**DRAFT**

CHCDIV003 Manage and promote diversity

**DRAFT**

# Modification History

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| --- | --- |
| Release | Comments |
| Release 1 | Minor change to wording of the application. Significant changes to elements, performance criteria, performance evidence and knowledge evidence. |

# Application

This unit describes the skills and knowledge required to evaluate and promote inclusivity and diversity in the workplace, and to contribute to the planning and development of inclusivity 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 to meet workplace objectives  1.3 Analyse how current diversity practice match workplace objectives |
|  |  |
| 2. Promote diversity in the workplace | 2.1 Model cultural responsiveness and inclusivity, setting an example to clients and colleagues  2.2 Assist and coach colleagues in cultural responsiveness and inclusive practice  **DRAFT**  2.3 Develop work practices and undertake planning to provide a culturally responsive workplace  2.4 Identify and adapt professional development opportunities to address the needs of a diverse workforce  2.5 Generate a supportive environment by promoting the benefits of a diverse workforce  2.6 Identify and use diversity factors associated with clients and colleagues to address diversity objectives of the workplace  2.7 Contribute to relationships and encourage collaboration between diverse clients and colleagues to achieve culturally responsive and inclusive outcomes  2.8 Recognise and celebrate diversity to improve cultural responsiveness in the workplace |
|  |  |
| 3. Adapt communication strategies | 3.1 Implement and use communication strategies to meet the diverse needs of individuals and groups within the workplace  3.2 Identify and/or develop culturally responsive and inclusive communication channels and methods to meet the needs of individuals and groups  3.3 Reflect on use of communication strategies regarding workplace diversity and identify potential improvements  3.4 Provide access to interpreters and other communication aids to address the needs of clients and colleagues  3.5 Provide a safe environment to facilitate open communication for clients and colleagues |
|  |  |
| 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  **DRAFT**  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

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| 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

# Modification History

|  |  |
| --- | --- |
| Release | Comments |
| Release 1 | Minor change to wording of the application. Significant changes to elements, performance criteria, performance evidence and knowledge evidence.  **DRAFT** |

# 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
* recognition and celebration of diversity
* contributed to and develop a workplace diversity policy and procedure 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 including inequality and inequity
* characteristics and definitions of diversity, equity, inclusion and belonging (DEIB)
* key areas of cultural and social diversity and their characteristics, including:
* race, ethnicity
* political
* language
* disability
* religious or spiritual beliefs
* gender, including transgender
* physical characteristics
* generational
* sexual orientation/sexual identity - lesbian, gay, bisexual, transgender, intersex, queer, asexual (LGBTIQA+), gender neutral and 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

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* 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
* Key aspects of diversity and how they affect marginalised groups, including:
* social, political and economic issues
* effects of western systems and structures

# 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

# Links

Companion Volume implementation guides are found in VETNet -