information.*

## CERTIFICATE

On successful completion of all assessments each participant will receive a Statement of Attainment containing the Nationally Recognised Unit of Competency:

- **BSBTWK301**

The successfully completed units provide credit towards a range of qualifications at Certificate III or IV level, including BSB30415 Certificate III in Business Administration.

## COURSE FEES - \$99

**Subsidised Training:** Participants may be eligible to receive subsidised training or a fee reduction through the NSW Government Smart & Skilled program. Contact Acacia for further information on determining your eligibility or visit <https://smartandskilled.nsw.gov.au/are-you-eligible>.

*This training is subsidised by the NSW Government.*

## ELIGIBILITY

To be eligible to receive Smart and Skilled funding, applicants must meet the following criteria:

- living or working in NSW
- 15 years old or older and no longer at school
- an Australian citizen, Australian permanent resident, humanitarian Visa holder or New Zealand citizen.

## STUDENT SUPPORT

### Academic support

Students have access to trainer support throughout the duration of their course, whether they are learning via correspondence, online, or in class. Our experienced trainers are available to answer any questions students may have regarding the learning materials and assessments. The appointed trainer can be contacted via email, phone or video call, students will be provided with these contact details on course commencement.

### Administrative support

The administrative team is available during business hours (9am - 5pm) Mondays to Fridays and can assist students with all administrative enquiries or issues, including enrolment, change of contact details, class schedules, online learning and certification. The administrative team can be contacted using details further below.

## APPLICATION TO ENROL

Acacia is committed to ensuring all applicants clearly understand the details and outcomes of the course they are enrolling in.

For information on the enrolment process and to apply please speak with your workplace coordinator, job service provider, contact us directly or use the online link on our website.

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