



Australian Government

CHCDIV003 Manage and promote diversity

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency.

Application

This unit describes the skills and knowledge required to evaluate and promote diversity in the workplace, and to contribute to the planning of diversity policies and procedures. This may apply to internal work practices or external service delivery.

This unit applies to individuals working in any type of leadership role across all industry sectors.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1. Research diversity in the workplace

- 1.1 Collect and evaluate quantitative and qualitative workplace diversity data
- 1.2 Identify and analyse potential benefits of diversity in relation to the workplace objectives
- 1.3 Analyse how current diversity practice matches workplace objectives

2. Foster diversity

- 2.1 Provide a role model for others through individual behaviour that demonstrates respect for diversity
- 2.2 Assist and coach colleagues in ways of accepting

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

diversity in relation to both colleagues and clients

2.3 Develop work practices and undertake planning in a manner that shows respect for workplace diversity

2.4 Identify and adapt professional development opportunities to address the needs of a diverse workforce

2.5 Generate a supportive workplace by valuing and promoting the benefits of a diverse workforce to those working in the workplace according to relevant policy

2.6 Identify and use diversity factors associated with clients and colleagues to address diversity objectives of the workplace

2.7 Value and encourage collaboration and the experience of working with diverse clients and colleagues

3. Adapt communication strategies

3.1 Use communication strategies to meet the diverse needs of individuals within the workplace

3.2 Implement tailored communication strategies for targeted individual and group needs

3.3 Identify and/or develop and use resources that facilitate effective communication in the workplace

3.4 Reflect on use of communication strategies with regard to workplace diversity and identify potential improvements

4. Contribute to workplace diversity policies and procedures

4.1 Develop and document diversity strategies in consultation with stakeholders including people from key target groups

4.2 Advocate for diversity strategies to be implemented in accordance with workplace policies and procedures

4.3 Develop measures for evaluating the outcomes of workplace strategies, policies and procedures for diversity

4.4 Report on workplace diversity strategies within appropriate context

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCDIV003 Manage and promote diversity

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- researched diversity in at least 1 workplace in terms of current performance and meeting of diversity objectives
- used strategies to foster and promote diversity in work practice:
 - coaching and mentoring
 - communication
 - work planning
- contributed to the development of workplace diversity policies and procedures for at least 1 workplace

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- concepts of cultural awareness, cultural safety and cultural competence and how these impact leadership and management practice
- concepts and definitions of diversity
- key areas of diversity and their characteristics, including:
 - culture, race, ethnicity
 - disability
 - religious or spiritual beliefs
 - gender, including transgender

- intersex
- generational
- sexual orientation/sexual identity - lesbian, gay, bisexual, heterosexual
- the role of leaders and managers in encouraging diversity in work practices and service delivery
- impact of diversity practices and experiences on personal behaviour, interpersonal relationships, perception and social expectations of self and others
- legal and ethical considerations (international, national, state/territory, local) for diversity practices at a management level:
 - discrimination (direct and indirect):
 - age
 - disability
 - racial
 - sex
 - equal employment opportunity (EEO)
 - human rights
 - rights and responsibilities of workers, employers and clients
- benefits of workplace diversity
- types of direct and indirect discrimination
- ways to ensure effective and equitable activities to diverse clients
- barriers to inclusivity
- cross-cultural communication strategies and how these can be integrated into workplace practices
- principles and practices of inclusivity and the types of planning and work practice that support diversity

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

The following condition must be met for this unit:

- presence of situations that allow interaction with other people in a leadership role

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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