



**1-TERM PROGRAM**

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| <b>TERM 1</b> | <b>TOPICS COVERED</b>   |
|               | <p><b>WORKPLACE COMMUNICATION AND INCLUSIVE WORK PRACTICES</b></p> <ul style="list-style-type: none"> <li>- Plan and Participate in Workplace Communication</li> <li>- Work Effectively with Individual Differences</li> <li>- Assess Use of Inclusive Practices</li> </ul> <p><b>SHOW SOCIAL AND CULTURAL SENSITIVITY IN THE TOURSIM INDUSTRY</b></p> <ul style="list-style-type: none"> <li>- Communicate with Customers and Colleagues from Diverse Backgrounds</li> <li>- Address Cross-Cultural Misunderstandings</li> </ul> |
|               | <b>SPECIFIC PROJECT REQUIREMENTS</b>  |
|               | <p>Project #1 - Inclusivity and Communication in the Workplace</p> <ul style="list-style-type: none"> <li>- Plan 'Go! Regional' Travel Expo Display</li> <li>- Deliver 'Go! Regional' Travel Expo Display</li> <li>- Review 'Go! Regional' Travel Expo Display</li> </ul> <p>Project #2 - Show Social and Cultural Sensitivity in the Tourism Industry</p> <ul style="list-style-type: none"> <li>- Interact with Customers</li> <li>- Handling Cross-Cultural Misunderstandings (role play)</li> </ul>                           |

**Units scheduled for finalisation:**

**BSBXCM301 Engage in Workplace Communication**

**BSBTWK301 Use Inclusive Work Practices**

**SITXCOM002 Show Social and Cultural Sensitivity**

\*Please note this is a guide only.