



Australian Government

Assessment Requirements for BSBXDB501 Support staff members with disability in the workplace

Release: 1

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Modification History

| Release | Comments |
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| Release 1 | This version first released with BSB Business Services Training Package Version 4.0. |

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria, and foundation skills of this unit, including, on at least one occasion, evidence of the ability to:

- communicate the supports available to staff members and encourage staff members to disclose disabilities and/or discuss additional support needs
- collaborate and consult with a minimum of three individual staff members with disability to:
 - identify work challenges and additional support needs
 - determine preferences for individual support
 - agree and document strategies, supports, reasonable adjustments and/or resources to implement to address support needs in line with organisational procedures
 - monitor effectiveness of supports and strategies and make any improvements as required to ensure additional support needs are met
 - involve any support persons as required throughout the process
- implement workplace arrangements and/or adjustments to fulfil provision of agreed additional support
- communicate roles and responsibilities related to support arrangements to other relevant staff
- refer to additional or specialist support providers to address support needs outside of scope of own role.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- current legislation, standards and other instruments that promote the needs and rights of people with disability, including:
 - Disability Discrimination Act
 - Disability Services Act

- Fair Work Act
- Other State/Territory anti-discrimination legislation
- United Nations Convention on the Rights of Persons with Disabilities
- The National Disability Strategy
- organisation protocols, policies and procedures for:
 - implementing modifications or supports for staff members
 - maintaining confidentiality, privacy and dignity for staff members
- the definition of ‘reasonable adjustment’ within the organisational context, taking note of the organisation’s size, capabilities and resource base
- support strategies, resources and reasonable adjustments that can be implemented to meet staff member support needs, including:
 - workplace modifications, equipment and facilities
 - assistive technologies, devices and aids
 - augmentative and alternative communication methods
 - use of plain English
 - flexible work options
 - cognitive and work tools
 - support services and specialist support providers
 - Government agencies and funds that provide services and support to people with disability and their employers
- anonymous and identifying processes for staff members to learn about available supports and discuss support needs, including:
 - online resources
 - hotlines
 - workplace support teams
 - one-on-one conversations
- inclusive language and person-first expressions to use when communicating with, or about, staff members with disability.
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Assessment Conditions

The following conditions must be met for this unit:

Use of facilities, equipment and resources, including:

- a work team, or workplace case study, consisting of minimum five staff members, where at least three have a disability
- relevant legislation and workplace documents that address workplace inclusion and diversity practices and responsibilities, provision of workplace adjustment or additional support
- workplace disability and support policies and codes of practice

Industry or simulated operating conditions, including:

- challenges typical in work with staff members with disability and additional support needs
- scenarios or opportunities that require real-time, interpersonal interactions and problem solving with other staff members and support providers

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

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