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| Title: | | **Diversity in the workplace** | | |
| Level: | | 2 | | |
| Credit value: | | 1 | | |
| Unit guided learning hours | | 6 | | |
| Learning outcomes (the learner will) | | | Assessment criteria (the learner can) | |
| 1. Understand how to contribute to a positive workplace environment   64 | | | 1.1  1.2  1.3  1.4 | Outline the organisational policy on Equality and Diversity in the workplace  12  Explain how a team leader can promote equality and diversity in the team  20  Give an example of inappropriate behaviour in relation to equality and diversity in the workplace and how it should be addressed  16  State the organisation’s referral process for dealing with inappropriate behaviour that is beyond the team leader’s authority  16 |
| 1. Understand how to deal with difficulties arising from diverse individual and/or organisational values   36 | | | 2.1  2.2 | Give an example of a situation where an individuals’ views may clash with organisational expectations  16  Explain the possible implications for a team leader in dealing with a clash between individual values and organisational expectations  **20** |
| **Additional information about the unit** | | |  | |
| Unit purpose and aim(s) | | | To develop an understanding of managing diversity and acting ethically in the workplace as required by a practising or potential team or cell leader. | |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | | | Links to MSC 2004 NOS: D1 | |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | | |  | |
| Support for the unit from a sector skills council or other appropriate body (if required) | | | Council for Administration (CfA) | |
| Equivalencies agreed for the unit (if required) | | | M2.12  Diversity in the workplace | |
| Location of the unit within the subject/sector classification system | | | 15.3 Business Management | |
| **Additional Guidance about the Unit** | | | | |
| **Indicative Content:** | | | | |
| 1 | * Basics of legislation relating to diversity * Types of diversity; e.g. culture, ethnicity, disability, age, sexual orientation, gender * Concepts of values, ethics and diversity and their relevant to the Team Leader role * The range of cultures, beliefs and value systems * Ways to communicate the organisation’s expectations values * Importance of respecting differences * Tolerance and inclusiveness; ways to prevent harassment and bullying | | | |
| 2 | * Individual values and organisational expectations * Personal ethics vs business ethics – potential for both conflict and synergy * How internal “politics” arise within organisations, and their effects * Whistle blowing legislation | | | |