Australian Government

Department of Education, Employment and Workplace Relations

CUETEM09B Manage diversity

Revision Number: 1

INDUSTRY SKILLS COUNCILS

Creating Australia's Future

CUETEM09B Manage diversity

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required to provide leadership in a diverse workplace where customers and staff may be from a wide range of backgrounds. It builds on the unit BSBDIV301A Work effectively with diversity. This unit is closely based on, and equates to, the unit SITXHRM007A Manage workplace diversity in the Tourism, Hospitality and Events Training Package. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	Individuals in middle and senior management levels apply the skills and knowledge outlined in this unit. Access to cultural events and activities by everyone in the community irrespective of age, gender, cultural background, physical and mental abilities is critical to the success of the industry. This unit has strong linkages to a range of other units, and combined assessment and/or training with those units would be appropriate, e.g.:
	• BSBHRM402A Recruit, select and induct staff • BSBLED401A Develop teams and individuals • BSBWOR401A Establish effective workplace relationships • BSBWOR502A Ensure team effectiveness

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Encourage respect for diversity in the workplace	1.1. Provide a role model for others through individual behaviour that demonstrates respect for *diversity* 1.2. Develop *work practices* and undertake *planning* in a manner which shows respect for workplace diversity 1.3. Assist and coach colleagues in ways of accepting diversity in relation to both colleagues and customers
2. Use diversity as an asset	2.1. Recognise the skills of a diverse workforce and use these to enhance organisational performance 2.2. Promote the *benefits of productive diversity* to colleagues
3. Deal with problems arising from diversity issues	3.1. Recognise workplace problems that arise from diversity issues promptly and take action to resolve the situation 3.2. Identify training needs and take appropriate action 3.3. Use coaching and mentoring to assist colleagues to successfully work in a diverse environment

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills

• cross-cultural communication skills with reference to the roles of leaders and managers, including cross-cultural communication for:
    • conflict resolution
    • problem-solving
    • negotiation
    • motivation

Required knowledge
• specific diversity issues which apply to the cultural industries and which contribute to the industry's progress, including benefits of productive diversity   • legal issues that relate to diversity, including Equal Employment Opportunity and anti-discrimination

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The following evidence is critical to the judgement of competence in this unit: - understanding of the role of leaders and managers in encouraging diversity in the cultural industries - knowledge of cross-cultural communication techniques as they apply to leaders and managers - knowledge of specific cultural issues that may apply in a particular industry context.
Context of and specific resources for assessment	The assessment context must provide for: project or work activities that allow the candidate to address typical diversity issues found in cultural industries workplaces.
Method of assessment	Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include: - case studies to develop strategies for effectively managing diversity in different industry contexts - oral or written questions to assess knowledge of cross-cultural issues and communication techniques - review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate. Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).
Guidance information for assessment	No particular resource requirements apply to the assessment of this unit.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Diversity is used here in its broadest sense and may be related to:	- age - disabilities - family structure - gender - language - race - sexual preference - special needs
Planning and ***work practices*** that reflect respect for diversity may include:	- acknowledgment of religious and cultural celebrations - appropriate allocation of duties to particular staff members - consideration of customers with special needs - culturally appropriate mixing of staff - training in culturally-appropriate communication - consultation sessions with - special interest groups - sponsors - stakeholders - the audience for a product or service - the community, e.g. local, regional, ethnic or racial
Benefits of productive diversity may include:	- a multi-lingual workforce - a workforce that reflects the diversity of the customer base - different perspectives on problem solving - education of the workforce - improved cross-cultural communication - increased trade with other countries/cultures - more interesting work environments - removal of prejudice

Unit Sector(s)

Unit sector	

Competency field

Competency field	Workforce development - diversity

Co-requisite units

Co-requisite units		