



Australian Government

BSBLDR601 Lead and manage organisational change

Release: 1

BSBLDR601 Lead and manage organisational change

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to lead and manage organisational change.

The unit applies to managers with responsibilities that extend across the organisation or across significant parts of a large organisation. They may have a dedicated role in human resources management, workforce development, or work in a strategic policy or planning area.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Social Competence – Leadership

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Develop change management strategy	1.1 Identify major operational change requirements according to organisational objectives, performance gaps, business opportunities or threats, and management decisions 1.2 Assess risks and opportunities presented by operational change requirements 1.3 Consult stakeholders, specialists and experts to confirm the change management opportunities and process
2. Implement change management strategy	2.1 Assign resources to the project and confirm reporting protocols with relevant stakeholders 2.2 Develop communication or education plan, in consultation with relevant personnel 2.3 Arrange and manage activities for delivery of communication or

ELEMENT	PERFORMANCE CRITERIA
	education plans
3. Evaluate change management strategy	3.1 Assess performance of communication or education plan against objectives 3.2 Identify and respond to barriers to the change according to risk management plans and organisational objectives 3.3 Modify communication or education plan according to change program objectives

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	Interprets detailed information that may deal with complex ideas related to issues both within and outside the workplace context
Writing	- Uses clear and precise language to develop information about objectives, requirements, activities and recommendations - Develops complex plans and strategies in appropriate format for the audience and purpose
Oral Communication	- Discusses and seeks information using appropriate structure and language for the audience - Uses questioning and active listening to clarify or confirm understanding
Numeracy	Interprets, analyses and presents numeric information in complex documents
Initiative and enterprise	- Takes a lead role in the execution of organisational strategic goals and associated roles and responsibilities - Develops new and innovative ideas through exploration and lateral thinking
Teamwork	- Uses a variety of communication tools and strategies to build and maintain effective working relationships - Uses inclusive and collaborative techniques to seek feedback, negotiate and consult with a range of stakeholders
Planning and organising	- Plans, organises and implements activities required to achieve strategic priorities and outcomes, including consulting with others and sequencing events to minimise uncertainty for staff - Uses problem-solving skills to identify and analyse issues or barriers, and develop responses

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to:

- BSBINN601 Lead and manage organisational change
- BSBLDR805 Lead and influence change
- BSBMGT615 Contribute to organisation development.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBLDR601 Lead and manage organisational change

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop and implement a change management plan to lead and manage organisational change.

In the course of the above, the candidate must:

- analyse and interpret information about the organisation's internal and external environment and consult with stakeholders to identify requirements and opportunities for changes that support organisational objectives
- prioritise opportunities for changes with input from relevant stakeholders
- develop a change management project plan for the priority changes incorporating resource requirements, risk management and timelines
- develop strategies to communicate or educate the changes and embed them
- obtain approvals and agree reporting protocols with relevant managers and implement the plan including addressing barriers to change
- review and evaluate the change management project plan and modify as needed to achieve objectives.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- events or trends that may impact on the achievement of organisational objectives
- existing policies and practices to guide organisational change
- methods for conducting cost-benefit analysis for high priority change requirements and opportunities
- methods for conducting risk analysis, including barriers to change and relevant mitigation strategies
- content of communication and education plans, including:
 - promotion of benefits of organisational change

- change management processes or cycles and strategies for communicating and embedding change
- organisational behaviour and how the external environment can impact on change strategies
- components of a change management project plan.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documentation and resources relevant to organisational change management.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>