



CHCDIV003

Manage and promote diversity

Assessor Guide

Assessment 2 of 3

Case study



Assessment Instructions

Task overview


You will demonstrate your ability to foster and improve workplace diversity practices following an incident of workplace discrimination at Little.ly Early Learning Centre.

There is one [1] task with two [2] steps:

Step 1: Research diversity

Step 2: Foster diversity following an incident

Additional resources and supporting documents

	<p>The following assessment tasks use a simulated childcare centre called Little.ly Early Learning Centre. To complete the assessment tasks, you will access information, templates, policies and procedures associated with Little.ly. To access information, policies and procedures associated with Little.ly, log in to the Educator Hub on Little.ly's website and enter the following:</p> <ul style="list-style-type: none">○ Username: SOE○ Password: earlychildhood <p>Familiarise yourself with what Little.ly does, the services it provides, and the service philosophy and policies and procedures.</p>
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- Little.ly policies and procedures –
 - CR5 Inclusion and Diversity Policy and Procedure
- Little.ly Diversity and Inclusion Plan –



Little.ly Diversity and Inclusion Plan

Assessment Information



Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.



Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g., allowing additional time)
- the evidence gathering techniques (e.g., oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

TASK 1 – Improving workplace diversity practices

You are to foster diversity by improving workplace diversity practices at Little.ly Early Learning Centre staff. For this task, you will take on the role of Hayley Schramm, Centre Director at Little.ly.

Read the case study to identify details of the situation you are to address.

At the Christmas gathering, Margaret Walsh, one of the team members who had been in the centre the longest, was overheard by others commenting on Varinder Patel and the status of women in her country and her religious background.

Margaret started by asking Varinder about her religion and some of her country's practices. Margaret was blunt and asked the questions in front of everyone else. Varinder felt like she was being attacked due to her background, gender and beliefs.

The conversation became heated and moved to a discussion about other families who are from different backgrounds, including one same-sex family. Margaret laughed loudly with a mocking tone during the conversation when discussing Varinder and other service families and children.

Other staff members began to feel uncomfortable with some of Margaret's loud remarks. She made comments toward Varinder, such as, 'Parenting is ridiculous in your country, all that co-sleeping and feeding your children by hand until they are way passed being toddlers. Why can't everyone just do it the traditional way? We all turned out alright.'

Following the evening, this was reported to you by several staff members, including Varinder, who was very upset.

You missed the conversation at the party as you had already left for the evening.

Step 1: Research diversity

Before you address the issues in the report from staff about discrimination, you will conduct some research into the service's diversity practices and potential benefits of diversity to the workplace. You must:

- Review the CR5 Inclusion and Diversity Policy and Procedure and the workplace diversity objectives in the Little.ly's Diversity and Inclusion Plan. Record a summary of the policy and key points in the diversity plan.
- Identify the potential benefits of diversity to the workplace.
- Identify and analyse the potential benefits against the Little.ly workplace objectives.
- Outline actions that can be taken to value and promote the benefits of a diverse workforce to those working in the workplace according to the Little.ly Inclusion and Diversity policy.
- Record your findings in the Diversity Research Report.

Step 2: Foster diversity following an incident

You will address the reported workplace discrimination issue appropriately as the Centre Director and develop strategies to improve workplace diversity practices and foster diversity.

Based on the feedback you have received from the staff about the incident at the staff Christmas function, you will:

- Review and document the details of the workplace incident and the areas that need to be addressed.
- Analyse how the current diversity practice matches the workplace objectives.
- Outline solutions that the service can use to mitigate this issue and its impact on others.
- Outline behaviours you will adopt as the manager, that role model, and demonstrates respect for diversity.

- Plan a coaching and mentoring conversation that you will have with staff who are not acting in ways that support the inclusion and diversity of colleagues and clients. Prepare an agenda for the coaching opportunity.
- Identify ways you could improve cultural awareness within the team, including considering the types of professional development opportunities that could be made available for staff to improve their cultural awareness.
- Identify appropriate communication strategies that can be used to meet the diverse needs of staff in the workplace. Outline the resources that could be used to facilitate effective communication.
- Record the details on the Foster Diversity Report.

Task 1: Assessment marking criteria: Improving workplace diversity practices

Assessor instructions: All sections/questions must be completed. Refer to the template for sample answers and benchmarks.

The evidence submitted demonstrates that the student has satisfactorily (S) covered the following criteria, or the evidence is Not Yet Satisfactory (NYS) and requires resubmission.

		S	NYS
Step 1: Research diversity			
1	<p>Review the CR5 Inclusion and Diversity Policy and Procedure and the workplace diversity objectives in the Little.ly's Diversity and Inclusion Plan. Record a summary of the policy and key points in the diversity plan.</p> <p>Look for: Students will access and review Little.ly's Inclusion and Diversity Policy and Procedure and the workplace diversity objectives in the Little.ly's Diversity and Inclusion Plan. Students will record a policy summary and key details from the diversity plan. Responses can quote or paraphrase the purpose statement of the policy and summarise key areas that the policy addresses. The student can summarise the key objectives of the Diversity and Inclusion Plan, such as staff training objectives and reduction in staff complaints about discrimination. Responses will reflect the sample answer.</p> <p>A sample answer is provided in the Diversity Research Report.</p>	<input type="checkbox"/>	<input type="checkbox"/>
2	<p>Identify the potential benefits of diversity to the workplace.</p> <p>Look for: Students will list benefits that a workplace can anticipate when they value diversity. The student will research information about outcomes of businesses with diverse workforces, e.g., increased levels of innovation and improved problem-solving when a workplace has a diverse workforce. Responses will vary but will reflect the examples in the sample answer.</p> <p>A sample answer is provided in the Diversity Research Report.</p>	<input type="checkbox"/>	<input type="checkbox"/>
3	<p>Identify and analyse the potential benefits against the Little.ly workplace diversity objectives.</p> <p>Look for: Students will match Little.ly objectives to the benefits they researched. The student should identify that the benefits support the achievement of the objectives, e.g., reducing staff turnover is a known benefit of having a diverse staff. The responses will vary but will reflect the sample answer.</p> <p>A sample answer is provided in the Diversity Research Report.</p>	<input type="checkbox"/>	<input type="checkbox"/>
4	<p>Outline actions that can be taken to value and promote the benefits of a diverse workforce to those working in the workplace according to the Inclusion and Diversity policy</p> <p>Look for:</p>		

	<p>Students will outline the actions that can be taken to value and promote the benefits of a diverse workforce to those working in the workplace according to the Inclusion and Diversity policy. Responses could include working with equity, for example, ensuring commitments to diversity, including participation for all and representation of diverse groups in recruitment, leadership and decision-making. The responses will align with the procedures in the Little.ly Inclusion and Diversity Policy. The responses will vary but will reflect the sample answer.</p> <p>A sample answer is provided in the Foster Diversity Report.</p>		
Step 2 - Foster diversity following an incident			
5	<p>Review and document the details of the workplace incident and the areas that need to be addressed.</p> <p>Look for: Students will prepare a report of the discrimination incident that was reported. The student will include all details provided in the case study. The student may need to add some details that have not been included, such as a date or titles of staff. The student can review the Little.ly website under 'Our Educators' to gather more details about the staff. The student will follow professional writing conventions such as being objective, factual and clear in the report. The student will identify that discriminatory comments have been made about staff based on gender and culture and families based on sexual orientation. The student will identify that this is an issue that needs to be addressed. The responses will vary but will reflect the sample answer.</p> <p>A sample answer is provided in the Foster Diversity Report.</p>	<input type="checkbox"/>	<input type="checkbox"/>
6	<p>Analyse how the current diversity practice matches the workplace objectives.</p> <p>Look for: Students will review the incident against the Little.ly workplace objectives. The student will identify that the incident represents a complaint about discrimination and that staff could benefit from additional cultural awareness training. Responses will vary but will reflect the sample answer.</p> <p>A sample answer is provided in the Foster Diversity Report.</p>	<input type="checkbox"/>	<input type="checkbox"/>
7	<p>Develop solutions for mitigating this issue and its impact on others.</p> <p>Look for: Students will identify strategies that can be put in place to mitigate the issues and the impact on staff. Options could include providing support to impacted staff and coaching and staff development for staff who were discriminating. Responses will be in the student's own words. Responses will vary but will reflect the sample answer.</p> <p>A sample answer is provided in the Foster Diversity Report.</p>	<input type="checkbox"/>	<input type="checkbox"/>
8	<p>Outline the behaviours of a manager to act as a role model and demonstrates respect for diversity.</p> <p>Look for: Students will outline the behaviours they adopt to role model diversity practices and demonstrate respect for diversity. Options could include showing respect and inclusivity for all, being sensitive to cultural differences and being objective during the investigation process. Responses will be in the student's own words. Responses will vary but will reflect the sample answer.</p>	<input type="checkbox"/>	<input type="checkbox"/>

	A sample answer is provided in the Foster Diversity Report.		
9	<p>Plan and prepare an agenda for coaching and mentoring conversations that a manager will have with staff who are not acting in ways that support the inclusion and diversity of colleagues and clients.</p> <p>Look for: Students will plan and prepare an agenda for a coaching and mentoring conversation that a manager will have with staff who are not acting in ways that support the inclusion and diversity of colleagues and clients. The student will plan coaching and mentoring opportunities that enable the staff member to explore potential solutions and alternatives and develop an action plan to address the behaviour.</p> <p>The agenda will include a review of the breach and the impact on others, asking coaching questions and guiding the conversation to help the staff member understand the impact of their behaviour and identify the root cause of the issue.</p> <p>Responses will be in the student's own words. Responses will vary but will reflect the sample answer.</p> <p>A sample answer is provided in the Foster Diversity Report.</p>	<input type="checkbox"/>	<input type="checkbox"/>
10	<p>Identify ways you could improve cultural awareness within the team, including the types of professional development opportunities that could be made available for staff to improve their cultural awareness.</p> <p>Look for: The student will identify ways to improve cultural awareness in the team. Options could include offering mediation and restorative processes to improve relationships between staff, establishing a staff inclusion committee, reflection session on own biases and professional development opportunities.</p> <p>Professional development options could include challenging stereotypes, coaching, cultural sensitivity, awareness and competency training and unconscious bias training.</p> <p>Responses will be in the student's own words. Responses will vary but will reflect the sample answer.</p> <p>A sample answer is provided in the Foster Diversity Report.</p>	<input type="checkbox"/>	<input type="checkbox"/>
11	<p>Identify appropriate communication strategies that can be used to meet the diverse needs of staff in the workplace. Outline the resources that could be used to facilitate effective communication.</p> <p>Look for: The student will identify communication strategies to communicate appropriately with diverse staff, such as having clear communication guidelines (style guide). The student will outline resources they can use to effectively facilitate communication for diverse staff, such as the use of interpreters, alternative methods and use of technology.</p> <p>Responses will be in the student's own words and will vary but will reflect the sample answer.</p> <p>A sample answer is provided in the Foster Diversity Report.</p>	<input type="checkbox"/>	<input type="checkbox"/>

Task 1 Attachments

Diversity Research Report

Diversity Research Report
Name of Service: Little.ly
Date: Today's date
Record a summary of the Inclusion and Diversity policy and key objectives from the diversity and inclusion plan. [140-160 words]
<p>The Diversity Plan identifies the following objectives relevant to the staff complaint:</p> <ul style="list-style-type: none">• Staff cultural awareness training: increase the number of staff passing cultural competency training by 50% within the next 12 months.• Reduction in staff complaints about discrimination by 50% within the next 12 months <p>The Little.Ly Inclusion and Diversity Policy lists a policy statement that includes:</p> <p>'The purpose of the Inclusion and Diversity Policy at Little.ly Early Learning Centre is to create an environment that demonstrates respect and equity. We will implement strategies that will be inclusive of all employees, children, families and visitors. This support will be genuine and authentic regardless of additional needs, abilities, race, gender, sexuality, religion, socioeconomic backgrounds and culture.'</p> <p>The policy includes procedures on:</p> <ul style="list-style-type: none">• implementation of gender equity• cultural awareness and inclusion• diversity of families• guidance and support for ATSI people• support and inclusion for children with additional needs.
Identify the potential benefits of diversity to the workplace. [80-100 words]
<p>Diversity in the workplace contributes to the following benefits:</p> <ul style="list-style-type: none">• increases staff morale and reduces staff turnover• promotes increased problem-solving and innovation due to having different perspectives and ideas• improves the quality of strategies and protocols that can be put in place to improve inclusive behaviour and practices• fosters an inclusive environment where all staff are more comfortable and satisfied• attracts a wider pool of applicants to draw from when filling vacancies. More applicants allow for a broader range of skills when recruiting, which promotes a wider variety of skills in the workplace.
Identify and analyse the potential benefits against workplace diversity objectives. [80-100 words]
<p>Little.ly aims to reduce staff turnover, a known benefit of having a diverse staff. Staff are generally more comfortable and satisfied in such a workplace. This, in turn, reduces staff turnover.</p> <p>Little.ly aims to establish a Diversity and Inclusion Committee to identify areas of improvement. A known benefit of a diverse workforce is the quality of decision-making by having more diverse thoughts and perspectives to ensure more robust decisions.</p>

Little.ly aims for genuine and authentic support to be provided to all regardless of diversity characteristics, improving the workplace's culture.

Outline actions that can be taken to value and promote the benefits of a diverse workforce to those working in the workplace according to the Inclusion and Diversity policy. (80-100 words)

Actions that can be taken to value and promote the benefits of a diverse workforce to those working in the workplace according to the Inclusion and Diversity policy include:

- working with equity by ensuring commitments to diversity, including participation for all
- celebrating diversity and valuing differences
- acknowledging success stories that have arisen from diversity and inclusion practices, e.g., improved problem-solving and decision-making
- ensuring representation of diverse groups in recruitment, leadership and decision-making.
- Encouraging feedback and suggestions on how to improve further and promote diversity.

Foster Diversity Plan

Foster Diversity Plan

Name of Service: Little.ly

Date: Today's date

Details of the workplace incident and the areas that need to be addressed. (230-250 words)

On xx/xx/xx Varinder Patel, Assistant Educator, reported that the following incident occurred during the annual Christmas gathering on xx/xx/xx. Margaret Walsh, Assistant Educator, was reported to have asked insensitive and blunt questions about Varinder Patel and her background and practices in her country.

Varinder reported she felt her beliefs and customs were being attacked and embarrassed as it occurred in front of others. The conversation occurred in front of all the staff from the Chestnut Oak, Scarlett Oak and Burr Oak rooms.

Varinder reported the conversation heated up and also included discussion about other families who are from different backgrounds, including one same-sex family. Varinder reported that Margaret laughed loudly with a mocking tone during the conversation when discussing Varinder and other service families and children.

Varinder reported that Margaret loudly remarked, 'Parenting is ridiculous in your (Varinder's) country, all that co-sleeping and feeding your children by hand until they are way passed being toddlers. Why can't everyone just do it the traditional way? We all turned out alright.'

Varinder reported that this conversation caused her to be very upset.

The following staff have also supplied a report of the comments during the Christmas function:

- Yindi Harris, Justin Harrison, Pillar Armendariz and Lily Coates.

Areas that need to be addressed include:

- Discriminatory attitudes of some staff towards diversity and difference
- Negative impact on impacted staff
- Behaviours do not align with the workplace objectives
- Risks to the service's reputation and families/children who are diverse or different.

Analyse how the current diversity practice matches the workplace objectives. (60-80 words)

- The Diversity and Inclusion Plan aim to enhance respect for diversity, and this incident does not align with the expectations of the service for inclusive behaviours towards diversity and difference.
- The incident represents a discrimination complaint, and the workplace objective is to reduce complaints to zero within 24 months.
- The incident shows that not all staff demonstrate positive attitudes towards differences, reinforcing the need to increase cultural awareness training.

Outline solutions the service can be used to mitigate this issue and the impact on others. (50-70 words)

- Support and restitution for Varinder
- Fact-finding investigation to confirm details of the report
- Corrective counselling meeting with Margaret Walsh
- Mediation between Margaret and Varinder
- Coaching and mentoring Margaret on inclusion and diversity practices
- Remind staff of the Inclusion and Diversity Policy and service diversity objectives
- Team reflection on Diversity beliefs and practices
- Refresher training for all involved on Cultural Sensitivity and Awareness.

Outline the manager's behaviours when acting as a role model and demonstrating respect for diversity. (60-80 words)

Acting as a role model and showing respect for diversity in a workplace will include the following behaviours:

- showing respect and inclusivity for all
- acting fairly and being consistent towards all
- using inclusive language and reasonable adjustment to ensure accessibility for all
- being sensitive to cultural differences
- being objective during the investigation process and using active listening, showing empathy and compassion.

Plan a coaching and mentoring conversation that a manager will have with staff who are not acting in ways that support the inclusion and diversity of colleagues and clients. (80-100 words)

A coaching and mentoring conversation agenda includes the following:

- Review of the specific breach of diversity practices
- Discussion of the impact of the behaviour on the service and staff
- Coaching questions to identify the root cause of the behaviour, e.g., biases
- Exploration of potential solutions and alternatives
- Development of an action plan to address the behaviour
- Follow-up and accountability

Coaching questions:

- Let's explore what might have led you to act this way.
- What could you have done differently in this situation?
- What steps can we take to ensure that this behaviour does not happen again in the future?
- What will be the next steps to address this issue and hold you accountable?
- What resources or support do you need to make these positive changes?

List ways to improve cultural awareness within the Little.ly team, including professional development opportunities. (80-100 words)

Options could include:

- Offering mediation and restorative processes to improve relationships between staff
- Establishing a staff inclusion committee to review practices and identify improvements
- Team and personal reflection on own experiences and biases
- Professional development options could include challenging stereotypes, coaching, cultural sensitivity, awareness and competency training and unconscious bias training
- Team meeting to refresh staff on the Inclusion and Diversity Policy and service practices of reflecting diversity and working for equity, e.g., naming and acting on discrimination
- Team reflection on Diversity beliefs and practices – reflection question could include: 'What are our own attitudes towards diversity and difference?'

Identify appropriate communication strategies that can be used to meet the diverse needs of staff in the workplace. Outline the resources that could be used to facilitate effective communication. (180-200 words)

Communication strategies Little.ly will have in place could include:

- A style guide to set out requirements for communicating appropriately with a diverse audience. The style guide will include the preferred tone of the service, guides to appropriate wording and approved abbreviations and acronyms.
- Establishing respectful communication guidelines that emphasise the importance of active listening, inclusivity, and cultural sensitivity can help create a more positive and effective communication culture.

Communication resources:

- Providing multilingual communication materials and support will help to ensure that all staff members feel included and understood, regardless of their language background.
- Offer translation and interpretation services to facilitate effective communication for families and staff members who speak languages other than English.
- Using a variety of communication platforms, such as email, instant messaging, video conferencing and other digital tools, can help to ensure that all families and staff members have access to the information they need, regardless of their location or schedule.
- Accessibility: Providing reasonable adjustments to support accessibility, such as captioning, sign language interpretation, and other supports for families and staff members with disabilities, can help to ensure that everyone can access and participate in communicating effectively.

Assessment checklist:

Students must have completed all tasks within this assessment before submitting. This includes:

Task 1		
Step 1	Diversity Research Report	<input type="checkbox"/>
Step 2	Foster Diversity Report	<input type="checkbox"/>

 **Congratulations, you have reached the end of Assessment 2!**

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