



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIRXMGT509 Manage diversity within the business**

**Release: 1**

## **SIRXMGT509 Manage diversity within the business**

### **Modification History**

The version details of this endorsed unit are in the table below. The latest information is at the top.

<b>Release</b>	<b>Comments</b>
First Release	New unit

### **Unit Descriptor**

This unit describes the performance outcomes, skills and knowledge required to manage and gain benefit from diversity within the workplace and customer base. This requires understanding the characteristics that define diversity, building respect and understanding, and identifying the business benefits offered by diversity.

### **Application of the Unit**

This unit may apply to supervisors and managers.

### **Licensing/Regulatory Information**

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

### **Pre-Requisites**

Nil

### **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

### Elements and Performance Criteria

#### Element

#### Performance Criteria

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.

1. Identify issues associated with diversity.

- 1.1. Build and explore an understanding of the issues associated with ***diversity***.
- 1.2. Identify the strengths that are offered to the organisation by its diverse workforce and customer base.
- 1.3. Analyse ***opportunities*** for the organisation in embracing the strengths of diversity.

2. Build understanding and respect.

- 2.1. Act as a role model in demonstrating behaviours that respect workplace diversity.
- 2.2. Communicate organisational policies and legislative requirements to staff that support a workplace that is inclusive and respectful of diversity.
- 2.3. Coach and mentor staff to develop their awareness of the benefits of a diverse workforce and customer base.
- 2.4. Supervise the workplace to ensure literature, work practices and personal interactions are respectful of people from diverse backgrounds.
- 2.5. Recognise and reward staff behaviour that demonstrates respect for and commitment to diversity.

3. Develop opportunities from a diverse workforce and customers.

- 3.1. Provide and promote opportunities to recognise and use the skills and knowledge of a diverse workforce.
- 3.2. Seek and implement opportunities to build a customer base drawn from diverse backgrounds.
- 3.3. Share and discuss with staff the strengths and benefits achieved from the active strategies that embrace diversity.

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- interpersonal skills to:
  - communicate with people from diverse backgrounds
  - coach and mentor staff
- teamwork skills to:
  - provide team leadership and management
  - motivate staff
- problem-solving skills to negotiate with and persuade staff to embrace diversity in the workforce

### Required knowledge

- concepts and models of:
  - diversity within the workplace and community
  - leadership and management
  - organisational culture
- legislative requirements that underpin respect for diversity
- organisational mission, vision, values and goals

## 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.

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- analyses diversity and opportunities to improve the organisation
- demonstrates behaviours that respect workplace diversity
- coaches and supervises staff to ensure workplace information and practices are respectful of people from diverse backgrounds
- implements opportunities to build diverse staff and customer base.

### **Context of and specific resources for assessment**

Assessment must ensure access to:

- a retail work environment
- organisational values and objectives
- relevant workplace documentation, including human resources policies and procedures
- retail staff with a range of job roles.

### **Method of assessment**

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- a role play
- customer feedback
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

### **Guidance information for assessment**

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

## 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 individual, accessibility of the item, and local industry and regional contexts) may also be included.

***Diversity applies to a range of human characteristics, including:***

- age
- cultural background
- disabilities
- family structure
- gender
- language
- national origin
- race
- sexual preference
- special needs.

***Opportunities*** that can be generated by the adoption of inclusive and respectful policies and practices include:

- a more interesting workplace that reflects the diverse community
- a multilingual workforce to communicate effectively with customers from diverse backgrounds
- ability to serve new and emerging markets ahead of competitors
- harmonious and productive workforce
- increased customers resulting from understanding and accessible workplace practices
- increased job satisfaction and recognition for staff members from diverse backgrounds
- increased perspectives brought to problem solving and service provision.

## Unit Sector(s)

Cross-Sector

## Competency Field

Management and Leadership