

# Learning Assessment Guide

## Unit Standard 377 – Version 4

### Work in a diverse workplace

### Level 2 – 2 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

## Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

This Learning Assessment Guide is made up of:

- questions for you to complete
- an exercise where you describe a workplace situation
- a verification form for your manager to complete
- assessment results that the assessor will use to assess your competence.

The tasks in this assessment are designed to show your assessor that you can:

1. describe behaviours of diverse groups in relation to the way they enhance or create difficulties for workplace relationships
2. work in a diverse workplace.

## Assessment Task One – Element 1

The questions in task one are designed to assess your knowledge of:

- the areas of diversity which are common in the workplace
- the behaviours that enhance workplace relationships
- the behaviours that create difficulties in the workplace and
- your understanding of the steps which can be taken for overcoming difficulties.

### Task one questions

1. The table below lists some areas of diversity that are common in the workplace. Provide a description of how diversity could be displayed for each area. An example has been given to assist you.

Area of Diversity	Description of how diversity could be displayed
Primary care givers	<i>Primary care givers may need or want to work non-standard hours to fit around their commitments to family.</i>
Age	
Gender	
Religious belief	
Special needs	
Ethnicity	

2. What is another area of diversity that is common in the workplace?

3. What are two things that you can do to enhance your relationships in diverse workplaces?
  
4. What are two things that management can do to enhance relationships in diverse workplaces?
  
5. What are 3 examples of behaviours that create difficulties in diverse workplaces?
  
6. Explain how each of the following steps can overcome difficulties in diverse workplaces.

Recognition	
Acceptance	
Valuing	
Communication	
Education	

## Assessment Task Two – Element 2

Task two requires you to describe a real life situation in which you have experienced work in a diverse workplace.

### ***Task two instructions***

Think of a real life situation where you were working in a diverse workplace and then:

- describe the area/s of diversity
- describe any behaviours that created difficulties
- outline the steps that were taken to overcome the difficulties
- explain how the diversity contributed to the group.

Your answer should be detailed enough to provide the assessor with a clear understanding of the situation.

### ***Task two exercise***

## Assessment Task Three – Element 2

Task three requires you to gain verification of your ability to work in a diverse workplace from your immediate manager.

### ***Task three instructions***

Ask your immediate manager to complete the following verification form about your ability to work in a diverse workplace. Your immediate manager may be your team leader, supervisor or first line manager, depending on your particular workplace.

Ensure you have the completed form returned to you before your assessor requires it. You may find it helpful to give your immediate manager a timeframe for completing the verification form.

### Manager’s Verification – Ability to work in a diverse workplace

Learner’s Name: \_\_\_\_\_

Evaluation completed by: \_\_\_\_\_

Your position in the organisation: \_\_\_\_\_

Date: \_\_\_\_\_

This learner is currently being assessed toward unit standard 377 v4 – Work in a diverse workplace. Your knowledge of the learner is sought to verify whether the learner demonstrates the ability to work in a diverse workplace.

Please complete this form and return it to the learner by the agreed date.

<p>Does the learner work in a diverse workplace? (Examples of diversity could include but are not limited to age, gender, religious belief, special needs, ethnicity, primary care giver).</p> <p>Please explain the main areas of diversity in your workplace:</p> <p>_____</p> <p>_____</p>	<p>Yes</p>	<p>No</p>
<p>Does the learner develop and test options for overcoming difficulties in the diverse workplace, in accordance with workplace requirements?</p>	<p>Yes</p>	<p>No</p>
<p>Does the learner acknowledge the contribution of each individual within a diverse group, in accordance with enterprise requirements?</p>	<p>Yes</p>	<p>No</p>

Comments:

## Assessment Results

These are the judgements that your assessor will use to assess you.

Do the learner's answers to task one questions show sufficient understanding of the common areas of diversity in the workplace?	<b>Yes</b>	<b>No</b>
Do the learner's answers to task one questions show sufficient understanding of the behaviours which enhance workplace relationships and the behaviours which can create difficulties in the workplace?	<b>Yes</b>	<b>No</b>
Does the learner demonstrate sufficient understanding of the steps for overcoming difficulties in working in diverse workplaces?	<b>Yes</b>	<b>No</b>
Does the description given in task two show sufficient experience and understanding of working in a diverse workplace?	<b>Yes</b>	<b>No</b>
Does the completed manager's verification form confirm that the learner works in a diverse workplace?	<b>Yes</b>	<b>No</b>
Does the completed manager's verification form endorse the learner's ability to work in a diverse workplace?	<b>Yes</b>	<b>No</b>