



Australian Government

Assessment Requirements for PSPGEN095 Facilitate change

Release: 1

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Modification History

Supersedes and is equivalent to PSPGEN056 Facilitate 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 on at least two occasions:

- communicate with a diverse range of individuals at different levels in the organisation
- problem solve in the context of managing ambiguity and change
- give and receive feedback, including ‘managing upwards’
- influence others
- coach and mentor others in the change process
- manage the effects of change in the workplace, including workplace health, safety and wellbeing issues.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, policies and procedures relating to public sector workplaces
- change management models and tools and the application of these in the workplace
- organisational structure and culture
- group dynamics
- emotional intelligence
- application of support mechanisms to address specific needs of individuals in responding to change, including:
 - explaining
 - clarifying
 - coaching
 - mentoring
 - problem solving
 - counselling
 - referral to available services
 - debriefing.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, policies and procedures relating to the public sector workplaces
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>