
Overview

This standard is about promoting equality of opportunity, diversity and inclusion in your organisation. You identify your own and your organisation's responsibilities and liabilities related to equality, diversity and inclusion. You actively promote diversity and inclusion in the way that you behave and the language that you use. You review the diversity needs of colleagues and customers and identify improvements that can be made, taking action to uphold individuals' rights. You maintain systems to monitor, review and report on progress related to equality, diversity and inclusion and seek specialist expertise when required.

This standard is for all managers and leaders.

Performance criteria

You must be able to:

1. identify your organisation's and your own responsibilities and liabilities under equality, diversity and inclusion legislation and any relevant codes of practice
2. identify your own responsibilities and liabilities under equality, diversity and inclusion legislation and any relevant codes of practice
3. check that your organisation's written equality, diversity and inclusion policy and action plan enables you to carry out your own responsibilities
4. agree revisions to your organisation's written equality, diversity and inclusion policy and action plan with decision makers, if required
5. check that the equality, diversity and inclusion policy and action plan has been communicated to all colleagues and other relevant stakeholders
6. challenge the status quo and seek better alternatives when required
7. promote equality of opportunity, diversity and inclusion by engaging colleagues and other key stakeholders
8. agree management commitment to promoting equality of opportunity, diversity and inclusion
9. check that commitment to promoting equality of opportunity, diversity and inclusion underpins your organisation's vision, values, objectives and plans
10. use language and behaviours that role-models your organisation's commitment to equality of opportunity, diversity and inclusion
11. monitor the language and behaviours used by colleagues to ensure it supports your organisation's commitment to equality of opportunity, diversity and inclusion
12. review the diversity and needs of your organisation's current and potential customers
13. select communication media and styles that meet the needs of different colleagues, customers and situations
14. identify areas where needs are not being satisfied or where the diversity of customers should be improved
15. review the diversity of the workforce, at all levels, in comparison to the population and your organisation's current and potential customers and
16. consider the views and actions of colleagues, team members and other stakeholders when making decisions
17. support colleagues, team members and other stakeholders to encourage use of their knowledge, skills and expertise

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18. take action to uphold individuals' rights following your organisation's guidelines for decision-making and building allyship
 19. identify areas for improvement in the diversity of the workforce
 20. seek specialist expertise in relation to equality, diversity and inclusion issues, where required
 21. maintain systems to monitor, review and report on progress in relation to equality of opportunity, diversity and inclusion within your organisation
 22. use the findings of your reviews to identify required actions and changes to practice
 23. comply with, and ensure others comply with, legal requirements, industry regulations, organisational policies and professional codes

Knowledge and understanding

You need to know and understand:

General knowledge and understanding

1. your organisation's and your personal responsibilities and liabilities under equality, diversity and inclusion legislation and the relevant codes of practice
2. the different definitions of equality, diversity and inclusion
3. the different forms which discrimination and harassment might take in the workplace
4. the business case for ensuring equality of opportunity and promoting diversity and inclusion
5. the importance of senior management commitment to promoting equality of opportunity, diversity and inclusion and how this can be achieved
6. 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
7. how to recognise when the behaviour, words and actions of colleagues and customers does, and does not, support a commitment to equality of opportunity, diversity and inclusion and the actions that can be taken to correct behaviours
8. the importance of reviewing the diversity and needs of an organisation's current and potential customers to identify areas for improvement and how to review
9. the importance of reviewing the diversity of an organisation's workforce, at all levels, to identify areas for improvement and how to review
10. how to develop a written equality, diversity and inclusion policy and what it should cover
11. how to communicate the organisation's equality, diversity and inclusion policy to all people who work for the organisation and other relevant parties
12. the sources of specialist expertise in relation to equality, diversity and inclusion

13. how to establish systems for monitoring, reviewing and reporting on progress in relation to equality of opportunity, diversity and inclusion within an organisation

Industry and sector specific knowledge and understanding

14. the industry and sector-specific legislation, regulations, guidelines and codes of practice relating to equality, diversity and inclusion

15. the range of equality, diversity and inclusion issues and developments that are particular to your industry and sector

Context specific knowledge and understanding

16. the overall vision, values, objectives, plans and culture of your organisation

17. why allyship in the workplace is important

18. the planning and decision-making processes within your organisation including the guidelines related to fairness and consistency

19. your organisation's current and potential customers and their needs

20. the current diversity of your organisation's workforce

21. the key stakeholders with an interest in equality, diversity and inclusion in your organisation

22. your organisation's written equality, diversity and inclusion policy and action plan and how they are communicated to colleagues and to other relevant stakeholders

23. the mechanisms for consulting with colleagues or their representatives on equality, diversity and inclusion issues, and why consideration of their views and actions is important

24. the sources of specialist expertise in relation to equality, diversity and inclusion used by your organisation (internal and external)

25. your organisation's systems for monitoring, reviewing and reporting on progress in relation to equality of opportunity, diversity and inclusion

Skills

1. Building allyship
2. Communicating
3. Consulting
4. Empathising
5. Evaluating
6. Influencing
7. Involving others
8. Leadership
9. Leading by example
10. Monitoring
11. Persuading
12. Planning
13. Reporting
14. Reviewing
15. Valuing and supporting others

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Promote equality of opportunity, diversity and inclusion in your organisation



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