



Australian Government

Department of Education, Employment and Workplace Relations

PSPSCI302A Support innovation and change through extension

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2.	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers extension activities under general direction and with immediate guidance from senior officers as to methods and immediate objectives. It includes confirming extension objectives and methodologies, preparing for extension activities, providing information to clients to support change and monitoring and evaluating extension outcomes.

In practice, innovation and change through extension overlaps with other generalist or specialist work activities such as working effectively, acting ethically, using resources, organising information, working safely.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|---|
| 1. Confirm extension objectives and methodologies | <p>1.1 Extension objectives are clarified and confirmed with other staff members in accordance with organisational and client needs.</p> <p>1.2 Client target groups are identified and extension methodology is selected in accordance with objectives, information to be disseminated and client needs/preferences.</p> <p>1.3 Issues relating to intellectual property are identified and handled in accordance with organisational requirements.</p> |
| 2. Prepare for extension activities | <p>2.1 Industry knowledge is accessed to assist in client decision making and to support the implementation of improved practices.</p> <p>2.2 Risks are identified and risk management strategies are confirmed and applied in consultation with other staff members.</p> <p>2.3 Resources are confirmed, materials prepared and extension activities organised in accordance with project responsibilities and organisational policy and procedures.</p> |
| 3. Provide information to support change | <p>3.1 Information and advice are provided in accordance with organisational requirements, in a form and medium suited to clients.</p> <p>3.2 Presentation standards are maintained in accordance with organisational guidelines and information is tailored to client needs in terms of concepts, language and format.</p> <p>3.3 Clients are assisted in planning the introduction of change and client resistance is responded to in accordance with organisational policy and procedures.</p> <p>3.4 Feedback is obtained from clients, issues are clarified and further information is provided in response to client needs.</p> |
| 4. Monitor and evaluate extension outcomes | <p>4.1 Change processes are monitored and contingencies are handled in accordance with organisational policy and procedures.</p> <p>4.2 Outcomes are monitored and evaluated against extension objectives, and processes and materials are revised to address identified problems.</p> <p>4.3 Modifications are made and implemented in accordance with organisational requirements for continuous improvement.</p> |

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- using facilitation and presentation strategies/methods
- using a range of communication styles to suit different audiences and purposes
- responding to diversity, including gender and disability
- using problem solving to overcome resistance and develop professional relationships of trust
- reading and interpreting scientific research information, and designing materials using different media for different audiences
- applying information management in the context of extension activities
- using technology for materials preparation and monitoring outcomes
- applying occupational health and safety and environmental requirements related to working in a scientific/technological research environment

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to the workplace
- basic extension methodology
- principles of change management
- participatory processes in the context of extension activities
- group dynamics and group processes
- community development principles
- research principles and methodology
- evaluation processes relating to extension outcomes
- the scientific/technological area (broad understanding)
- specialist area of expertise
- public sector standards and organisational code of practice as they relate to work in a scientific research/technological environment
- occupational health and safety, environmental protection and other public sector legislation

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC301B Uphold the values and principles of public service
 - PSPGOV301B Work effectively in the organisation
 - PSPGOV302B Contribute to workgroup activities
 - PSPGOV307B Organise workplace information
 - PSPLEGN301B Comply with legislation in the public sector
 - PSPOHS301A Contribute to workplace safety

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- outcomes from a range of (3 or more) extension activities such as oral communication and presentation, assisting with field days, preparation of materials

Resources required to carry out assessment

These resources include:

- legislation, procedures, guidelines and protocols
- industry information
- risk management strategies for extension work
- case studies and workplace scenarios to capture a range of different extension experiences

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when supporting innovation and change through extension, including coping with

difficulties, irregularities and breakdowns in routine

- outcomes from a range of (3 or more) extension activities (or occasions over time) such as oral communication and presentation, assisting with field days, preparation of materials

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- observation
- portfolios
- projects
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

- | | |
|--|---|
| <i>Objectives:</i> | <ul style="list-style-type: none">• will typically relate to discrete projects |
| <i>Other staff members</i> may include: | <ul style="list-style-type: none">• supervisors• unit manager• district manager• director |
| <i>Client target groups</i> may include: | <ul style="list-style-type: none">• industry and community groups• Local, State or Commonwealth government organisations• general public• agri-business• farmers |
| <i>Extension methodology</i> may include: | <ul style="list-style-type: none">• one-on-one discussion• telephone• on-site consultation• field days• field excursions• group processes• seminars• lectures• demonstrations• reports• journals• publications |
| <i>Risks:</i> | <ul style="list-style-type: none">• are generally low for the agency/stakeholders or affect a small proportion of the industry |
| <i>Responsibilities</i> may include: | <ul style="list-style-type: none">• a number of projects, where priority is usually given to one project at a time• influence on small groups or localised industry focus groups• areas of relatively low economic impact |
| <i>Advice</i> may be: | <ul style="list-style-type: none">• provided directly for routine matters or under the guidance of senior staff for more complex or sensitive issues• related to fitting in with existing farmer systems |

Information medium

may include:

- personal presentation
- posters
- journals
- press
- radio
- television
- peer reviewed publications

Presentation standards

may include:

- design of materials
- dress
- punctuality
- preparedness
- manner
- handouts
- overhead transparencies/slide shows
- questioning techniques
- customisation to meet the needs of a diverse industry/community

Client resistance to change

may be:

- low, or generally small scale, with immediate guidance available from senior officers where needed

Evaluation may include:

- quantitative methods
- qualitative methods

Unit Sector(s)

Not applicable.

Competency field

Government Science & Technology.