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| UNIT CODE | PSPMGT004 |
| UNIT TITLE | Manage diversity and inclusion |
| APPLICATION | <p>This unit describes the performance outcomes, skills and knowledge required to provide productive diversity management to maximise workforce effectiveness.</p> <p>Those undertaking this unit work autonomously with management responsibilities performing sophisticated tasks in a range of contexts.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.</p> |
| PREREQUISITE UNIT | Nil |
| COMPETENCY FIELD | Management |
| UNIT SECTOR | |

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| ELEMENTS | PERFORMANCE CRITERIA |
| <i>Elements describe the essential outcomes</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Contribute to the development of a diversity and inclusion strategy. | <p>1.1 Identify the organisational context and framework for the diversity and inclusion strategy and establish key result areas.</p> <p>1.2 Identify diversity and inclusion issues and objectives to enhance business unit and organisational effectiveness.</p> <p>1.3 Use the strategy to identify benefits and opportunities provided by a diverse workforce and inclusive work practices.</p> <p>1.4 Link diversity objectives in the strategy with the demographic profile of the client base, organisational strategic goals and the core business of the business unit.</p> <p>1.5 Consult with stakeholders.</p> <p>1.6 Design the strategy to provide a mechanism through which diversity and inclusion issues can be integrated.</p> |

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| 2. Promote and review the diversity and inclusion strategy. | <p>2.1 Communicate and promote the strategy within the business unit and the organisation.</p> <p>2.2 Identify the need for diversity and inclusion support programs and establish programs in accordance with the objectives of the strategy.</p> <p>2.3 Encourage individuals to align everyday work with the strategy.</p> <p>2.4 Monitor and report progress of diversity and inclusion strategies within business plans.</p> <p>2.5 Monitor and review the effectiveness of the strategy and identify and act upon recommendations for enhancements.</p> |
| 3. Facilitate the development of a workforce that promotes and values diversity and inclusion. | <p>3.1 Identify and communicate benefits of a diverse workforce and inclusive practices to those working within the organisation.</p> <p>3.2 Develop or adopt initiatives and resources to address barriers to equal employment opportunity in the organisation.</p> <p>3.3 Employ a range of leadership styles to facilitate inclusive management and to manage diverse teams.</p> <p>3.4 Identify and use the diversity factors associated with individuals in the workforce in the delivery of services to clients.</p> <p>3.5 Accept and encourage a range of working styles and inclusive work practices that are reflective of a diverse workforce within the organisational context.</p> <p>3.6 Use diversity and inclusion training and awareness programs, to promote the benefits of a diverse workforce.</p> |
| 4. Facilitate communication within a diverse workforce | <p>4.1 Identify and address language, literacy and numeracy issues to facilitate full participation of all members of the workforce.</p> <p>4.2 Employ a range of communication strategies to meet the needs of a diverse and inclusive workforce and client base.</p> <p>4.3 Identify the target audience and tailor communications strategies accordingly.</p> <p>4.4 Identify and use resources to facilitate effective communication within the workplace.</p> <p>4.5 Identify and adjust ineffective and inappropriate communication strategies to meet the workforce and client information needs.</p> |

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.

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| Reading skills to: | <ul style="list-style-type: none"> ■ interpret complex formal documents and relate them to organisation purpose, and processes. |
| Writing skills to: | <ul style="list-style-type: none"> ■ prepare written advice and reports requiring reasoning and precision of expression ■ communicate complex ideas relating to diversity and inclusion matching style of writing to purpose and audience. |
| Oral communication skills to: | <ul style="list-style-type: none"> ■ interpret and explain complex, formal documents and facilitate others to apply them in the workplace. |

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| Numeracy skills to: | <ul style="list-style-type: none"> interpret mathematical data to report and monitor diversity and inclusion performance in the organisation. |
| Initiative and enterprise skills to: | <ul style="list-style-type: none"> facilitate practices to integrate understanding and implementation of diversity and inclusion in the workplace. |
| UNIT MAPPING INFORMATION | Release 1. This unit supersedes and is not equivalent to PSPMGT004 Manage diversity. |
| LINKS | Companion Volume Implementation Guide |

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| TITLE | Assessment Requirements for PSPMGT004 Manage diversity |
| PERFORMANCE EVIDENCE | <p>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 one occasion:</p> <ul style="list-style-type: none"> monitor and report on the progress of diversity and inclusion strategies communicate exchanges of complex oral information explain complex ideas to diverse audiences address behaviours which are not consistent with valuing diversity and inclusion in the workplace implement inclusive work practices. |

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| KNOWLEDGE EVIDENCE | <p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ the concept of diversity and its integration within and across all human resource and management functions and areas ■ 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 inclusion and organisational effectiveness ■ equal employment opportunity, access and equity principles ■ jurisdictional legislation and standards that underpin or impact on diversity and inclusion in the organisation ■ aspects of diversity <ul style="list-style-type: none"> ○ definitions ○ benefits ○ challenges ○ avoidance of bias in language ■ principles of inclusion ■ direct and indirect discrimination ■ identifying and avoiding of bias in language and organisation communications ■ jurisdictional legislation, instructions, directions and standards that underpin or impact on diversity and inclusion in the workplace. ■ organisation policies, practices and procedures including reporting requirements and grievance procedures related to diversity and inclusion. |
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| ASSESSMENT CONDITIONS | <p>Skills must be demonstrated in either a:</p> <ul style="list-style-type: none"> ■ workplace environment or ■ simulated environment. <p>Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> ■ information on diversity management in the context of organisation leadership and management and human resource functions. ■ legislation, policy, procedures and guidelines relating to and impacting on diversity and inclusion. ■ Statistical reports used in the organisation for monitoring implementation of related policy. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p> |
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| LINKS | Companion Volume Implementation Guide |
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