



Australian Government

PSPGEN094 Provide input to change processes

Release: 1

PSPGEN094 Provide input to change processes

Modification History

Supersedes and is not equivalent to PSPGEN026 Provide input to change processes.

Application

This unit describes the performance outcomes, skills and knowledge required to participate in the change process and to initiate specific changes related to the work unit within a given framework.

This unit applies to those working in public sector roles and can also be applied to anyone working in a similar organisational context. Those undertaking this unit work independently, performing complex tasks in a range of familiar 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

1. Suggest options and opportunities for change.

PERFORMANCE CRITERIA

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

- 1.1. Identify the need for change in work practice within the work unit.
- 1.2. Suggest options and opportunities to improve efficiency and effectiveness of the workgroup and the work environment.
- 1.3. Identify issues in the broader workplace context, including future trends, in suggestions for change.
- 1.4. Analyse risk factors affecting change to identify possible constraints.

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| 2. Encourage commitment to workplace change. | 2.1. Encourage implementation of change and foster collaboration.
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 address issues requiring further action. |
| 3. Address ambiguities in the change process. | 3.1. Recognise and accept the need to operate within constraints outside of own control.
3.2. Identify areas of ambiguity in proposed change.
3.3. Develop options for dealing with ambiguity, criteria for assessing those options, and communicate those to the workgroup.
3.4. Select the best option, undertake work and handle ambiguity in accordance with the option determined. |
| 4. Monitor and evaluate change. | 4.1. Monitor implementation of change and provide prompt and constructive feedback on individual and group work practices.
4.2. Receive suggestions for improvements made by workgroup members and act upon them where appropriate.
4.3. Evaluate work activities based on feedback.
4.4. Report on evidence and information collected on the impact of change.
4.5. Negotiate recommendations for improving methods or techniques to manage change.
4.6. Share experience from the implementation of change and transfer to other change initiatives.
4.7. Determine and communicate the impact of change and related issues to management according to organisational policies and procedures. |

Foundation Skills

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

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN026 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>

Assessment Requirements for PSPGEN094 Provide input to change processes

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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:

- initiate, monitor and support one change for a work unit or team, and for the change:
 - communicate with a diverse range of individuals at different levels in the organisation
 - apply problem solving strategies in the context of managing ambiguity and change
 - use collaborative communication methods
 - apply monitoring and observation methods
 - give and receive feedback, including ‘managing upwards’.

Knowledge Evidence

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

- legislation, policies and procedures relating to public sector workplaces
- change management models and their application to the work environment
- organisational structure and culture
- nature of change and its effects in the workplace, including workplace health, safety and wellbeing issues
- emotional intelligence in motivating team members to collaborate in implementing change
- group dynamics.

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 and procedures 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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