



Australian Government

BSBLDR504 Implement diversity in the workplace

Release: 1

BSBLDR504 Implement 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 a diverse workforce. It covers scoping workforce diversity and developing, implementing and reviewing diversity policy and procedures in the workplace.

It applies to managers within a diverse workforce environment who exercise significant discretion and autonomy within a structured business context. They identify, analyse, synthesise and act on information from a range of sources, and deal with unpredictable problems. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.

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. Scope workforce diversity	1.1 Establish the nature of diversity in the industry sector, community and workplace 1.2 Qualify and quantify the sources of diversity in the industry sector, community and workplace 1.3 Research and identify the benefits of having a diverse workforce 1.4 Identify and analyse legislation, regulation and enterprise policy that impacts on workplace diversity 1.5 Research and identify opportunities and barriers to inclusive

ELEMENT	PERFORMANCE CRITERIA
	engagement
2. Integrate diversity into workplace operations	2.1 Develop and review workplace policies, procedures and planning in accordance with the scope of diversity 2.2 Establish where diversity integration meets the needs of the enterprise and diverse persons 2.3 Review existing policies, plans and procedures to identify areas where diversity can achieve positive impact 2.4 Monitor and review workplace processes to guide implementation
3. Implement diversity across the workplace	3.1 Consult with management and teams to champion the diversity implementation 3.2 Ensure work teams incorporate diversity processes into work activity 3.3 Establish and enable enterprise and individual support processes 3.4 Provide for training and coaching in diversity implementation 3.5 Promote and model inclusive behaviours
4. Review and evaluate diversity in the workplace	4.1 Conduct regular reviews of diversity integration with relevant persons 4.2 Evaluate workplace diversity against workplace policies, procedures and planning objectives 4.3 Identify and recommended improvements to diversity integration

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	1.2, 1.3, 1.5, 2.1, 2.3	Collects, analyses, compares and evaluates textual information from a range of resources to inform planning
Writing	2.4	Researches, plans and prepares workforce plans for relevant stakeholders incorporating appropriate vocabulary, grammatical structure and conventions
Navigate the	1.4	Recognises, understands and applies applicable

world of work		legislation and organisational policies and procedures in the context of own work and workforce planning
Interact with others	3.1, 3.2, 3.5	• Selects and uses appropriate conventions and protocols when communicating with team members • Selects and uses appropriate conventions and protocols to seek feedback • Adapts personal communication style to model behaviours, build trust and positive working relationships and to show respect for diversity
Get the work done	1.1, 2.1, 2.2, 3.3, 3.4, 4.1-4.3	• Takes responsibility for planning effective strategies, sequencing and prioritising tasks to achieve efficient and effective outcomes • Applies problem solving processes to identify risks, evaluate options and determine solutions • Reviews plans and evaluates outcomes to identify opportunities for improvement

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	E/N
BSBLDR504 Implement diversity in the workplace	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 BSBLDR504 Implement diversity in the workplace

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Performance Evidence

Evidence of the ability to:

- identify diversity, current and potential, within the industry sector, community and workplace
- research and apply relevant legislation, regulation and business policies that impact on the diverse workforce
- review and apply workplace policies, procedures and plans to identify opportunities for improved inclusiveness and diversity
- monitor, review and evaluate processes in the workplace relevant to diversity issues
- support and encourage workplace diversity
- act inclusively with a diverse workforce
- champion the benefits of diversity within the workplace.

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:

- explain the origin and nature of diversity within the industry sector, community and the workplace
- outline the legislative and regulatory context of the organisation relevant to workplace diversity
- explain how organisation's policies and procedures relate to diversity
- give examples of barriers to inclusive engagement in a diverse workforce and possible strategies to address them
- describe inclusive behaviours that support diversity integration.

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:

- relevant workplace policies, procedures and plans relevant to diversity
- relevant legislation, regulations, standards and codes
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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