

<b>Title</b>	<b>Demonstrate knowledge of management of a change in an organisation</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	People credited with this unit standard are able to demonstrate knowledge of management of a change in an organisation.
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<b>Classification</b>	Business Operations and Development > People Development and Coordination
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Assessment for this unit standard will be in the context of a particular change in a specific organisation, either one real to the candidate or a realistically simulated one.
- 2 The assessment context for this unit standard must be suitable to meet the criteria for Level 4 in the NZQF Levels Descriptors, which are available by searching for “levels descriptors” at [www.nzqa.govt.nz/](http://www.nzqa.govt.nz/).
- 3 Definitions  
*Organisation* refers to a specific entity which may be – in private, public, or community and volunteer sectors; a business, a discretely managed unit within a larger entity, a Māori organisation, or a special-purpose body.  
*Organisational requirements* may include but are not limited to:
  - organisation purpose and/or direction
  - organisation policies and processes
  - compliance: legislative/legal, health and safety
  - risk management
  - sustainability.

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### Outcomes and performance criteria

#### Outcome 1

Demonstrate knowledge of management of a change in an organisation.

#### Performance criteria

- 1.1 Reason(s) for the change in the organisation are explained.

- 1.2 Potential impacts of the change on people are explained in terms of their responses.

Range responses – positive, negative.

- 1.3 Ways of addressing people's responses to the change are explained in accordance with organisational requirements.

Range people's responses include but are not limited to – acceptance, resistance; active, passive.

- 1.4 A change management process is explained to implement the change in accordance with organisational requirements.

<b>Planned review date</b>	31 December 2025
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	17 November 2011	31 December 2023
Review	2	17 March 2016	31 December 2023
Review	3	24 June 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

#### Comments on this unit standard

Please contact NZQA National Qualifications Services [nqs@nzqa.govt.nz](mailto:nqs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.