

## Overview

This standard identifies the requirements when you lead changes to workplace policies, procedures and practices. The requirements include contributing to identifying potential for workplace development or review and presenting information and ideas to contribute to workplace changes. It also includes implementing and evaluating the changes.

## Performance criteria

### *You must be able to:*

1. lead on identifying areas for change in workplace policies, procedures and practices
2. identify and agree the roles and responsibilities of yourself, individuals and others in changes to workplace policies, procedures and practices
3. work in collaboration with individuals and others to gather and provide accessible information on areas for workplace changes
4. develop and maintain agreed communication systems for changes to workplace policies, procedures and practices
5. lead on establishing the purpose, aims and objectives for changes to workplace policies, procedures and practices
6. agree with individuals and others the methods, timescales and required resources to meet aims and objectives for changes to workplace policies, procedures and practices
7. work in collaboration with individuals and others to identify any challenges and how these will be addressed
8. lead the implementation of changes to workplace policies, procedures and practices
9. empower and support others to engage with changes to workplace policies, procedures and practices
10. evaluate, in collaboration with individuals and others, how changes to workplace policies, procedures and practices have met the agreed aims and objectives
11. complete records and reports required for leading changes to workplace policies, procedures and practices
12. reflect on how you carried out your roles and responsibilities to lead on changes to workplace policies, procedures and practices

## Knowledge and understanding

### *You need to know and understand:*

1. your workplace policies, procedures and practices, and the reasons for change
2. why it is important to respond, and act on identified changes
3. different workplace monitoring and evaluation methods
4. the roles and responsibilities of individuals and others in workplace change, and how to coordinate these
5. research methods for workplace change
6. a range of accessible presentation methods for information and ideas on workplace changes
7. how to establish purpose, aims and objectives for changes to workplace policies, procedures and practices
8. the importance of empowering and supporting others during change
9. how to lead on the application of trauma informed principles in workplace policies, procedures and practices
10. the types of information, resources, support and learning and development available during workplace change
11. how to use digital tools and devices in the provision of information
12. the influence of neurodivergence and additional needs on workplace policies, procedures and practices
13. how to lead on dignity, kindness and compassion when supporting individuals and others through workplace change
14. how to work in collaboration with the individual and others to review and evaluate workplace changes, and why this is important
15. how to respond to issues and concerns that may occur when implementing workplace change
16. how to support emotional regulation during changes to policies, procedures and practice
17. the records and reports required for leading changes to workplace policies, procedures and practices
18. theories relevant to leading changes to workplace policies, procedures and practices
19. the relevant legal requirements, standards of practice, frameworks and guidance for leading changes to workplace policies, procedures and practices
20. the workplace requirements on equality, diversity, inclusion and rights when

leading changes to workplace policies, procedures and practices

21. how to work in partnership with others to lead changes to workplace policies, procedures and practices

22. how your personal experiences and unconscious bias may impact when leading changes to workplace policies, procedures and practices, and how to address this

23. the role of supervision, reflective practice and learning and development in changes to workplace policies, procedures and practices

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## Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

HSCCLD421

Lead changes to workplace policies, procedures and practices



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