



Australian Government

SIRXCHA002 Lead the change process

Release: 1

SIRXCHA002 Lead the change process

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify, plan for and evaluate organisational change.

This unit applies to senior personnel working in a diverse range of sectors and business contexts. They operate independently and are responsible for making a range of operational business decisions and leading change processes.

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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Plan for change.	1.1. Identify need for, or likelihood of change by reviewing internal and external drivers of change. 1.2. Assess options to drive change in line with delegated authority and organisational policies and procedures. 1.3. Identify and analyse potential risks and barriers to change. 1.4. Consult with relevant stakeholders and review feedback on change requirements. 1.5. Develop a change plan that outlines key metrics for evaluation and ensures risks are mitigated and processes and timelines are achievable.

- | | |
|------------------------------------|---|
| 2. Implement and embed the change. | <ul style="list-style-type: none">2.1. Communicate purpose and benefits of change to relevant team members and prepare them for change.2.2. Communicate roles, responsibilities and requirements to team members and stakeholders to facilitate implementation.2.3. Provide and promote opportunities for team member and stakeholder input and seek feedback to refine processes.2.4. Support team members as required to ensure successful implementation of change.2.5. Monitor and maintain adequate resources required for change implementation.2.6. Monitor the change to ensure new practices are adopted on a consistent basis. |
| 3. Evaluate outcomes of change. | <ul style="list-style-type: none">3.1. Evaluate outcomes of the change against key metrics.3.2. Critically evaluate management of change process identifying areas for future improvements.3.3. Seek input from stakeholders and team members on the management of the change process.3.4. Document outcomes of change and lessons learnt. |

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
Reading skills to:	interpret information from a variety of texts relevant to successful management of change.
Planning and organising skills to:	manage interrelated aspects of change implementation and use of resources.

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 SIRXCHA002 Lead 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:

- analyse an organisational operating environment to identify a change that impacts one of the following areas:
 - customer service
 - financials
 - operational process
 - people
- develop and document a change plan for the above identified change that details:
 - internal and external change drivers
 - key metrics
 - action plan
 - resource allocation
 - timeframes
 - roles and responsibilities
 - barriers and risk to change
 - risk and barrier management
 - stakeholder communication
 - strategies to embed the change
- monitor the implementation of the above plan demonstrating evidence of:
 - communication and consultation with stakeholders throughout the change process
 - evaluation of change against key metrics.

Knowledge Evidence

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

- concepts and models of:
 - change and change management
 - change leadership and management
 - organisational culture and change
- change management process and principles:

- stakeholder communication during change
- characteristics of change plans:
 - key metrics
 - action plans
 - resource allocation
- barriers and risks associated with change
- management of barriers and risks in change
- monitoring and evaluating change metrics
- strategies for successful implementation
- internal and external change drivers:
 - organisational operations
 - organisational objectives
 - organisational procedures
 - trends in the external environment
 - trends in consumer behaviour
 - political, economic, social, technological, environmental and legal factors.

Assessment Conditions

Skills must be demonstrated in:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- relevant documentation:
 - organisational policies and procedures relevant to change management
 - internal and external data on change drivers
- stakeholders 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.

Links

Companion Volume implementation guides are found in VETNet -

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