



Australian Government

BSBDIV501 Manage diversity in the workplace

Release: 1

BSBDIV501 Manage diversity in the workplace

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 manage diversity in the workplace. It covers implementing the organisation's diversity policy, fostering diversity within the work team and promoting the benefits of a diverse workplace.

It applies to individuals who direct the work of others in teams of variable sizes. They may work with staff from different cultures, races, religions, generations, or other forms of difference in any industry context.

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

Unit Sector

Management and leadership – 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 Implement diversity policy	1.1 Locate and review diversity policy 1.2 Determine its application to the specific work context 1.3 Institute actions to ensure that the diversity policy is understood and implemented by relevant parties 1.4 Provide feedback and suggestions for improvement to ensure currency and efficacy of diversity policy
2 Foster respect for diversity in the work team	2.1 Address own prejudices and demonstrate respect for difference in personal interactions 2.2 Aim for diversity in selecting and recruiting staff

ELEMENT	PERFORMANCE CRITERIA
	2.3 Identify and address training needs to address issues of difference in the team 2.4 Manage tensions and encourage collaboration and respect between staff who struggle to work effectively with difference 2.5 Assist staff to see that working effectively with difference is a strength that can improve the organisation's products, services and customer relations 2.6 Manage allegations of harassment and address complaints according to established organisational procedures
3 Promote the benefits of diversity	3.1 Promote the organisation's workforce diversity in internal and external forums to enhance the company's image and reputation 3.2 Capture ideas and information from the diversity in the workforce to enhance products and services and contribute to competitive advantage 3.3 Support organisational efforts to value diversity

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	1.1, 1.2, 2.3, 2.5, 2.6, 3.1, 3.2	Identifies, analyses and evaluates complex texts to determine particular diversity requirements
Writing	1.2, 1.3, 1.4, 2.3, 2.5, 2.6, 3.1, 3.2	- Collates ideas and information from various sources - Prepares factual and informative documentation to suit purpose and audience - Records investigation findings according to organisational and legislative requirements
Oral Communication	1.3, 1.4, 2.3, 2.5, 3.1, 3.2	- Presents information and opinions using language and non-verbal features appropriate to audience - Participates in discussions using listening and questioning to elicit the views of others and to clarify or confirm understanding
Navigate the world of work	1.1, 1.3, 1.4, 2.6	- Takes full responsibility for following policies, procedures and legislative requirements - Seeks to improve policies and procedures to better

		meet organisational goals
Interact with others	1.3, 1.4, 2.1, 2.3-2.6, 3.2, 3.3	• Selects, implements and seeks to improve protocols governing communications to clients and co-workers in a range of work contexts • Collaborates with others to achieve shared goals • Interacts effectively with people from diverse backgrounds • Manages conflict in the workplace through the recognition of contributing factors and by implementing strategies to resolve conflict
Get the work done	1.2, 1.4, 2.2-2.6, 3.1-3.3	• Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others • Uses analytical skills to decide on appropriate application of diversity policy in a range of complex situations • Investigates new and innovative ideas as a means to continuously improve work practices and processes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBDIV501 Manage diversity in the workplace	BSBDIV501A Manage diversity in the workplace	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>

Assessment Requirements for BSBDIV501 Manage diversity in the workplace

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Performance Evidence

Evidence of the ability to:

- demonstrate the application of diversity policy in a work context
- critically review a diversity policy
- implement strategies to ensure that diversity is understood and respected in the work team
- demonstrate compliance with procedures for handling complaints or harassment allegations
- promote the benefits of diversity to others.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline formal and informal complaints procedures
- identify and outline key features of relevant current legislation regarding:
 - age discrimination
 - disability discrimination
 - racial discrimination
 - sex discrimination
 - human rights
 - equal opportunity.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – diversity field of work and include access to:

- legislation, regulations and codes of practice for managing diversity
- workplace diversity policies and procedures
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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