



Australian Government

PSPGEN013 Implement change

Release: 1

PSPGEN013 Implement change

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPGOV306B Implement change. • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to implement change in the workplace. It includes preparing for change, implementing and monitoring change in workplace procedures and working with ambiguity in the workplace.

This unit applies to those in a workplace where changes require adapting to new procedures, and providing feedback on the changes.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work independently and/or as part of a team using support resources as required, performing complex tasks in a range of familiar and unfamiliar contexts.

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

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

outcomes	further information is detailed in the range of conditions section.
1. Prepare for change	1.1 Devise options once the need for change in work practices is accepted within the work unit. 1.2 Identify advantages, disadvantages and consequences of proposed suggestions. 1.3 Discuss suggested workplace changes with supervisor and colleagues and act upon as required. 1.4 Contribute to discussion of change within the workgroup. 1.5 Consider effects upon others of own personal reactions to change and make adjustments to support required change.
2. Implement and monitor change	2.1 Change own work practices according to agreed arrangements. 2.2 Advise and support others to adjust to changes in work practice. 2.3 Promote the benefits of change as opportunity arises. 2.4 Identify opportunities for continuous improvement in the workplace, refer for approval and action. 2.5 Monitor change to determine the effectiveness of revised procedures and advise senior staff of findings.
3. Work with ambiguity in the workplace	3.1 Identify ambiguity and uncertainty relating to changed roles, functions and procedures and apply focused strategies for coping. 3.2 Apply a flexible approach when carrying out instructions for changes to work practices. 3.3 Accommodate issues relating to change that cannot be resolved immediately.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV306B Implement change.

Links

Companion Volume implementation guides are found in VETNet -

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

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Assessment Requirements for PSPGEN013 Implement change

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- applying public sector legislation, policies and guidelines in an environment of change
- consulting and negotiating with a diverse workforce, including peers and supervisors
- observing and evaluating impact of change
- dealing with ambiguity, emotions and stressors related to implementing change

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation including work health and safety and environment, policies and guidelines relating to public sector environments
- principles of adapting to change, group dynamics and workgroup practices
- emotional intelligence
- at least one change management model

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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