Conduct Outcomes-Based Assessment

Handout 10

Unit Standard 252021

REGISTERED UNIT STANDARD:

Formulate recommendations for a change process

SAQA US ID	UNIT STANDARD TITLE
252021	Formulate recommendations for a change process

ORIGINATOR
SGB Generic Management

PRIMARY OR DELEGATED QUALITY ASSURANCE FUNCTIONARY
-

FIELD	SUBFIELD
Field 03 - Business, Commerce and Management Studies	Generic Management

ABET BAND	UNIT STANDARD TYPE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	Level TBA: Pre-2009 was L5	8

REGISTRATION STATUS	REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Reregistered	2018-07-01	2023-06-30	SAQA 06120/18

LAST DATE FOR ENROLMENT	LAST DATE FOR ACHIEVEMENT
2024-06-30	2027-06-30

In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.

This unit standard does not replace any other unit standard and is not replaced by any other unit standard.

PURPOSE OF THE UNIT STANDARD

This Unit Standard is intended for managers in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them.

The qualifying learner is capable of:

- Demonstrating knowledge of and insight into the need for change within the context of environment change.

- Analysing an area requiring a change process.

- Selecting a model for implementing a change management process.

- Formulating recommendations on implementing the change process.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

It is assumed that learners are competent in:

- Communication at NQF Level 4.

- Mathematical Literacy at NQF Level 4.

- Computer Literacy at NQF Level 4.

UNIT STANDARD RANGE

- The learner is required to apply the learning in respect of his/her own area of responsibility.

- Unit refers to the division, department or business unit in which the learner is responsible for managing and leading staff.

- Entity includes, but is not limited to, a company, business unit, public institution, small business, Non-Profit Organisation or Non-Governmental Organisation.

Specific Outcomes and Assessment Criteria:

SPECIFIC OUTCOME 1

Demonstrate knowledge of and insight into the need for change within the context of environment change.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

The nature of change and its impact on organisational sustainability are explained with reference to internal and external environmental change affecting a specific unit.

ASSESSMENT CRITERION 2

The need for change is motivated by identifying the benefits of change for a unit.

SPECIFIC OUTCOME 2

Analyse an area requiring the implementation of a change process.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

The need for change in a unit of an entity is identified in terms of a desired state compared with the current state.

ASSESSMENT CRITERION 2

The results of a SWOT or other suitable analysis are presented to substantiate the argument in favour of a change process.

ASSESSMENT CRITERION RANGE

The SWOT analysis should include the benefits of implementing change, the main risks and obstacles, the positive forces to be harnessed and the change resilience in the unit.

SPECIFIC OUTCOME 3

Select a model for implementing a change management process.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

The characteristics of two change models are described with reference to their appropriateness for different change processes.

ASSESSMENT CRITERION 2

The reasons for selecting the model are described with reference to the findings of the analysis.

SPECIFIC OUTCOME 4

Formulate recommendations on implementing the change process.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

The change management plan presented describes the changes to be implemented in relation to the needs identified in the SWOT analysis.

ASSESSMENT CRITERION RANGE

The change management plan includes the phases of the plan, the actions, the persons responsible for the actions, the time frames, communication with stakeholders, desired outcomes, anticipated

obstacles, expected positive and negative responses to the change, as well as plans to overcome the obstacles and negative responses.

ASSESSMENT CRITERION 2

The actions proposed for managing the anticipated human responses to the change process are appropriate to the findings of the SWOT analysis.

ASSESSMENT CRITERION 3

The role and competencies of the change leader responsible for facilitating the dynamics of the change process are motivated in relation to the proposed change process.

UNIT STANDARD ACCREDITATION AND MODERATION OPTIONS

• Anyone assessing a candidate against this Unit Standard must be registered as an assessor with the relevant ETQA or an ETQA that has a Memorandum of Understanding with the relevant ETQA.

• Any institution offering learning that will enable achievement of this Unit Standard must be accredited as a provider through the relevant ETQA or an ETQA that has a Memorandum of Understanding with the relevant ETQA.

• Moderation of assessment will be overseen by the relevant ETQA according to the moderation guidelines and the agreed ETQA procedures.

UNIT STANDARD ESSENTIAL EMBEDDED KNOWLEDGE

The knowledge underpinning the above specific outcomes is:

• Theories of change.
• Theories of change management.
• Human responses to change.
• Models of change management.
• Techniques for conducting a SWOT analysis (i.e. strengths, weaknesses opportunities and threats).
• Components of a change management plan.

UNIT STANDARD DEVELOPMENTAL OUTCOME

N/A

UNIT STANDARD LINKAGES

N/A

Critical Cross-field Outcomes (CCFO):

UNIT STANDARD CCFO IDENTIFYING

The learner is able to identify and solve problems in which responses show that responsible decisions using critical and creative thinking have been made in relation to the recommendations made for change process for a unit.

UNIT STANDARD CCFO WORKING

The learner is able to work as a member of a team in promoting a change process in a unit.

UNIT STANDARD CCFO ORGANISING

The learner is able to organise and manage him/herself and his/her activities responsibly and relation to the recommended change process for a unit.

UNIT STANDARD CCFO COLLECTING

The learner is able to collect, organise and critically evaluate information in applying this information in formulating recommendations on a change process for a unit.

UNIT STANDARD CCFO COMMUNICATING

The learner is able to communicate effectively using visual, mathematics and language skills in the modes of oral and/or written presentations in formulating recommendations on a change process for a unit.

UNIT STANDARD CCFO DEMONSTRATING

The learner is able to demonstrate an understanding of the world as a set of related systems by recognising that problem-solving contexts do not exist in isolation in applying knowledge of and insight into the complexity of change processes.

UNIT STANDARD ASSESSOR CRITERIA

N/A

REREGISTRATION HISTORY

As per the SAQA Board decision/s at that time, this unit standard was Reregistered in 2012; 2015.

UNIT STANDARD NOTES

N/A

QUALIFICATIONS UTILISING THIS UNIT STANDARD:

	ID	QUALIFICATION TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	STATUS	END DATE	PRIMARY OR DELEGATED QA FUNCTIONARY
Core	59201	National Certificate: Generic Management	Level 5	Level TBA: Pre-2009 was L5	Reregistered	2023-06-30	As per Learning Programmes recorded against this Qual
Elective	59258	National Certificate: Polygraphy	Level 5	Level TBA: Pre-2009 was L5	Reregistered	2023-06-30	SAS SETA