

Title	Demonstrate knowledge of, and prepare to participate in, organisational change		
Level	3	Credits	2

Purpose	People credited with this unit standard are able to describe the impact of an organisational change process, and prepare to participate in organisational change.
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Classification	Core Generic > Work and Study Skills
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Available grade	Achieved
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Guidance Information

- 1 This unit standard can be assessed against in a real or simulated workplace.
- 2 Definition
Organisation refers to private companies and/or public sector organisations.

Outcomes and performance criteria

Outcome 1

Describe the impact of an organisational change process.

Performance criteria

- 1.1 Factors that impact on individuals' and/or groups' response to change are identified and reasons for their impact are described.

Range factors may include but are not limited to – life stages, self-esteem, career flexibility, stress management skills.

- 1.2 Reasons why individuals and/or groups resist change are described.

Range reasons may include but are not limited to – loss of control, uncertainty, concerns about future competence, insecurity, lack of trust in the organisation.

Outcome 2

Prepare to participate in organisational change.

Performance criteria

- 2.1 Aspects of the change are explained and prioritised in terms of the strategic requirements of the organisation.
- Range aspects may include but are not limited to – reason for change, the actual change intended; people involved – sponsors, change agents, change targets; roles and responsibilities; timing.
- 2.2 Suggestions for ensuring success of change are made to change agents and/or change sponsors and reasons for non-acceptance of suggestions are clarified and understood.
- Range suggestions may include but are not limited to – well-reasoned arguments, cost-benefits, provision for negotiation with change agents and/or change sponsors.
- 2.3 Possible personal impacts of the change are identified.
- Range impact areas may include but are not limited to – job security, retraining, income, location.
- 2.4 Options for handling personal impacts are described in terms of positive personal and organisational outcomes.
- Range examples of personal impacts may include but are not limited to – new job, new skills, increased self-esteem, enhanced career options, increased respect from organisation, new challenges.
- 2.5 Options to promote positive personal and organisational outcomes are described in terms of participation in change.
- Range examples of options may include but are not limited to – constructive suggestions, non-participation in negative put-downs of change, pro-active effort to increase skills, team building; evidence for three options is required.

Planned review date	31 December 2022
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	27 April 1998	31 December 2015
Revision	2	11 September 2001	31 December 2015
Review	3	16 July 2010	31 December 2019
Rollover	4	18 June 2015	31 December 2019
Review	5	25 January 2018	N/A

Consent and Moderation Requirements (CMR) reference

0113

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 if you wish to suggest changes to the content of this unit standard.