Australian Government

Department of Education, Employment and Workplace Relations

SITXHRM007A Manage workplace diversity

Revision Number: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

SITXHRM007A Manage workplace diversity

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to provide leadership in a diverse workplace where customers and staff are from a wide range of backgrounds. It builds on the unit SITXCOM002A Work in a socially diverse environment, and reflects the importance of managing diversity in the workplace.

Application of the Unit

Application of the unit	This unit applies to individuals working in a frontline management role in any industry context. It requires the application of sophisticated communication and problem-solving skills in a leadership context, based on a strong understanding of diversity issues, how they impact on management practice and how diversity may be encouraged and respected in the workplace.
	Team leaders, supervisors or managers undertake this role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units   Nil

Employability Skills Information

Employability skills   The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or 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 that shows respect for workplace diversity.

1.3   Assist and coach colleagues in ways of accepting diversity in relation to customers and other colleagues.

1.4   Initiate open communication and discussion about diversity issues among colleagues and team members.

ELEMENT	PERFORMANCE CRITERIA
2 Use diversity as an asset.	2.1 Recognise and use the skills of a diverse workforce to enhance organisation performance.
	2.2 Promote the ***benefits of productive diversity*** to colleagues.
	2.3 Seek out information about emerging approaches to diversity and integrate into current work practice.
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 related to diversity issues and take appropriate action.
	3.3 Use coaching and mentoring to assist colleagues to work successfully in a diverse environment.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- cross-cultural communication skills with specific reference to the roles of leaders and managers, including cross-cultural communication for:
  - conflict resolution
  - negotiation
  - motivation
- problem-solving skills to address diversity issues and challenges at a leadership level
- literacy skills to interpret a wide range of information dealing with complex ideas and concepts.

The following knowledge must be assessed as part of this unit:

- specific diversity issues that apply to the relevant industry context and contribute to the industry's progress, including benefits of productive diversity
- current and emerging views and approaches on managing workplace diversity
- potential scope of the term diversity
- how diversity may affect workplace operations
- legal issues that relate to diversity, including equal employment opportunity (EEO) 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, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: - understanding of the role of leaders and managers in encouraging diversity - knowledge of cross-cultural communication techniques

EVIDENCE GUIDE

	as they apply to leaders and managers
	• knowledge of specific cultural issues that may apply in a particular industry context
	• ability to apply knowledge and understanding of diversity issues to specific workplace situations.
Context of and specific resources for assessment	Assessment must ensure: • access to current sources of information on diversity.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • 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. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.
Assessing employability skills	Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

Service Skills Australia

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 in the performance criteria is detailed below.

Diversity is referred to here in its broadest sense and may be related to:	• race • language • special needs • disabilities • family structure • gender • age • sexual preference.
Work practices that reflect respect for diversity may include:	• acknowledgment of religious and cultural celebrations • appropriate allocation of duties to particular staff members • culturally appropriate mixing of staff • training in culturally appropriate communication • consideration of customers with special needs.
Benefits of productive diversity may include:	• multilingual workforce • workforce that reflects the diversity of the customer base • improved cross-cultural communication • education of the workforce in relation to greater understanding of diversity • removal of prejudice • different perspectives on problem-solving • increased trade with other countries or cultures • more interesting work environments.
Problems that arise from diversity issues may include:	• communication challenges • conflicting beliefs and values in the workplace.

Unit Sector(s)

Sector   Cross-Sector

Competency field

Competency field   Human Resource Management