



Australian Government

BSBDIV301 Work effectively with diversity

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

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.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Workforce Development – Diversity

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Recognise individual differences and respond appropriately	1.1 Recognise and respect individual differences in colleagues, clients and customers 1.2 Respond to differences sensitively 1.3 Ensure behaviour is consistent with legislative requirements and enterprise guidelines 1.4 Accommodate diversity using appropriate verbal and non-verbal communication
2 Work effectively with	2.1 Recognise and document knowledge, skills and experience of

ELEMENT	PERFORMANCE CRITERIA
individual differences	<p>others in relation to team objectives</p> <p>2.2 Encourage colleagues to utilise and share their specific qualities, skills or backgrounds with other team members and clients in order to enhance work outcomes</p> <p>2.3 Ensure relations with customers and clients demonstrate that diversity is valued by the business</p>

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.3, 2.1	<ul style="list-style-type: none"> Comprehends textual information to determine regulatory requirements and adhere to internal policies
Writing	1.4, 2.1	<ul style="list-style-type: none"> Records key information related to the outcomes of the job, using appropriate vocabulary and style Varies writing style to meet requirements of audience and purpose
Oral Communication	1.2, 1.3, 1.4, 2.2, 2.3	<ul style="list-style-type: none"> Uses appropriate tone, speech and pace in verbal interactions Selects vocabulary appropriate to the audience
Navigate the world of work	1.3	<ul style="list-style-type: none"> Complies with legislative requirements and explicit policies and procedures
Interact with others	1.1, 1.2, 1.4, 2.1-2.3	<ul style="list-style-type: none"> Identifies and takes steps to follow accepted communication practices and protocols Contributes to work group activities using accepted conventions Recognises common cultural and other differences of people in the work context and makes adjustments to respect and accommodate these differences
Get the work done	2.1	<ul style="list-style-type: none"> Plans and implements routine tasks according to directions

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBDIV301 Work effectively with diversity	BSBDIV301A Work effectively with diversity	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>