<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Business Transformation</th>
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<tbody>
<tr>
<td>TSC</td>
<td>Change Management</td>
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<tr>
<td>TSC Description</td>
<td>Manage changes and developments within teams and organisation</td>
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**TSC Proficiency Description**

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<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
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**Knowledge**

- Organisation's needs and direction
- Business environment
- Organisation's business
- Appropriate changes in the new system
- Organisation's needs and direction
- Business environment
- Government policies and regulations
- Organisation's business
- Change management models
- Organisation's needs and direction
- Business environment
- Government policies and regulations
- Organisation's business
- Change management models
- Change management models
- Change management challenges
- Impact of change to organisation and business objectives
- Organisation's needs and direction
- Business environment
- Government policies and regulations
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- Impact of change to organisation and business objectives
- Organisation's needs and direction
- Business environment
- Government policies and regulations
- Organisation's business
- Change management models
- Change management challenges
- Impact of change to organisation and business objectives

**Abilities**

- Identify impact to individuals to changes in the organisation
- Self-manage behaviour and morale to adapt to organisational changes
- Compile proper documentation related to change management
- Manage employee behaviour and morale due to changes in the organisation
- Monitor change management results
- Manage change management and any potential conflicts effectively
- Manage employee behaviour and morale due to changes in the organisation
- Monitor change management results
- Implement and communicate change management effectively
- Handle sensitive aspects of organisational change management
- Provide directions on the overall change management plan
- Evaluate existing and new draft policies, guidelines or procedures for the changes to be implemented
- Implement and communicate change management effectively
- Design selection and implementation of changes to drive business objectives strategically