



Australian Government

Department of Education, Employment and Workplace Relations

PSPSCI402A Promote 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 at an experienced level where independent judgment is used to determine the means of achieving specified objectives within generally directed programs. It includes identifying extension objectives and methodologies, preparing for extension work, promoting change through information and advice, and monitoring and evaluating the adoption of change.

In practice, the promotion of innovation and change through extension overlaps with other generalist or specialist work activities such as applying government processes, acting ethically, using resources, gathering and analysing information, working safely.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

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. Identify extension objectives and methodologies | <ul style="list-style-type: none">1.1 Required extension outcomes are identified in accordance with organisational requirements.1.2 Extension objectives are identified to meet organisational outcomes and client needs.1.3 Client target groups are identified and research information is analysed to determine how it may best be used to facilitate change in the target groups.1.4 Dissemination methodology, techniques and strategies are determined in accordance with type of research information and client needs/preferences.1.5 Issues relating to intellectual property are identified and handled in accordance with organisational requirements. |
| 2. Prepare for extension work | <ul style="list-style-type: none">2.1 Industry knowledge is developed to facilitate client decision making and the implementation of improved practices.2.2 Risks are determined and risk management strategies are identified and applied in accordance with organisational policy and procedures.2.3 Resources are obtained and managed, and extension materials and activities are developed in accordance with program <i>responsibilities</i> and organisational requirements. |
| 3. Promote change through information and advice | <ul style="list-style-type: none">3.1 Information and advice are provided in accordance with organisational requirements, in a form and medium that clients can apply.3.2 Presentation standards are maintained in accordance with organisational guidelines and information and advice are provided that are relevant, accurate and tailored to client needs in terms of concepts, language and format.3.3 Clients are assisted to implement change and resistance to change is handled in accordance with organisational policy and procedures.3.4 Feedback from clients is used to identify problems and new issues and further information/advice is provided in response to client needs. |
| 4. Monitor and evaluate adoption of change | <ul style="list-style-type: none">4.1 Implementation of change is monitored and contingencies are managed in accordance with organisational policy and procedures.4.2 Outcomes are evaluated and reported against extension objectives and project outputs, and extension processes are modified to address identified problems in response to client feedback.4.3 Changes to extension programs are implemented and monitored in accordance with organisational requirements for continuous improvement. |

ELEMENT**PERFORMANCE CRITERIA**

4.4 Outcomes with implications for organisational policy are identified and contributions are made to policy development in accordance with organisational requirements.

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:

- identifying extension objectives
- determining dissemination strategies
- obtaining and managing extension resources
- identifying the implications for organisational policy development of changes to extension programs
- 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:

- the industry
- 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 knowledge relating to area of expertise
- legislation, 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:
 - PSPETHC401A Uphold and support the values and principles of public service
 - PSPGOV402B Deliver and monitor service to clients
 - PSPGOV403B Use resources to achieve work unit goals
 - PSPGOV406B Gather and analyse information
 - PSPGOV422A Apply government processes
 - PSPOHS401B Implement workplace safety procedures and programs

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 such as oral communication and presentation, organising field days, materials development

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 promoting innovation and change through extension activities, including coping with

difficulties, irregularities and breakdowns in routine

- outcomes from a range of (3 or more) extension activities such as oral communication and presentation, organising field days, materials development

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 a number of projects worked on in parallel |
| <i>Client target groups</i> may include: | <ul style="list-style-type: none">• industry and community groups• Local, State or Commonwealth government organisations• overseas industry, organisations and governments |
| <i>Dissemination</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>Obtaining resources</i> may include: | <ul style="list-style-type: none">• allocation from within the organisation• from external sources |
| Responsibilities may include: | <ul style="list-style-type: none">• a number of projects worked on simultaneously• influence on groups or industry sectors of relatively low economic impact |
| <i>Advice</i> may include: | <ul style="list-style-type: none">• aspects of the industry• productivity• efficiency• environmental sustainability• marketing• group management advice• community development advice• strategic planning advice |

Information medium

may include:

- security
- deeper systems issues that may need to change
- 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
- conflict resolution
- mediation

Resistance to change

may be:

- low to moderate, with independent judgment used to make decisions

Unit Sector(s)

Not applicable.

Competency field

Government Science & Technology.