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

Recommended for expiry due to low/declining usage and no discernable interest in future use.

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| 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 |

**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.

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| Planned review date | 31 December 2022 |

**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 |

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| 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.