



Australian Government

SIRXCHA001 Facilitate the change process

Release: 1

SIRXCHA001 Facilitate the change process

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to follow a change plan to implement a change and ensure the change is successfully accepted and embedded within the work environment.

It applies to individuals working in frontline management roles in a diverse range of industry sectors and business contexts. They operate independently with some responsibility for others and decision making, and within established organisational policies and procedures.

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

Pre-requisite Unit

Nil

Competency Field

Change Management

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Prepare for change.

2. Implement change.

PERFORMANCE CRITERIA

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

- 1.1. Access and interpret change plans and organisational policies and procedures related to change.
- 1.2. Involve team members in planning for change and integrate their perspectives.
- 1.3. Identify potential barriers to change and determine strategies to limit impacts.
- 2.1. Communicate change purpose, benefits and impacts to team members.
- 2.2. Address team member's questions and objections to gain

- their support.
- 2.3. Implement the change plan and use resources effectively to meet change requirements.
 - 2.4. Act as a positive role model during the change process to maintain positive team morale and acceptance.
 - 2.5. Manage barriers to change to meet change implementation plan deliverables.
 - 2.6. Monitor change implementation and adjust operations as required to ensure change plan is met.
3. Embed change.
- 3.1. Obtain feedback on change process from team members impacted by the change process.
 - 3.2. Recognise and reward appropriate change behaviours.
 - 3.3. Consult with stakeholders on modifications required to enhance the change.
 - 3.4. Ensure ongoing incorporation of change into daily operations.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
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Reading skills to:	interpret complex documentation relevant to organisational change requirements.
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Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

Assessment Requirements for SIRXCHA001 Facilitate the change process

Modification History

Not applicable.

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:

- follow organisational policies and procedures to implement and monitor a change plan for the duration of the change plan by:
 - engaging team members in change
 - managing change resourcing
 - managing resistance and barriers to change
 - implementing strategies to embed change in the workplace.

Knowledge Evidence

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

- organisational policies and procedures relevant to change
- change management principles and strategies for:
 - successful implementation
 - communicating change
 - engaging team members in change
 - removing barriers to change
 - managing resistance to change
 - creating short term wins
 - embedding change
- key features of change plans and their implementation
- for the particular industry:
 - role of various stakeholders in the change process
 - impacts of change on operations.

Assessment Conditions

Skills must be demonstrated in:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- organisational policies and procedures relevant to change
- team members with whom the individual can interact; these can be:
 - individuals in an industry workplace, or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

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

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