



Australian Government

PSPGEN056 Facilitate change

Release: 1

PSPGEN056 Facilitate 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 PSPGOV514A Facilitate change. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to facilitate workplace change in public sector environments where role ambiguity and uncertainty often accompany the change process. It includes planning for the introduction of change, dealing with emerging challenges and opportunities and handling ambiguity in the change process.

This unit applies to those working in generalist and specialist roles within the public sector.

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 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 outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.

1. Plan for the introduction of change	1.1 Research for the introduction of change in order to consider the broader context of the organisation and emerging and future trends in the public sector. 1.2 Develop own knowledge and understanding through advice from and consultation with others. 1.3 Recognise the interconnectedness of people, systems and structures and take into account in planning for change. 1.4 Make plans in consultation with stakeholders. 1.5 Communicate the organisation's rationale for introducing change. 1.6 Anticipate and facilitate information needs of all stakeholders as part of change management.
2. Deal with emerging challenges and opportunities	2.1 Develop and implement strategies to engage stakeholders in the change process. 2.2 Inform internal and external clients about the change process, possible inconveniences and the benefits intended from the change. 2.3 Identify, monitor and address risk factors affecting change in accordance with the organisation's risk management plan. 2.4 Demonstrate understanding to people's individual responses to change and provide a range of support mechanisms in line with specific needs. 2.5 Identify and share learning from the implementation of change with others.
3. Handle ambiguity in the change process	3.1 Identify ambiguity in the change process and communicate the need to work with issues that cannot be resolved immediately to others as part of any change process. 3.2 Develop and implement strategies to assist others to cope with apparent ambiguities. 3.3 Identify, evaluate and negotiate recommendations for improving the techniques to manage change.

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 PSPGOV514A Facilitate 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 PSPGEN056 Facilitate 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.

- communicating with a diverse range of individuals at different levels in the organisation
- problem solving in the context of managing ambiguity and change
- giving and receiving feedback, including ‘managing up’
- influencing others
- coaching and mentoring others in the change process
- managing the effects of change in the workplace, including work health and safety issues

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 tools and the application of these in the workplace
- organisational structure and culture
- 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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