



Australian Government

BSBLDR404 Lead a diverse workforce

Release: 1

BSBLDR404 Lead a diverse workforce

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit identifies the behaviours, skills and knowledge required to lead a diverse workforce. It covers identifying, analysing and engaging with a diverse workforce to maximise the benefit of diversity to the organisation.

The unit applies to supervisors, team leaders, new and emerging managers who lead within a diverse workforce environment and exercise discretion and autonomy within a structured business context.

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

Unit Sector

Management and Leadership - Leadership

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. Identify the dimensions of workforce diversity	1.1 Establish the nature of diversity in the business context 1.2 Qualify and quantify the source of workforce diversity 1.3 Identify the benefits provided to the business through the diverse workforce 1.4 Recognise legislation, regulation and enterprise policy and procedure that impacts on workplace diversity 1.5 Identify opportunities and barriers to inclusive engagement
2. Factor diversity into team plans and operations	2.1 Develop and review work plans in line with the diversity context 2.2 Incorporate the positive contribution of diverse workforce

ELEMENT	PERFORMANCE CRITERIA
	members into work plans 2.3 Adjust plans and operations to align with relevant legislation and policy and procedure 2.4 Design processes to incorporate and maximise the benefits of diversity
3. Engage with a diverse workforce	3.1 Apply communication processes, behaviours and language in line with diversity context 3.2 Recognise and adapt for own bias and assumptions 3.3 Practise inclusive behaviours 3.4 Recognise and apply actions to ensure cultural competency 3.5 Incorporate and apply diversity tools and techniques to operations
4. Support and encourage diverse workforce members	4.1 Provide workplace support and access to enabling services 4.2 Encourage, review and provide feedback to the workforce on a continuous basis

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
Writing	2.2, 2.3	Develops texts dealing with complex ideas and concepts using specialised and detailed language to convey explicit information, requirements and recommendations in accordance with legal and organisational requirement
Oral Communication	1.1	Establishes understanding through questioning and active listening
Navigate the world of work	1.4, 2.3	Appreciates the implications of legislation, policy and other organisational responsibilities in carrying out own role
Interact with others	3.1-3.3, 3.5	Implements communication strategies and behaviours for a diverse range of colleagues to build rapport and foster strong relationships

		Identifies strengths and limitations of own interpersonal skills and attitudes and addresses areas that would benefit from further development
Get the work done	1.1-1.3, 1.5, 2.4, 3.4, 3.5	- Takes responsibility for developing and implementing plans and processes to achieve organisational objectives, seeking feedback and advice as required - Uses analytical processes to identify workforce diversity issues and evaluate options to address them

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBLDR404 Lead a diverse workforce	Not applicable	New unit	No 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 BSBLDR404 Lead a diverse workforce

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Performance Evidence

Evidence of the ability to:

- identify diversity within a team based workforce and outline opportunities and barriers to inclusive engagement of individuals
- promote the benefits of diversity within the workplace and identify the business benefits of incorporating diversity into planning and operations
- demonstrate communication style and methods that encourage inclusion identifying and compensating for own bias and assumptions
- develop work plans that integrate a diverse workforce, adjusting plans and operations to meet legislation, regulations and policy
- structure continuous feedback and review processes into team activities.

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 legislation, regulation and business policy and procedures relevant to diversity in the workplace
- explain the origins and types of diverse groups/persons in the workplace
- give examples of strategies, tools and techniques for integrating and engaging a diverse workforce
- explain the potential impacts of gender, race, age, disability, sexual orientation, form of work engagement and flexible work arrangement on workforce engagement
- identify benefits to business of having a diverse workforce and barriers to inclusive engagement.

Assessment Conditions

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

- legislation and regulations related to workforce diversity
- workplace policies and procedures related to working with diversity
- interaction with others
- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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