



Australian Government

PUAMAN006 Manage and facilitate change

Release: 1

PUAMAN006 Manage and facilitate change

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to introduce, manage and evaluate change in a range of organisational contexts.

The unit is applicable to managers who have the resource and financial authority to make change to organisational strategies, policies and/or procedures.

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

Pre-requisite Unit

Not applicable.

Competency Field

Management

Unit Sector

Public Safety

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Develop change management strategy

PERFORMANCE CRITERIA

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

- 1.1** Future trends and organisational needs are considered when developing a change strategy for dealing with change
- 1.2** Stakeholders are consulted when developing a strategy for dealing with organisational/workplace change

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| | 1.3 | Options and specific proposals for an organisational/workplace change management strategy are developed |
| | 1.4 | Change management strategy is adopted |
| 2 Facilitate change management strategy | 2.1 | Advice is communicated to stakeholders on the requirements for effective change management strategy implementation |
| | 2.2 | Resource requirements to implement change management strategy in the organisation/workplace are obtained and used |
| | 2.3 | Leadership is provided to assist others to adapt to the change management strategy including providing guidance, training, support and positive role models |
| 3 Implement change | 3.1 | Organisational/work practices, policies, procedures, strategies and resource requirements are amended to accommodate the change management strategy |
| | 3.2 | Outcomes of the change management strategy are achieved |
| 4 Review effectiveness of change | 4.1 | Feedback, evaluation and monitoring mechanisms are put in place, in accordance with organisational procedures |
| | 4.2 | Monitoring and evaluation outcomes of the change management strategy are communicated to relevant personnel |
| | 4.3 | Monitoring and evaluation results are reflected in future change management strategy implementation |

Foundation Skills

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

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUAMAN006B Manage and facilitate change.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUAMAN006 Manage and facilitate change

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- amending organisational policies, procedures, practices and strategies including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- analysing need for change
- communicating with a diverse range of individuals at different levels in the organisation
- developing and facilitating change management strategy
- giving and receiving feedback
- identifying and meeting needs of specific groups in the change process
- implementing change
- monitoring and evaluating impact of change
- obtaining and using resources to support change
- reviewing effectiveness of change through evaluation

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- change management models and tools
- change management processes and principles
- context and impact of change
- methods of communicating change to stakeholders
- organisational documentation related to change management
- organisational frameworks, structure and culture
- organisational policies, procedures, practices and strategies including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- principles of change management strategy
- resource requirements
- types of stakeholders

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in industry approved simulated workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operation manuals.

Links

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