

CFAMLB12

Promote equality of opportunity, diversity and inclusion in your organisation



Overview

This unit is about taking a lead in actively promoting equality of opportunity, diversity and inclusion in your organisation. There are a multitude of organisational benefits from doing this, ranging from releasing the full potential of the workforce to being seen by customers, suppliers, potential employees and the wider community as a fair, forward-looking and ethical employer. There is also the need to comply with equality legislation and any relevant codes of practice.

The unit involves committing senior management to promoting equality of opportunity, diversity and inclusion and backing this up by ensuring that a policy and an action plan exist and are communicated and implemented across the organisation. It also involves monitoring and reviewing progress in order to identify further actions and changes to practice.

For the purposes of this unit, an 'organisation' can mean a self-contained entity such as a private sector company, a charity or a local authority, or a significant operating unit, with a relative degree of autonomy, within a larger organisation.

The unit is recommended for senior managers.

This unit links to a number of units in the overall suite of National Occupational Standards for Management and Leadership which involve managing or working with people.

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Performance criteria

You must be able to:

- P1 Ensure senior management commitment to promoting equality of opportunity, diversity and inclusion, including making them priority areas in terms of informing the organisation's overall vision, values, objectives, planning and decision-making
- P2 Ensure that your behaviour, words and actions and those of people working for the organisation support commitment to equality of opportunity, diversity and inclusion
- P3 Identify the organisation's and your own responsibilities and liabilities under equality legislation and any relevant codes of practice
- P4 Review the diversity and needs of the organisation's current customers and potential customers and identify areas where needs are not being satisfied and where the diversity of customers should be improved
- P5 Review the diversity of the workforce, at all levels, in comparison to the local and/or national population, as appropriate, and the organisation's current and potential customers and identify areas for improvement
- P6 Ensure that the organisation has a written equality, diversity and inclusion policy and that this is clearly communicated to all people who work for the organisation and other relevant parties
- P7 Ensure that the equality, diversity and inclusion policy is supported by an action plan, which prioritises areas for improvement and identifies required resources, and that the plan is communicated and implemented across the organisation
- P8 Carry out benchmarking to identify good practice in relation to promoting equality of opportunity, diversity and inclusion and what lessons can be learnt and applied to your organisation
- P9 Ensure ongoing consultation with people who work for the organisation or their representatives and other relevant parties on equality, diversity and inclusion issues
- P10 Seek and make use of specialist expertise in relation to equality, diversity and inclusion issues
- P11 Ensure that systems are in place to monitor, review and report on progress in relation to equality of opportunity, diversity and inclusion within your organisation and that the findings are used to identify required actions and changes to practice.
- P12 Monitor wider developments in relation to equality, diversity and inclusion and assess their implications for your organisation.

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Knowledge and understanding

You need to know and understand:

General knowledge and understanding

- K1 different definitions of diversity and inclusion
- K2 the different forms which discrimination and harassment might take
- K3 the business case for ensuring equality of opportunity and promoting diversity and inclusion and how to use it to persuade and influence others
- K4 the probable effects of not promoting equality of opportunity, diversity and inclusion in an organisation
- K5 why it is important to ensure senior management commitment to promoting equality of opportunity, diversity and inclusion and how this can be demonstrated
- K6 how and where to identify the organisation's and your personal responsibilities and liabilities under equality legislation and any relevant codes of practice
- K7 why it is important to make equality, diversity and inclusion priority areas and how to do so effectively
- K8 why it is important to lead by example in terms of your behaviour, words and actions supporting a commitment to equality of opportunity, diversity and inclusion
- K9 how to recognise when the behaviour, words and actions of others does and does not support a commitment to equality of opportunity, diversity and inclusion
- K10 the importance of reviewing the diversity and needs of an organisation's current and potential customers in order to identify areas for improvement and how to do so effectively
- K11 the importance of reviewing the diversity of an organisation's workforce, at all levels, in order to identify areas for improvement and how to do so effectively
- K12 how to develop an effective written equality, diversity and inclusion policy and what it should cover
- K13 how to communicate the organisation's equality, diversity and inclusion policy to all people who work for the organisation and other relevant parties
- K14 what should be covered in an action plan for the promotion of equality, diversity and inclusion and how it should be communicated across the organisation and to other relevant parties
- K15 the type of support and resources required across the organisation to promote equality of opportunity, diversity and inclusion and ways in which this can be provided
- K16 how to carry out benchmarking to identify good practice in relation to promoting equality, diversity and inclusion

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- K17 sources of specialist expertise in relation to equality, diversity and inclusion
- K18 how and when to consult with people who work for the organisation or their representatives on equality, diversity and inclusion issues
- K19 how to establish systems for monitoring, reviewing and reporting on progress in relation to equality of opportunity, diversity and inclusion within an organisation
- K20 how/where to obtain information on wider developments in relation to equality, diversity and inclusion and how to assess their implications for your organisation

Industry/sector specific knowledge and understanding

You need to know and understand:

- K21 sector-specific legislation, regulations, guidelines and codes of practice relating to equality, diversity and inclusion
- K22 equality, diversity and inclusion issues and developments that are particular to the industry or sector
- K23 information sources on equality, diversity and inclusion in the industry or sector including those at an international level

Context specific knowledge and understanding

You need to know and understand:

- K24 the overall vision, values, objectives, plans and culture of the organisation
- K25 the planning and decision-making processes within the organisation
- K26 your organisation's current and potential customers and their needs
- K27 the diversity of your organisation's workforce
- K28 appropriate comparators for reviewing the diversity of your organisation's workforce
- K29 other relevant parties with an interest in equality, diversity and inclusion in your organisation
- K30 the organisation's written equality, diversity and inclusion policy and action plan and how they are communicated to people who work for the organisation and to other relevant parties
- K31 mechanisms for consulting with people who work for the organisation or their representatives on equality, diversity and inclusion issues
- K32 employment policies and practices within the organisation – including recruitment, selection, induction, development, promotion, retention, redundancy, dismissal, pay and other terms and conditions.
- K33 organisations to benchmark against in terms of their approach to promoting diversity and inclusion
- K34 sources of specialist expertise in relation to equality, diversity and inclusion used by your organisation
- K35 systems in place for effective monitoring, reviewing and reporting on progress in relation to equality of opportunity, diversity and inclusion

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Additional Information

Behaviours

1. You constructively challenge the status quo and seek better alternatives.
2. You model behaviour that shows respect, helpfulness and co-operation.
3. You use communication styles that are appropriate to different people and situations.
4. You recognise the opportunities presented by the diversity of people.
5. You understand individuals' needs, feelings and motivations and take an active interest in their concerns.
6. You encourage and support others to make the best use of their abilities.
7. You use a range of leadership styles appropriate to different people and situations.
8. You show a clear understanding of different customers and their needs.
9. You treat individuals with respect and act to uphold their rights.
10. You show integrity, fairness and consistency in decision-making.
11. You comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes.

Skills

Listed below are the main generic 'skills' that need to be applied in promoting equality of opportunity, diversity and inclusion in your organisation. These skills are explicit/ implicit in the detailed content of the unit and are listed here as additional information.

Leadership
Influencing and persuading
Monitoring
Information management
Communicating
Thinking strategically
Motivating
Reporting
Valuing and supporting others
Balancing competing needs and interests
Reviewing
Prioritising
Planning
Consulting
Benchmarking
Decision-making
Risk management

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