



Australian Government

BSBTWK501 Lead diversity and inclusion

Release: 1

BSBTWK501 Lead diversity and inclusion

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to lead diversity for a work area. It covers implementing the organisation's diversity policy, fostering diversity within the work team and promoting the benefits of a diverse workplace.

The unit 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

Social Competence – Teamwork and Relationships

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. Review diversity policy	1.1 Locate and review organisational diversity policy 1.2 Identify application of diversity policy in work area 1.3 Assess currency and efficacy of diversity policy 1.4 Provide feedback and suggestions for improvement of organisational diversity policy 1.5 Revise diversity policy and incorporate improvements
2. Foster respect for diversity in the work team	2.1 Identify training needs to promote respect for difference in personal interactions 2.2 Identify staff struggling to work with diversity and implement measures to support working with diversity

ELEMENT	PERFORMANCE CRITERIA
	2.3 Develop processes to demonstrate benefits of working with various diverse groups 2.4 Address workplace diversity complaints according to organisational policies and procedures
3. Promote the benefits of diversity	3.1 Promote organisational workforce diversity in external forums 3.2 Identify role of diversity in gaining a competitive advantage for the organisation 3.3 Support organisational efforts to champion diversity

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	Identifies, analyses and evaluates complex texts to determine particular diversity requirements
Writing	- 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	- 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
Initiative and enterprise	- Takes responsibility for following policies, procedures and legislative requirements - Seeks to improve policies and procedures to better meet organisational goals
Teamwork	- 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
Planning and organising	- 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
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Unit Mapping Information

Supersedes and is equivalent to BSBDIV501 Manage diversity in the workplace.

Supersedes but is not equivalent to BSBDIV601 Develop and implement diversity policy.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for BSBTWK501 Lead diversity and inclusion

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- lead diversity and inclusion initiatives for an organisation or work area.

In the course of the above, the candidate must:

- implement strategies to improve awareness of challenges experienced by individuals from diverse groups in the work team
- follow procedures for handling complaints or harassment allegations
- promote the benefits of diversity to others both internally and externally.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational diversity policy
- organisational processes for feedback on policy
- benefits and competitive advantage of a diverse workforce
- organisational formal and informal complaints procedures
- relevant current legislation regarding:
 - age discrimination
 - disability discrimination
 - racial discrimination
 - sex discrimination
 - human rights
 - equal opportunity.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

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

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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