

UNIT CODE	PSPGEN013
UNIT TITLE	Implement change
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to implement change in the workplace.</p> <p>This unit applies to those in a workplace where changes require adapting to new procedures and incorporate providing feedback on changes. They work independently or as part of a team using support resources as required, performing complex tasks in a range of familiar and unfamiliar contexts.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare for change	<p>1.1 Contribute to discussion of change.</p> <p>1.2 Develop suggestions where the need for change in work practices has been determined.</p> <p>1.3 Identify advantages, disadvantages and consequences of suggestions.</p> <p>1.4 Discuss and act on suggested workplace changes with supervisors and colleagues according to organisational policies and procedures.</p> <p>1.5 Reflect on own and others personal reactions to change and effects on the work group.</p>

2. Implement and monitor change	2.1 Change own work practices according to agreed arrangements. 2.2 Advise and support others to adjust to changes in work practice. 2.3 Promote the benefits of change. 2.4 Monitor and report on the effectiveness of revised procedures. 2.5 Identify opportunities for continuous improvement in the workplace, and refer for action in a defined framework.
3. Work with ambiguity in the workplace	3.1 Identify ambiguity and uncertainty relating to change and apply focused strategies for coping. 3.2 Apply a flexible approach when implementing changes to work practices. 3.3 Address ongoing issues relating to change.

FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
Oral communication skills to:	<ul style="list-style-type: none"> consult and negotiate with a diverse workforce, including peers and supervisors.
UNIT MAPPING INFORMATION	This unit supersedes and is equivalent to PSPGEN013 Implement change.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPGEN013 Implement change
PERFORMANCE EVIDENCE	Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and: <ul style="list-style-type: none"> apply public sector legislation, policies and guidelines in an environment of change observe and evaluate impact of change.

KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ public sector legislation including work health and safety and environment, policies and guidelines relating to public sector environments ■ principles of adapting to change, group dynamics and workgroup practices ■ emotional intelligence ■ ambiguity, emotions and stressors related to implementing change ■ characteristics of a flexible approach to change: <ul style="list-style-type: none"> ◦ positive attitude to change even though there may be some ambiguity about what is required ◦ being prepared to perform work differently from one day to the next ◦ accepting an iterative approach to changes in work practices ■ at least one change management model.
ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.</p> <p>Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> ■ legislation, policy, procedures and protocols relating to change management. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide