



Australian Government

Department of Education, Employment and Workplace Relations

AHCCCF504A Support group and community changes in resource management

Release: 1

AHCCCF504A Support group and community changes in resource management

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers supporting group and community changes in resource management and defines the standard required to: identify required or impending changes and potential impacts on a group or community; develop change management strategies to deal with potential change issues; distribute information about changes and provide advice and response to queries; facilitate a group through a process of change.
------------------------	--

Application of the Unit

Application of the unit	This unit applies to those who support change management processes in a group and community context.
--------------------------------	--

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
-----------------------------	--

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
1. Identify changes occurring at group and community levels	1.1.Changes occurring or due to occur at group and community level due to voluntary initiatives or legislative requirements are identified in terms of impact.
2. Identify potential impacts and reactions	2.1.Potential impact of changes and reactions at group and community level are identified. 2.2.Support in terms of change management initiatives that may be required to implement change in the group or community is identified. 2.3.Cultural and sector perspectives and viewpoints are identified to address different reactions to change.
3. Facilitate change management processes	3.1.Information related to the changes is distributed in terms that assist understanding and acceptance. 3.2.Group is facilitated to develop understanding of change, to manage reactions and to develop response(s). 3.3.Group is encouraged to develop and implement a plan to address change and its impacts.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- make formal and informal presentations
- manage minority viewpoints and interests
- chair meetings
- lead discussion groups
- prepare materials that target specific issues, especially in plain English for diverse groups.
- use literacy skills to fulfil job roles as required by the organisation. The level of skill may range from reading and understanding documentation to completion of written reports
- use oral communication skills/language competence to fulfil the job role as specified by the organisation including questioning, active listening, asking for clarification, negotiating solutions and responding to a range of views
- use numeracy skills to estimate, calculate and record complex workplace measures

REQUIRED SKILLS AND KNOWLEDGE

- use interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.

Required knowledge

- change management theories at individual and group level
- meeting procedures
- local networks and groups
- community viewpoints and cultures.

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following: • identify required or impending changes and potential impacts on a group or community • develop change management strategies to deal with potential change issues • distribute information about changes and provide advice and response to queries • facilitate a group through a process of change.
Context of and specific resources for assessment	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole.	
Change management may be brought about and include:	• consultation • provision of information • negotiation • provision of alternative operating methods • identification of people requiring individual support.

Unit Sector(s)

Unit sector	Community coordination and facilitation
--------------------	---

Co-requisite units

Co-requisite units		

Competency field

Competency field	
-------------------------	--