



Australian Government

BSBXDB401 Develop and implement recruitment processes that are inclusive of people with disability

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

Application

This unit describes the skills and knowledge required to develop and implement recruitment processes in accordance with regulatory and workplace requirements, to ensure a workforce that is inclusive of people with disability. It involves developing capabilities to ensure hiring processes are accessible to candidates with differing disabilities, and that hiring outcomes promote workplace inclusion and diversity objectives.

This unit applies to human resources staff and hiring managers, as well as broader management within workplaces across various industries, who are responsible for determining hiring requirements, structuring jobs and assessing applicants.

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

Unit Sector

Cross Sector Skill

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Determine job requirements	1.1 Consult with relevant management personnel to determine workplace recruitment needs and position requirements 1.2 Prepare job descriptions, capability and task specifications that accurately reflect inherent role requirements and workplace needs 1.3 Develop selection criteria that reflect job specifications and support opportunities for candidates with disability

2. Establish accessible application processes	2.1 Choose alternative formats, channels and technologies for advertising vacancies that promote applications from talent pools including people with disability 2.2 Test accessibility of application processes and platforms to ensure all candidates are able to submit applications
3. Undertake inclusive interview processes	3.1 Design an interview guide and questions that can be presented in various formats, which reflect job role requirements and anti-discrimination standards 3.2 Confirm the format, method of communication and environment through which interview will be undertaken, and outline alternative options to assist with meeting individual applicant needs and preferences 3.3 Consult applicants on their individual communication and support needs, and identify any modifications, reasonable adjustments or alternative communication strategies to be implemented to assist them through the hiring process 3.4 Conduct accessible interviews, through formats and techniques that match identified applicant needs 3.5 Test the accessibility of any other assessment and selection tools used, and confirm that candidates are able to use them, or have available alternatives, to demonstrate their skills and capabilities
4. Conclude recruitment process	4.1 Assess and select candidates equitably and objectively using selection criteria 4.2 Seek feedback from applicants on accessibility of recruitment process and implementation of any adjustments 4.3 Seek feedback from manager of successful candidate on appropriateness of match to job specifications, to inform improvements for future recruitment processes 4.4 Make recommendations to management responsible for workplace policies and practices to improve inclusive recruitment of people with disability

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	- Identifies and analyses complex texts to determine legislative, regulatory and business requirements - Analyses and evaluates a range of textual information to determine staff requirements of the workplace, and suitability of candidates
Writing	- Researches and develops documents that communicate effectively, maximising the potential to attract suitable candidates, and developed within applicable organisational and legislative requirements - Creates texts using formats and language appropriate to the audience and context
Communication	- Presents information and seeks advice using appropriate structure and language for the particular audience - Participates in discussions using questions and responses to elicit the view of others and to clarify or confirm understanding
Navigate the world of work	- Recognises and adheres to legislative requirements, workplace protocols, policies and procedures associated with the hiring process - Develops and reviews workplace policies and procedures in accordance with legal and workplace requirements
Interact with others	- Uses inclusive and collaborative techniques to seek feedback and support, and consult with a range of stakeholders - Selects and uses appropriate protocols when communicating with internal stakeholders, as well as candidates, to seek or share information
Get the work done	- Plans and organises workload, information and hiring that ensures compliance with workplace policies, procedures and legislative requirements - Uses problem-solving skills to identify and analyse issues, consider options and develop responses and opportunities for improvement - Organises and completes work according to defined requirements, taking responsibility for decisions and sequencing tasks to achieve efficient outcomes

Unit Mapping Information

No equivalent unit. New unit.

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 BSBXDB401 Develop and implement recruitment processes that are inclusive of people with disability

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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 conduct the following on at least one occasion:

- undertake a recruitment process on at least one occasion that includes 2 or more candidates, including:
 - identifying current legislative obligations that must be adhered to when recruiting
 - identifying and recommending any improvements to support workplace diversity and inclusion when recruiting
 - preparing a job description relevant to a workplace hiring need, including:
 - outlining inherent role requirements, task, skill and knowledge specifications
 - removing any exclusionary criteria that are not inherent to core role requirements
 - developing selection criteria that match the job requirements as well as support opportunities for candidates with disability
 - accessing employment agencies and/or specialist services to source candidates and confirm access requirements for recruitment processes, applications and interviews
 - selecting and using accessible communication channels, formats and technologies for promoting vacancies and accepting applications
 - developing non-discriminatory interview guides that match selection criteria
 - confirming the accessibility of any other assessment techniques or tools used
 - conducting recruitment and interviewing processes by:
 - consulting candidates to determine their communication and support needs
 - outlining any modifications required to assist them through the hiring process
 - selecting and using appropriate communication techniques, interview formats and environments, technologies or adjustments to meet individual candidate needs
 - involving any support persons as necessary and ensuring that they do not detract from the first hand interaction with the candidate (for example, by answering questions for the individual beyond a translation capacity)

- assessing candidates against selection criteria, make selections and justify choice
- seeking feedback on hiring processes from applicants and management.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- persons covered by the Disability Discrimination Act
- the social model of disability as compared to the medical model
- current legislation, standards and other instruments that promote the inclusion and rights of people with disability, including:
 - Disability Discrimination Act
 - Fair Work Act
 - Other State/Territory anti-discrimination legislation
 - United Nations Convention on the Rights of Persons with Disabilities
 - The National Disability Strategy
 - Accessibility standards, including the Web Content Accessibility Guidelines
- workplace responsibilities related to inclusive recruitment processes
- positive workplace outcomes resulting from the hiring of individuals with disability
- aspects of workplace operations that impact the outcomes of inclusive recruitment strategies, including:
 - staffing structure and workforce needs
 - workplace human resource and hiring practices
 - job needs, knowledge and skill requirements, and inherent role requirements
 - workplace diversity and inclusion objectives and policies
- workplace policies and protocols for:
 - recruitment and inclusion of people with disability
 - maintaining confidentiality and privacy for job applicants and staff members
 - responding to disclosure and/or sharing of information about disability
- inclusive language and person-first expressions to use when communicating with, or about, people with disability
- accessible and inclusive options for aspects of recruitment processes, including:
 - candidate sourcing methods
 - assessment techniques and tools
 - interview formats, environments and techniques
 - language and questioning strategies
- appropriate communication techniques, including use of plain English, and augmentative and alternative communication methods and aids
- disability employment services, other employment agencies or specialist services that can provide advice on accessible recruitment processes and assist with accessing talent pools.
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Assessment Conditions

Skills must have been demonstrated in a real or simulated workplace. Simulations and scenarios are to be used where assessment in a workplace situation would be impractical, inappropriate, or not possible, particularly where skills relate to more sensitive or critical instances. The following conditions must be met for this unit:

Use of facilities, equipment and resources, including:

- access to details regarding the workplace recruitment need
- legislation and workplace policies related to diversity, inclusion and recruitment
- communication channels, assessment tools, and workplace technologies
- applicants with disability or case studies of applicants with disability

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

Links

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