

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Ethics and Professionalism					
TSC	Individual and Cultural Diversity					
TSC Description	Demonstrate awareness and sensitivity in working professionally with diverse individuals, groups and communities who represent various cultural and personal backgrounds and characteristics					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			HCE-PVE-3007-1.1	HCE-PVE-4007-1.1	HCE-PVE-5007-1.1	
			Apply principles of diversity and inclusion in professional practice and in working with clients, caregivers, healthcare professionals and other relevant stakeholders	Recognise, respect and respond to diversity needs and promote diversity, inclusion and equity in order to achieve the best possible outcomes for all clients and stakeholders	Drive an organisational culture that promotes diversity and inclusion practices in all aspects of professional practice	
Knowledge			<ul style="list-style-type: none"> • Cultural, racial and ethnic groups and their beliefs and practices • Importance of promoting diversity, inclusion and equity • Broad range of diversity and inclusion issues, including cultural, racial, ethnic, gender, and sexual orientation • Policies and procedures to deal with discriminatory behaviours • Working with ethnic or minority groups and clients 	<ul style="list-style-type: none"> • Sociocultural contexts of clients, peers and relevant healthcare stakeholders • Relevant diversity and inclusion theories and frameworks • Organisational diversity practices, philosophical underpinnings and applications in professional practice • Principles and methods used to promote diversity, inclusion and equity • Awareness of individual cultural identity and values, in relation to professional practice • Concepts and implications of stigma, discrimination and social exclusion as applied to diverse client groups 	<ul style="list-style-type: none"> • Historical, political, and sociocultural contexts of clients, peers and relevant healthcare stakeholders • Different cultural approaches to professional practice • Cultural foundation and possible limitations of clinical models and techniques from external trends and practices 	

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<p>Abilities</p>			<ul style="list-style-type: none"> • Understand individual and others' assumptions with respect to cultural differences • Recognise the impact of individual and cultural diversity characteristics and the influence on the interactions with others • Recognise possible issues of difference and diversity relating to class, cultural, race, religion, diversity, sexuality, gender preferences, rank, status or power imbalances • Demonstrate sensitivity to diversity and inclusiveness, and adopt non-prejudicial stances • Support the development of programmes and services that promote diversity, inclusion and equity 	<ul style="list-style-type: none"> • Monitor and apply knowledge of self and others in care settings • Recognise cultural factors that influence professional practice and the response to treatment • Identify and address concerns regarding diversity, inclusion and equity • Implement programmes and services that promote diversity, inclusion and equity in all aspects of professional practice • Employ culturally appropriate skills and techniques in professional practice 	<ul style="list-style-type: none"> • Integrate different and complicated belief systems about health and treatments when working with clients and relevant stakeholders • Assess differing diversity needs and issues in professional practice, including assessments, interventions and consultations • Adapt methods, measures and procedures in professional practice to suit sociocultural contexts • Drive collaboration efforts with internal or external stakeholders to develop and implement policies and practices for diversity, inclusion and equity • Review programmes and services to ensure compliance to diversity, inclusion and equity requirements 	
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