UNIT CODE	**PSPGEN026**
UNIT TITLE	**Provide input to change processes**
APPLICATION	This unit describes the skills required to understand the reasons for change and to initiate specific changes related to the work unit within a given framework.
	This unit applies to those working in public sector roles and can also be applied to anyone working in a similar organisational context. Those undertaking this unit would work independently, performing complex tasks in a range of familiar contexts.
	The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.
	No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Suggest options and opportunities for change	1.1 Identify the need for change in work practice. 1.2 Suggest options and opportunities to improve workgroup processes and the work environment within the organisational framework. 1.3 Identify issues in the broader workplace context, including future trends, in suggestions for change. 1.4 Analyse risk factors affecting change to identify possible constraints.
2. Encourage commitment to workplace change	2.1 Encourage implementation of change and foster collaboration. 2.2 Identify and consider the needs and viewpoints of individuals when implementing change. 2.3 Develop communication strategies and provide support to colleagues on adjusting to change. 2.4 Identify and address issues requiring further action.

3. Address ambiguities in the change process	3.1 Recognise and accept the need to operate within constraints outside of own control. 3.2 Identify areas of ambiguity in proposed change. 3.3 Develop options for dealing with ambiguity, criteria for assessing those options, and communicate these to the workgroup. 3.4 Select the best option, undertake work and handle ambiguity in accordance with the option determined.
4. Monitor and evaluate change	4.1 Monitor implementation of change and provide prompt and constructive feedback on individual and group work practices. 4.2 Act on suggestions for improvements made by workgroup members. 4.3 Evaluate work activities based on feedback. 4.4 Report on evidence and information collected on the impact of change. 4.5 Negotiate recommendations for improving methods or techniques to manage change. 4.6 Share experience from the implementation of change and transfer to other change initiatives. 4.7 Determine and communicate the impact of change and related issues to management according to organisational policies and procedures.

FOUNDATION SKILLS	
Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.	
UNIT MAPPING INFORMATION	Release 1- This unit supersedes and is equivalent to PSPGEN026 Provide input to change processes.
LINKS	Companion Volume Implementation Guide

TITLE	**Assessment Requirements for PSPGEN026 Provide input to change processes**

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:
	
	■ initiate, monitor and support one change for a work unit or team including:
	■ for the above change:
	  ○ communicate with a diverse range of individuals at different levels in the organisation
	  ○ apply problem solving strategies in the context of managing ambiguity and change
	  ○ use collaborative communication methods
	  ○ apply monitoring and observation methods
	  ○ give and receive feedback, including 'managing upwards'.

KNOWLEDGE EVIDENCE	Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:
	- legislation, policy and procedures relating to public sector workplaces - change management models and their application to the work environment - organisational structure and culture - the nature of change and its effects in the workplace, including workplace health, safety and wellbeing issues - emotional intelligence in motivating team members to collaborate in implementing change - group dynamics - potential risk factors in implementing change and their impacts: - disturbances to workflow - confusion and loss of confidence - budget constraints - supplier problems - product/service delivery problems - time delays - ineffective communication - lack of participation/buy in of staff in workplace change leading to resistance and conflict.

ASSESSMENT CONDITIONS	Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.
	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.
	Assessment must ensure access to:
	legislation, policy, procedures and protocols relating to the public sector environment.
	Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.
LINKS	Companion Volume Implementation Guide