

## ASTFM303 - SQA Unit Code FG76 04

### Support equality, diversity and individual rights in the workplace



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#### Overview

This unit is for first line managers/supervisors in the FM environment. It is about acknowledging the equality and diversity of people and their rights and responsibilities in their place of work. Whilst it is recognised that you are not always in a position to change and influence structures directly, you are expected to be proactive against discrimination. The unit involves supporting people's rights and responsibilities, encouraging equality and recognising the diversity of people. The people concerned may be clients, colleagues or anyone else with whom you come into contact.

**Performance  
criteria**

- You must be able to:*
- P1 recognise people's right to make their own decisions and acknowledge their responsibilities
  - P2 ensure that your actions in interpreting the meaning of rights and responsibilities are consistent with existing legislative frameworks and organisational policy
  - P3 provide information which is up-to-date and takes account of the complexity of the decisions which people may need to make
  - P4 give appropriate help to people who are unable to exercise their rights personally
  - P5 acknowledge tensions between rights and responsibilities and provide appropriate support towards their resolution
  - P6 ensure the necessary records relating to the promotion of rights and responsibilities are accurate, legible and complete
  - P7 provide the necessary information to people who wish to make a complaint about an infringement of their rights

### Knowledge and understanding

*You need to know and understand:*

- K1 the causes of discrimination against people including: differing abilities, age, class, caste, creed, culture, gender, health status, relationship status, mental health, offending background, place of origin, political beliefs, race, responsibility for dependants, religion, sexuality
- K2 current legislation in relation to rights and responsibilities including the recognition of personal beliefs
- K3 organisational policies of the organisation which employs or contracts you relating to rights and responsibilities
- K4 relevant complaints systems and methods of accessing these
- K5 your role in the setting and the limits which are set on actions in relation to other members of the work team
- K6 the support services available to you
- K7 how personal beliefs and preferences (including your own) may affect the way in which people interact with others (e.g. the inappropriate use of the term 'Christian name' to those who are not of the Christian faith rather than using 'first name')
- K8 the diverse experiences and perspectives which people bring to any interactions and the benefits of diversity in a multi-cultural society
- K9 the forms which discrimination may take, the behaviour which may be expressions of these and how they may differ between different groups and in different settings
- K10 the possible effects of stereotyping, prejudice and labeling on people
- K11 the ways in which you can best promote people's rights and how you can best handle the tensions which they may feel between their values and beliefs and those of the people with whom they work
- K12 how to recognise when people are not able to exercise their rights personally and methods of enabling people to exercise their rights effectively - themselves, through you or through seeking help from someone else
- K13 how best to challenge people when their choices or actions infringe the rights of others

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**Relevant occupations** Managers and Senior Officials; Construction, planning and the built env;  
Building and construction; Functional Managers

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**Suite** Facilities Management

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**Key words** Equality, diversity, rights and responsibilities