



Australian Government

PSPGEN093 Implement change

Release: 1

PSPGEN093 Implement change

Modification History

Supersedes and is equivalent to PSPGEN013 Implement change.

Application

This unit describes the performance outcomes, skills and knowledge required to implement change in the workplace, adapt to new procedures and provide feedback on changes.

This unit applies to those who work independently or as part of a team using support resources as required, performing complex tasks in a range of familiar and unfamiliar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Prepare for change.
 - 1.1. Contribute to discussion of change within scope of own work role.
 - 1.2. Develop suggestions where the need for change in work practices has been determined.
 - 1.3. Identify advantages, disadvantages and consequences of suggestions.
 - 1.4. Discuss suggested workplace changes with supervisors and colleagues and take action in accordance with organisational policies and procedures.
 - 1.5. Reflect on personal reactions of self and others to change and effects on the work group.
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.
 - 2.4. Monitor and report on the effectiveness of revised procedures.
 - 2.5. Identify opportunities for continuous improvement and refer for action in a defined framework.
3. Work with ambiguity in the workplace.
 - 3.1. Identify ambiguity and uncertainty relating to change and apply focused strategies for coping.
 - 3.2. Apply a flexible approach when carrying out instructions for changes to work practices.
 - 3.3. Identify and address ongoing issues relating to change.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to PSPGEN013 Implement change.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for PSPGEN093 Implement change

Modification History

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- apply public sector legislation, policies, procedures and guidelines in an environment of change
- observe and evaluate impact of change
- deal with ambiguity, emotions and stressors related to implementing change.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, policies and guidelines relating to public sector environments
- principles of adapting to change, group dynamics and workgroup practices
- emotional intelligence
- characteristics of a flexible approach to change, including:
 - positive attitude to change even though there may be some ambiguity about what is required
 - being prepared to perform work differently from one day to the next
 - accepting an iterative approach to changes in work practices
- at least one change management model.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, policies, procedures and guidelines relating to public sector workplaces in an environment of change
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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