



Australian Government

Department of Education, Employment and Workplace Relations

BSBDIV501A Manage diversity in the workplace

Revision Number: 1

BSBDIV501A Manage diversity in the workplace

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to manage diversity in the workplace. It covers implementing the organisation's policy on diversity, fostering diversity within the work team, and promoting the benefits of a diverse workplace. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	This unit applies to individuals working in a managerial role who direct the work of others. They may work in any industry context and with teams of variable sizes in the public or private sectors. The unit reinforces the value and benefits of diversity in the workplace. As such, it is of particular value to people working in organisations with staff from different cultures, races or religion, where there are staff members from multiple generations, or where there are other forms of difference in the workforce.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
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 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

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to determine how to make intelligent applications of policy in the work context
- communication skills to:
 - explain and promote the benefits of diversity
 - negotiate differences between staff
 - relate to people from a range of backgrounds
- learning skills to:
 - assist people within the organisation to understand the diversity policy, using different methods to cater for differences in learning styles
 - provide feedback and suggestions for improvement to the diversity policy
 - use ideas and information from the diversity in the workforce to contribute to the organisation's competitive advantage
- self-management, learning and development skills to reflect on and review own prejudices

Required knowledge

- formal and informal complaints procedures
- key features of relevant current legislation, such as:
 - Age Discrimination Act
 - Disability Discrimination Act
 - Racial Discrimination Act
 - Sex Discrimination Act
 - Human Rights and Equal Opportunity Commission Act

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- demonstration of the application of diversity policy and the capacity to critically review a diversity policy
- promotion of strategies to ensure that diversity is understood and respected in the work team
- demonstration of compliance with protocols for handling complaints of bullying or harassment.

Context of and specific resources for assessment

Assessment must ensure access to workplace documents and records.

Method of assessment

The following assessment methods are appropriate for this unit:

- assessment of reports on diversity policy and policy application
- direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate
- observation of demonstrated techniques in performance management
- observation of presentations around protocols for handling complaints and bullying or harassment
- review of strategies developed to ensure that diversity is understood and respected in the work team
- oral or written questioning to assess knowledge of human rights and relevant legislative requirements.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- BSBMGT502B Manage people performance
- BSBHRM501A Manage human resources services
- BSBHRM510A Manage mediation processes.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Diversity</i> may relate to:	• any form of difference, such as: • ability, aptitude and disability • age • culture • ethnicity • gender • language • marital status or family arrangements • nationality • personality • race • religion • sexuality.
<i>Actions</i> may include:	• displaying policy on noticeboards and other public areas • distributing copies of policy to staff • explaining policy to staff at meetings or other forums • reinforcing key messages from policy in supervisory discussions, performance appraisals or other interactions.
<i>Training needs</i> may involve:	• cultural competency training • culturally-specific training • diversity training • equal opportunity training • ethics training • grievance management training • human rights training • recruitment and selection training • workplace bullying, discrimination or harassment training.
<i>Complaints</i> may include:	• informal complaints that are managed within the workplace • formal complaints of discrimination or harassment to

RANGE STATEMENT

	relevant commonwealth, state or territory anti-discrimination agencies under the federal anti-discrimination laws.
<i>Internal and external forums</i> may include:	• business meetings • conferences and seminars • newsletters and bulletins • professional networks • staff meetings • staff updates.

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Management and leadership - diversity
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Co-requisite units

Co-requisite units		