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Job Role Committee (JRC) for ECQA® Certified Diversity Manager:

- ◆ **Forum European Diversity Management, Austria & EU**
Gabriele Sauberer, Sabine Seidler, Aliyou Mana Hamadou, Jolanta Maj, Valery Senichev (www.fedm.eu)
- ◆ **Erste Group Bank AG, International** (www.erstegroup.com)
Vera Budway-Strobach, Group Diversity Manager
- ◆ **Ekvilib Inštitut, Slovenia** (www.ekvilib.org)
Aleš Kranjc Kušlan, Director



**ECQA Certified
Diversity Manager**



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We improve and certify your skills.

**Join the European and world-wide
network of qualified Diversity
Managers**

Overview

Diversity Manager has become a new profession and additional qualification for Human Resource Professionals and Managers only recently.

Vocational training for diversity managers is characterized by heterogeneous curricula and limited to a few courses and master's degrees offered by specialized training organizations, NPOs and universities.

There is a clear and urgent need for a harmonized European approach to the description and definition of the skills and competences of diversity managers, in particular in the context of the strict anti-discrimination legislation of the EU and of third countries all over the world.

The certificate for professionals „ECQA® Certified Diversity Manager“ is characterized by:

- **INTERNATIONAL RECOGNITION AND COMPARABILITY**
- **INNOVATION AND PRACTICAL RELEVANCE**
- **QUALITY AND TRANSPARENCY**
- **RELEVANCE FOR EUROPE AND THE WORLD**

The ECQA® certificate for persons is a broad Diversity « Driving Licence » for all those who want to understand, design and implement diversity projects and programs.

Target groups

This ECQA® Certificate is suitable for:

Human Resource Responsibles

(in companies, organisations, NPOs, NGOs, GOs)

Diversity Managers and Professionals

(Diversity experts and responsables - and those who want to become diversity professionals in the future)

Graduates from and students of master programs in HR and General Management (at national, European and international level)

Skills and Competences

UNIT 1: Understanding Diversity Management

- Concepts, terms and theories of Diversity Management
- Origins of Diversity Management and its development in Europe, North America and world-wide
- The impact of Diversity Management on organisations and people (employers, employees and diversity managers)
- Diversity Management and other Management Approaches (Corporate Social Responsibility, Change, Quality and Innovation Management, etc.)

UNIT 2: Managing Diversity

- Towards a Diversity Management Strategy: Vision, Identification and measurement of diversity and potentials in the work place
- Leadership, management and training of diverse teams
- Designing and Preparing Diversity Management projects: change, conflict and innovation management

UNIT 3: Implementing Diversity Management

- The Business Case for Diversity Management: Benefits, costs, return on investment
- Implementing Diversity Management in Business Processes
- Measurement, Key Performance Indicators (KPIs) and the Diversity Scorecard
- Diversity Management Systems: Auditing, Certification and Integration in Quality Management Systems

UNIT 4: Diversity Management Communication and Stakeholder Management

- Internal and external Diversity Management communication, Public Relations and Social Media
- Diversity Management Reporting, story telling and the language of Diversity Management
- Diversity Management Stakeholders and Stakeholder Management

UNIT 5: Diversity Management & Myself

- Developing and assessing personal skills which are crucial for Diversity Management
- Knowing yourself well: Own stereotypes, prejudices and discrimination
- Professional & ethical behaviour of ECQA® Certified Diversity Managers

UNIT 6: Legal Issues & Standards

- Diversity Management Standards and good practice at European and international level
- EU policy framework, EU anti-discrimination legislation, Compliance and international legal frameworks for Diversity Management
- Search and recruitment of diverse employees
- Ethics, Human Rights and the impact of ISO 26000 on Diversity Management

UNIT 7: Application Scenario: My own Diversity

- Development and presentation of my own project



Training services

ECQA® certified trainings for the „ECQA® Certified Diversity Manager“ certificate are offered e.g. as:

WORKSHOPS

Participants work with examples from Diversity practice and learn how to plan and present their own projects to the peer group.

FACE-TO-FACE TRAININGS

To qualify as ECQA® Certified Diversity Manager, there are various face-to-face trainings. In addition, ECQA® Certified training organisations offer courses to prepare for the exam.

E-LEARNING-COURSES

All training materials are accessible at our learning platform in written and audio-visual form. The learning elements are taught by experienced ECQA® certified trainers in interactive webinars allowing practices and knowledge exchange with peers.

ALL TRAINING OFFERS are modular and based on learning elements. To ensure comparability and transparency, all training materials, training organisations and trainers are ECQA® certified.

EXAM AND CERTIFICATE

To become an ECQA® Certified Diversity Manager, 66% of the exam questions must be answered correctly. One part of the exam is taken electronically, using randomised multiple choice questions from a central pool of exam questions.

The most important parts of the exam are both orally: 1 presentation of your own diversity project (Unit 7) and 1 video (Unit 5) where you show and explain your personal and ethical attitude towards human diversity management.

IMPORTANT: Please check your knowledge & skills and complete the self-test before sitting the exam, it's free of charge and anonymous: www.ecqa.org and www.fedm.eu