



Australian Government

PSPGEN115 Uphold and support inclusive workplace practices

Release: 1

PSPGEN115 Uphold and support inclusive workplace practices

Modification History

Supersedes and is not equivalent to PSPGEN029 Value diversity.

Application

This unit describes the performance outcomes, skills and knowledge required to value diversity and inclusion in the workplace.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context.

Those undertaking this unit work independently, possibly supervising others, performing complex tasks in a range of familiar contexts.

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

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

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Reflect on perspectives.

PERFORMANCE CRITERIA

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

- 1.1. Identify and reflect on own social and cultural perspectives and biases.
- 1.2. Identify and reflect on organisational policies and initiatives that support inclusive work practices.
- 1.3. Use reflection to understand individual differences and principles of inclusion that apply to the workplace.

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| 2. Promote the benefits of inclusive practice. | 2.1. Analyse the diversity of the workgroup to identify strengths and differences that benefit both staff and the organisation.
2.2. Explain workplace inclusion issues, benefits and risks to others, to encourage understanding using language and supporting material suitable to their needs and the situations they are likely to experience.
2.3. Identify training needs and promote available programs to support inclusive work practices and related issues of diversity and equity.
2.4. Use opportunities for leadership in, and advocacy of, inclusive practice. |
| 3. Contribute to organisation objectives relating to inclusive practice. | 3.1. Maintain knowledge of inclusion principles and practices that apply to the workplace.
3.2. Assist others to ensure work practices contribute to organisational objectives.
3.3. Develop a range of communication styles suitable for the workplace and its clients.
3.4. Provide managers with feedback on policies, strategies, processes and services related to inclusive work practice.
3.5. Recognise and refer issues outside own level of responsibility in accordance with organisational policies and procedures. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	access, read and interpret a variety of texts to understand legal and organisational requirements of the work group.
Oral communication skills to:	explain organisational policies and procedures and other information about inclusion to work group members.

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN029 Value diversity.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPGEN115 Uphold and support inclusive workplace practices

Modification History

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least two occasions:

- use different styles to communicate with people from diverse backgrounds and to suit different purposes
- identify behaviours which are not consistent with inclusive workplace practices
- explain formal documents, including legislation and codes of conduct, and apply them to work practices
- use accessible language in communication relating to diversity and inclusive practice in the workplace.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- jurisdictional legislation and standards that underpin or impact on inclusion in the organisation
- aspects of diversity:
 - definitions
 - benefits
 - challenges
- principles of equity
- principles of inclusion
- key aspects of legislation:
 - direct discrimination
 - indirect discrimination
 - grounds of discrimination
 - areas of discrimination
- how to identify and avoid bias in language and organisational communications
- organisational policies, practices, procedures and reporting requirements related to inclusive work practices
- referral and grievance processes applicable to the workplace.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- organisational policies, practices, procedures and reporting requirements related to inclusive work practices
- jurisdictional legislation and standards that underpin or impact on inclusion
- referral and grievance processes applicable to the workplace.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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