



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **PSPGOV205B Participate in workplace change**

**Release 3**

## PSPGOV205B Participate in workplace change

### Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

### Unit Descriptor

This unit covers participation in the change process within a workgroup. It includes suggesting options for change and contributing to the implementation of change.

In practice, participating in workplace change may overlap with other generalist or specialist public sector work activities such as working effectively in the public sector, communicating with others, using resources, handling information, using technology, etc.

This is one of 6 units of competency in the *Working in Government and Management* Competency Fields that deal with change. Related units are:

- PSPGOV306B Implement change
- PSPGOV405B Provide input to change processes
- PSPGOV514A Facilitate change
- PSPMNGT604B Manage change
- PSPMNGT703A Lead and influence change
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No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication

### Application of the Unit

Not applicable.

### Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

Not applicable.

## Employability Skills Information

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

- |   |   |
|---|---|
| <p><b>1. Suggest options for change</b></p>                 | <p>1.1 Possible changes to aspects of operational work which could improve efficiency and effectiveness are identified and suggested.</p> <p>1.2 Advantages, disadvantages and consequences of proposed suggestions are considered and discussed with the workgroup.</p> <p>1.3 Other workgroup members' input is accepted and considered in suggesting options for change.</p>   |
| <p><b>2. Contribute to the implementation of change</b></p> | <p>2.1 Specific changes in own routine operations and procedures are implemented as required in accordance with <i>legislation, policy and procedures</i>.</p> <p>2.2 <i>Changes</i> are made in response to directions to achieve service standards and identified outcomes.</p> <p>2.3 Available resources and supports are accessed to assist in changing own work practices.</p> <p>2.4 Personal responses to change are discussed with the workgroup.</p> <p>2.5 Effects upon others of own actions/reactions to change are considered.</p> <p>2.6 Support mechanisms to assist with the implementation of change are identified and accessed as required.</p> |

## Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

### Skill requirements

Look for evidence that confirms skills in:

- working in a team in a way that demonstrates consideration of the effect of change on others and the effect of one's own reaction to change on others
- communicating with team members on issues and personal reactions to change
- implementing change as required
- accessing assistance for coping with change
- responding to diversity, including gender and disability
- applying public sector legislation such as occupational health and safety, and environment in the context of change

### Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- personal response to change
- impact of change as it affects individuals and groups
- public sector legislation, policy and guidelines
- environmental and sustainability guidelines
- workgroup practices and service standards
- equal employment opportunity, equity and diversity principles
- occupational health and safety and environmental impact of change including stress, and stress management

## Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

### Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
  - PSPGOV201B Work in a public sector environment
  - PSPGOV202B Use routine workplace communication techniques
  - PSPGOV203B Deliver a service to clients
  - PSPGOV204B Access and use resources
  - PSPGOV206B Handle workplace information
  - PSPGOV207B Use technology in the workplace
  - PSPGOV208A Write routine workplace materials

### Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- participation in workplace change in a range of (3 or more) contexts (or occasions, over time)

### Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to change in the public sector
- case studies and workplace scenarios to capture the range of situations likely to be encountered when participating in workplace change

### Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment, or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when participating in workplace change, including coping with difficulties, irregularities and breakdowns in routine
- participation in workplace change in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as

literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- questioning
- scenarios
- authenticated evidence from the workplace and/or training courses

**For consistency of assessment**

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

## Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

<p><b><i>Legislation, policy and procedures</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• Commonwealth, State/Territory and Local Government legislation</li> <li>• government policy</li> <li>• public sector code of ethics</li> <li>• national standards specific to service delivery area</li> <li>• the organisation's policies and practices</li> <li>• environment and sustainability policies</li> <li>• organisational code of conduct</li> <li>• specific work unit/business area policy and procedures</li> </ul>
<p><b><i>Change in the workplace</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• organisational change</li> <li>• implementation of new/revised work practices</li> <li>• sustainability practices</li> <li>• technology change in the workplace</li> <li>• work location</li> <li>• structural and functional change</li> <li>• client base</li> <li>• staffing changes</li> <li>• job role changes</li> <li>• work priorities</li> <li>• shared services environment</li> <li>• machinery of government changes</li> <li>• legislative change</li> </ul>

## Unit Sector(s)

Not applicable.

## Competency field

Working in Government.