



Australian Government

TLIP4002 Facilitate and capitalise on change in the workplace

Release: 1

TLIP4002 Facilitate and capitalise on change in the workplace

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to facilitate and capitalise on change within the workplace.

It includes participating in planning for the introduction of change, developing creative and flexible approaches to solutions to change-related problems, and managing emerging challenges and opportunities in the workplace.

Work is performed under limited or minimum supervision with general guidance on progress and outcomes. It involves discretion and judgement for self and others in facilitating and capitalising on change and innovation in the workplace.

Work involves responsibility for facilitating change in the workplace and leading others individually or in teams.

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

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Participate in planning the introduction of change

PERFORMANCE CRITERIA

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

1.1 Opportunities are taken to respond to the changing needs of customers and the organisation

1.2 Effective contributions are made to the organisation's

- planning processes to introduce change
- 1.3 Plans to introduce change are made in consultation with relevant individuals/groups
 - 1.4 Organisation objectives and plans to introduce change are explained clearly to individuals/teams
- 2 Develop creative and flexible approaches to solutions**
- 2.1 Alternative approaches to managing workplace issues and problems are identified and analysed
 - 2.2 Risks are assessed and action is taken to achieve a recognised benefit or advantage to the organisation
 - 2.3 Workplace is managed in a way that promotes the development of innovative approaches and outcomes
 - 2.4 Creative and responsive approaches to resource management are initiated to improve productivity and/or reduces costs in a competitive environment
- 3 Manage emerging challenges and opportunities**
- 3.1 Individuals/teams are encouraged and supported to respond effectively and efficiently to changes in organisation goals, plans and priorities
 - 3.2 Coaching and mentoring are used to assist individuals/teams to develop competencies to handle change efficiently and effectively
 - 3.3 Individuals/teams are kept informed of progress in the implementation of change
 - 3.4 Recommendations for improving the methods/techniques to manage change are negotiated with designated persons/groups

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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP4002A Facilitate and capitalise on change in the workplace.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIP4002 Facilitate and capitalise on change in the workplace

Modification History

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Performance Evidence

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

- applying relevant legislation and workplace procedures
- communicating and negotiating effectively with others when planning and facilitating the introduction of change and innovation in the workplace
- completing relevant documentation
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, procedures and information
- reporting and/or rectifying identified problems that may arise, in accordance with regulatory requirements and workplace procedures
- responding appropriately to cultural preferences in the workplace, including modes of behaviour and interactions with others
- selecting and appropriately applying technology, information systems and procedures to complete workplace tasks
- surveying and assessing organisation and customer requirements for change and innovation
- working collaboratively with others when planning and facilitating the introduction of change and innovation in the workplace
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

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

- operational business planning systems and resources
- relevant regulatory and code requirements
- relevant workplace business management policies and practices, including requirements for maintaining security and confidentiality
- resource availability including the processing capacity of equipment and software systems for planning activities
- typical problems that can occur when planning and facilitating the introduction of changes and innovations in the workplace, and related appropriate action that can be taken
- workplace protocols and procedures for facilitating and capitalising on change in the workplace, including risk management, problem solving, strategic planning, quality improvement and customer service.

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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.

Resources for assessment include:

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