



Australian Government

Department of Education, Employment and Workplace Relations

TLIP4002A Facilitate and capitalise on change in the workplace

Release: 1

TLIP4002A Facilitate and capitalise on change in the workplace

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to facilitate and capitalise on change and innovation in the workplace, including 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. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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

A range of opportunities may be used to support the development of changes to work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives by the work area and the individuals and teams within it.

Work involves responsibility for facilitating change in the workplace and the provision of leadership of others either individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

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| 1 Participate in planning the introduction of change | <ul style="list-style-type: none">1.1 Opportunities are taken to respond to the changing needs of customers and the organisation1.2 Effective contributions are made to the organisation's planning processes to introduce change1.3 Plans to introduce change are made in consultation with affected individuals/groups1.4 The organisation's objectives and plans to introduce change are explained clearly to individuals/teams |
| 2 Develop creative and flexible approaches to solutions | <ul style="list-style-type: none">2.1 Alternative approaches to managing workplace issues and problems are identified and analysed2.2 Risks are assessed and action is taken to achieve a recognised benefit or advantage to the organisation2.3 The workplace is managed in a way that promotes the development of innovative approaches and outcomes2.4 Creative and responsive approaches to resource management improves productivity and/or reduces costs in a competitive environment |
| 3 Manage emerging challenges and opportunities | <ul style="list-style-type: none">3.1 Individuals/teams respond effectively and efficiently to changes in the organisation's goals, plans and priorities3.2 Coaching and mentoring assists individuals/teams develop competencies to handle change efficiently and effectively3.3 Individuals/teams are kept informed of progress in the implementation of change3.4 Recommendations for improving the methods/techniques to manage change are negotiated with designated persons/groups |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant and regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the facilitation and capitalisation of change in the workplace, including: risk management, problem solving, strategic planning, quality improvement, and customer service

REQUIRED KNOWLEDGE AND SKILLS

- Relevant workplace business management policies and practices, including requirements for the maintenance of security and confidentiality
- Focus of operation of business planning systems and resources
- 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

Required skills:

- Communicate and negotiate effectively with others when planning and facilitating the introduction of changes and innovations in the workplace
- Read and interpret instructions, procedures and information relevant to the planning and facilitation of changes and innovations in the workplace
- Interpret and follow operational instructions and prioritise work
- Survey and assess organisation and customer requirements for change and innovation
- Complete documentation related to the planning and facilitation of changes and innovations in the workplace
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when planning and facilitating the introduction of changes and innovations in the workplace
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when planning and facilitating the introduction of changes and innovations in the workplace in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

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| The workplace environment may involve twenty-four hour operation and may include: | <ul style="list-style-type: none">• single and multi-site locations• large, medium and small companies |
| Services, products, risks, work systems and requirements may: | <ul style="list-style-type: none">• potentially vary across different sections of the workplace |
| Change may include: | <ul style="list-style-type: none">• new management• new work practices• new products or services• changes in work locations• changes in work structures• new quality systems• new training programs |
| Learning methods may include: | <ul style="list-style-type: none">• mentoring• coaching• exchange/rotation• action learning• shadowing• structured training programs |
| Relevant regulations/legislation may be related to: | <ul style="list-style-type: none">• contract disputation• confidentiality• goods regulatory requirements• probity |
| Consultative processes may involve: | <ul style="list-style-type: none">• other employees and supervisors• customers and suppliers• management and union representatives• industrial relations and OH&S specialists• other professional or technical staff, contractors and maintenance personnel |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures |
| Information/documentation may include: | <ul style="list-style-type: none">• procedures for the development of workplace plans and budgets• customer/client instructions and assessed requirements• legislation, regulations and related documentation relevant |

RANGE STATEMENT

Applicable regulations and legislation may include	to business operations • regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements • insurance requirements • relevant agreements, codes of practice including the National Standards for Services and Operations • manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions • reports of accidents and incidents within regulatory requirements and workplace procedures • workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information • quality assurance procedures • relevant regulations, standards and codes of practice • relevant Australian and state/territory OH&S legislation • equal employment legislation and related policies • environmental protection regulations • hazardous substances and dangerous goods codes • relevant Australian standards and certification requirements • licence, patent or copyright arrangements • taxation and trading regulations relevant to business operations • relevant insurance regulations
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Unit Sector(s)

Not Applicable

Competency Field

Competency Field P - Administration and Finance