

Equal Employment Opportunity Compliance Training

Course Outline

Module 1 – Terms and concepts

Participants successfully completing this module should be able to:

1. define and give examples of 'equal employment opportunity', 'discrimination' and 'harassment'
2. identify the laws relating to equal opportunity that affect employers and employees
3. explain what is meant by the concept of 'productive diversity.'

Section 1.1 – Welcome

Provides a brief orientation to the topics covered in the module.

Section 1.2 – EEO Terms

Introduces and defines terms such as 'Equal Employment Opportunity', 'harassment' and 'discrimination', including direct and indirect discrimination. Each of the terms is illustrated via interactive scenarios requiring participants to consider real world situations.

Section 1.3 – EEO Laws

Explains the legal framework that operates around EEO in Australia, covering different legislations for different states. Looks at what constitutes 'grounds for discrimination' and which areas of employment are subject to EEO laws.

Section 1.4 – Productive Diversity

Introduces the positive impact of diversity on productivity within an organisation, highlighting the working benefits of promoting good EEO behaviour.

Section 1.5 – Summary

Briefly restates the objectives of the module to reinforce learning.

Section 1.6 – Assessment

Provides a concise online assessment comprising multiple choice questions to evaluate participants' understanding of key concepts of the module.

Module 2 – EEO costs and benefits

Participants successfully completing this module should be able to:

1. describe how conduct within organisations that contravenes equal opportunity laws may result in significant financial, operational and human costs for both employers and employees
2. briefly describe EEO tribunal procedures and provide examples of the types of damages that may be awarded to complainants by the EEO Tribunal
3. explain how employees and organisations can each benefit significantly by complying with EEO principles and by pursuing a policy of productive diversity.

Section 2.1 – Welcome

Provides a brief orientation to the topics covered in the module.

Section 2.2 – EEO Costs

Considers the costs to both employers and employees of not complying with EEO laws, and also looks at the benefits of compliance.

Section 2.3 – Tribunal Procedures

Explains the process that an EEO tribunal will undertake when considering a complaint against an organisation. Also explains the concept of ‘damages’ and the kinds of rulings that a tribunal may make.

Section 2.4 – EEO Benefits

To balance the tendency for EEO compliance to be seen as a negative and punitive process, this section highlights some positive practical outcomes for employers and employees.

Section 2.5 – Summary

Briefly restates the objectives of the module to reinforce learning.

Section 2.6 – Assessment

Provides a concise online assessment comprising multiple choice questions to evaluate participants’ understanding of key concepts of the module.

Module 3 – Laws and Systems for EEO

Participants successfully completing this module should be able to:

1. identify the equal opportunity laws that apply to workplaces in your state/territory
2. define basic EEO concepts such as 'direct discrimination' and 'indirect discrimination'
3. identify the grounds of discrimination that apply in your state/territory.

Section 3.1 – Welcome

Provides a brief orientation to the topics covered in the module.

Section 3.2 – Australian EEO Laws

Outlines the EEO laws that exist in Australia, covering the intention of the laws, what constitutes unlawful behaviour (e.g. harassment), and how the laws operate.

Section 3.3 – EEO Concepts

Looks at how the major EEO concepts introduced earlier apply within the framework of EEO laws, with additional interactive scenarios to illustrate real-world applications.

Section 3.4 – Grounds for Discrimination

Looks at the various State and Federal laws that operate in relation to what constitutes grounds for discrimination, and explains which laws provide which protections. All States and Territories are covered.

Section 3.5 – Summary

Briefly restates the objectives of the module to reinforce learning.

Section 3.6 – Assessment

Provides a concise online assessment comprising multiple choice questions to evaluate participants' understanding of key concepts of the module.

Module 4 – Harassment and Bullying

Participants successfully completing this module should be able to:

1. define different types of harassment and identify actions that constitute harassment
2. define bullying and identify the types of behaviour that constitute bullying
3. explain the effects of harassment and bullying on the targeted individual and on the workplace
4. outline the responsibilities and identify the liabilities of workers and managers with regard to harassment and bullying.

Section 4.1 – Welcome

Provides a brief orientation to the topics covered in the module.

Section 4.2 – Defining Harassment

Provides a technical definition of the critical concept of harassment, and follows up with numerous scenarios to encourage participants to consider how the concept applies in the real world.

Section 4.3 – Defining Bullying

Provides a technical definition of the critical concept of bullying, and follows up with numerous scenarios to encourage participants to consider how the concept applies in the real world.

Section 4.4 – Effects of Harassment and Bullying

Looks at the many potential effects on individuals and organisations of harassment and bullying in the workplace. Considers impacts on things such as health, career advancement, productivity and potential financial consequences.

Section 4.5 – Responsibility and Liability

Reinforces the point that everyone has responsibility for their behaviour within an organisation, and that employers have specific responsibilities and liabilities with respect to their employees.

Section 4.6 – Summary

Briefly restates the objectives of the module to reinforce learning.

Section 4.7 – Assessment

Provides a concise online assessment comprising multiple choice questions to evaluate participants' understanding of key concepts of the module.

Module 5 – Grievances and Complaints

Participants successfully completing this module should be able to:

1. explain the general mechanisms (policies, codes of conduct, grievance procedures) used within organisations to support EEO principles
2. describe what kinds of grievance procedures and EEO policies your organisation might have in place
3. identify the basic process for EEO complaints through federal, state or territory tribunals.

Section 5.1 – Welcome

Provides a brief orientation to the topics covered in the module.

Section 5.2 – General EEO Mechanisms

This module covers, in general terms, what organisations can do to prevent discrimination or harassment and makes participants aware of how organisational policies should work to promote positive EEO behaviour.

Section 5.3 – Organisational Grievance Procedures

Encourages participants to be aware of their organisation's procedures for managing complaints and to utilise these procedures as the first step in taking action.

Section 5.4 – EEO Complaints Process

Introduces the EEO bodies external to an organisation that can be approached by an employee if an issue cannot be resolved internally, and explains the complaints process.

Section 5.5 – Summary

Briefly restates the objectives of the module to reinforce learning.

Section 5.6 – Assessment

Provides a concise online assessment comprising multiple choice questions to evaluate participants' understanding of key concepts of the module.

Module 6 – Building Productive Diversity

Participants successfully completing this module should be able to:

1. explain the concepts of 'diversity' and 'productive diversity'
2. outline the connection between equal opportunity requirements and the building of a workplace climate where diversity is positively valued
3. outline the competencies of diversity applicable to workers, managers and supervisors in order to foster productive diversity in the workplace.

Section 6.1 – Welcome

The final module in the course focuses on the positive aspects of EEO compliance. This section provides a brief orientation to the topics covered in the module.

Section 6.2 – Diversity and Productive Diversity

Introduces the concept of 'Productive Diversity' in detail, and encourages participants to consider that there are many kinds of diversity, i.e. beyond cultural and ethnic.

Section 6.3 – Building Productive Diversity

Looks at some successful models of productive diversity in different types of organisation and considers some of the positive outcomes.

Section 6.4 – Competencies of Diversity

Explains the 8 competencies that individuals may possess which will help them work successfully in an environment of diversity.

Section 6.5 – Summary

Briefly restates the objectives of the module to reinforce learning.

Section 6.6 – Assessment

Provides a concise online assessment comprising multiple choice questions to evaluate participants' understanding of key concepts of the module.