



Australian Government

PSPGEN026 Provide input to change processes

Release: 1

PSPGEN026 Provide input to change processes

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 PSPGOV405B Provide input to change processes. • 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 understand the reasons for change and to initiate specific changes related to the work unit. It includes suggesting options and opportunities for change, encouraging commitment to workplace change, monitoring and evaluating change and dealing with ambiguity in the change process.

This unit applies to those working in public sector roles but may be applied to anyone working in a similar organisational context.

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, performing complex tasks in a range of familiar 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	Performance criteria describe the performance needed to demonstrate

the essential outcomes	achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Suggest options and opportunities for change	1.1 Identify the need for change in work practice within the work unit, seek suggestions and devise options. 1.2 Suggest options and opportunities for change to improve efficiency and effectiveness of the workgroup and the work environment. 1.3 Consider the broader workplace context, including future trends, in suggestions for change. 1.4 Analyse risk factors affecting change to identify possible constraints.
2. Encourage commitment to workplace change	2.1 Provide positive encouragement to implement workplace change. 2.2 Identify and consider the needs and viewpoints of individuals when implementing change. 2.3 Develop communication strategies and provide support to colleagues on adjusting to change. 2.4 Identify and deal with issues requiring further action.
3. Monitor and evaluate change	3.1 Monitor implementation of change and provide prompt and constructive feedback on individual and group work practices. 3.2 Receive suggestions for improvements made by workgroup members positively and act upon where appropriate. 3.3 Evaluate work activities based on feedback from workgroup members and other stakeholders. 3.4 Collect evidence and information on the impact of change and report. 3.5 Negotiate recommendations for improving methods or techniques to manage change. 3.6 Share experience from the implementation of change with others and transfer to other change initiatives.
4. Deal with ambiguities in the change process	4.1 Recognise and accept the need to operate within constraints beyond one's own control. 4.2 Identify areas of ambiguity in proposed change. 4.3 Develop options for dealing with ambiguity and criteria for assessing those options and communicate to the workgroup. 4.4 Select best option, undertake work and handle ambiguity in accordance with option determined. 4.5 Identify and communicate the impact of change and related issues to management as required.

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 PSPGOV405B Provide input to change processes.

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 PSPGEN026 Provide input to change processes

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.

- communicating with a diverse range of individuals at different levels in the organisation
- applying problem solving strategies in the context of managing ambiguity and change
- working in teams
- applying monitoring and observation methods
- giving and receiving feedback, including ‘managing upwards’

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.

- legislation, policy and procedures relating to public sector workplaces
- change management models and their application to the work environment
- organisational structure and culture
- the nature of change and its effects in the workplace, including occupational health and safety issues
- group dynamics
- emotional intelligence

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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