



Australian Government

PSPMGT004 Manage diversity

Release: 1

PSPMGT004 Manage diversity

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPMNGT605B Manage diversity. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to provide productive diversity management to maximise workforce effectiveness. It includes contributing to, monitoring a diversity strategy and facilitating communication with a diverse workforce.

This unit applies to those working in management roles involved in personnel management.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work autonomously with management responsibilities performing sophisticated tasks in a range of contexts.

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

Competency Field

Management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.

1. Contribute to the development of a diversity strategy	1.1 Identify the organisational context and framework for the diversity strategy and establish key result areas. 1.2 Identify diversity issues and objectives to enhance business unit and organisational effectiveness. 1.3 Use the strategy to identify benefits and opportunities provided by a diverse workforce. 1.4 Link diversity objectives in the strategy with the demographic profile of the client base, the organisation's strategic goals and the core business of the business unit. 1.5 Consult with stakeholders, including people from key equity groups and the organisation's clients. 1.6 Design the strategy to provide a mechanism through which diversity issues can be integrated.
2. Promote and review diversity strategy	2.1 Communicate and promote the strategy within the business unit and the organisation in accordance with audience needs. 2.2 Identify the need for diversity support programs and establish such programs in accordance with the objectives of the diversity strategy. 2.3 Encourage individuals to align everyday work with the diversity strategy. 2.4 Monitor and report progress of diversity strategies within business plans. 2.5 Monitor and review the effectiveness of the strategy and identify and act upon recommendations for enhancements.
3. Facilitate the development of a workforce that promotes and values diversity	3.1 Identify and communicate benefits of a diverse workforce to those working within the business unit and the organisation. 3.2 Develop or adopt initiatives and resources to address barriers to equal employment opportunity within the organisation. 3.3 Employ a range of leadership styles to facilitate intercultural management and to manage diverse teams. 3.4 Identify and use the diversity factors associated with individuals within the workforce in the delivery of services to diverse clients. 3.5 Accept and encourage a range of working styles that are reflective of a diverse workforce, unified to the organisational context. 3.6 Use diversity training and awareness programs, to promote the benefits of a diverse workforce.

4. Facilitate communication within a diverse workforce	4.1 Identify and address language, literacy and numeracy issues to facilitate full participation of all members of the workforce and development activities. 4.2 Employ a range of communication strategies to meet the needs of a diverse workforce and client base. 4.3 Identify the target audience and tailor communications strategies accordingly. 4.4 Identify and use resources to facilitate effective communication within the workplace. 4.5 Identify and adjust ineffective and inappropriate communication strategies to meet the information needs of a diverse workforce and client base.
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Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy NA				

Performance variables:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

This unit supersedes and is equivalent to PSPMNGT605B Manage diversity.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPMGT004 Manage diversity

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- monitoring and reporting on the progress of diversity strategies
- using communication involving exchanges of complex oral information
- explaining complex ideas to diverse audiences
- interpreting and explaining complex, formal documents and assisting others to apply them in the workplace
- preparing written advice and reports requiring reasoning and precision of expression

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- the concept of diversity and its integration within and across all human resource and management functions and areas
- cultural diversity, including issues of racism, discrimination, harassment and victimisation
- the organisation's policies and strategic goals relating to diversity and the implications of these for current and future human resource management
- the relationship between management of diversity and organisational effectiveness
- equal employment opportunity, access and equity principles
- productive diversity principles including flexibility, multiplicity, devolution, negotiation and pluralism
- institutional racism and resulting indirect discrimination

- jurisdictional legislation, instructions, directions and standards that underpin or impact on workplace diversity
- public sector policies, practices and procedures related to diversity

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

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