<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Professional Practice</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Diversity Awareness and Management</td>
</tr>
<tr>
<td>TSC Description</td>
<td>Apply awareness and sensitivity in working professionally with diverse individuals, groups and communities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>SSC-PPR-2008-1.1</td>
<td>SSC-PPR-3008-1.1</td>
<td>SSC-PPR-4008-1.1</td>
<td>SSC-PPR-5008-1.1</td>
<td>SSC-PPR-6008-1.1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Comply with basic principles of diversity and inclusion set by organisation</td>
<td>Apply principles of diversity and inclusion in professional practice</td>
<td>Promote diversity and inclusion in order to achieve the best possible outcomes</td>
<td>Drive an organisational culture that promotes diversity and inclusion in all aspects of professional practice</td>
<td>Advocate for changes to policies, professional practice and services at the national level that promotes diversity and inclusion</td>
<td></td>
</tr>
</tbody>
</table>

### Knowledge
- Organisational practices and principles for diversity and inclusion
- Awareness of individual cultural identity and values
- Methods to work with groups and clients from diverse backgrounds
- Cultural, racial and ethnic groups and their beliefs and practices
- Awareness of individual cultural identity and values in relation to professional practice
- Relevant diversity and inclusion theories and frameworks
- Range of diversity and inclusion issues
- Policies and procedures to deal with discriminatory behaviours
- Sociocultural contexts of clients, peers and relevant social service stakeholders
- Organisational diversity practices, philosophical underpinnings and applications in professional practice
- Principles and methods to promote diversity, inclusion and equity
- Concepts and implications of stigma, discrimination and social exclusion as applied to diverse client groups
- Historical, political, and sociocultural contexts of clients, peers and relevant social service stakeholders
- Methods to adapt approaches to suit diverse needs in professional activities
- Limitations of clinical models and techniques derived from other international practices
- Trends and leading practices in promoting diversity and inclusion at the national level
- Strategies and methods to promote diversity and inclusion at the national level

### Abilities
- Demonstrate awareness of individual’s and others’ assumptions with respect to cultural and other differences
- Comply with organisation’s diversity and inclusion guidelines
- Understand individual’s and others’ assumptions with respect to cultural and other differences
- Recognise the possible issues and impacts of individual and cultural diversity on interactions and in relation to culture, race, religion and sexuality
- Demonstrate sensitivity to diversity and inclusiveness, and adopt a non-judgemental approach
- Recognise cultural factors that influence professional activities and the response to interventions
- Identify and address concerns regarding diversity, inclusion and equity
- Recognise complexities in cultural differences and determine diversity and inclusion needs for programme development and implementation
- Integrate different or complex belief systems when working with clients and relevant stakeholders
- Adapt methods, measures and procedures relevant to professional practice to suit sociocultural contexts
- Drive collaboration efforts with internal or external stakeholders to achieve diversity and inclusiveness
- Advocate at professional, and national agencies or associations to promote diversity and inclusion
- Propose improvements to enhance diversity and inclusion in programmes and services
- Drive national initiatives to influence attitudes with respect to diversity and inclusion
| **SKILLS FRAMEWORK FOR SOCIAL SERVICE**  
| TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT |
|---|---|
| **stance in professional activities**  
- Assist to identify diversity and inclusion needs in programmes and services  
- Employ culturally appropriate skills and techniques in professional practice |
| **Determine and apply culturally appropriate activities in professional practice**  
- Implement methods, measures and procedures relevant to professional practice to suit sociocultural contexts |
| **Determine gaps and improvements in policies and practices in collaboration with relevant stakeholders to promote diversity, inclusion and equity**  
- Develop and review programmes, services and organisational practices to ensure compliance to diversity, inclusion and equity requirements |