



**Australian Government**

# **Assessment Requirements for SIRXCHA002 Lead the change process**

**Release: 1**

# 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>

