



**Asia-Pacific
Economic Cooperation**

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Managing Change and Instigating Reform

Submitted by: RMIT University



**Symposium on Services Trade
Singapore
30 May – 1 June 2018**

Managing change and instigating reform

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APEC Symposium on Services Trade
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What is your reform?

Regulatory Assessment of Services Trade and Investment (RASTI)

Based loosely on Martín Molinuevo & Sebastián Sáez, *Regulatory Assessment Toolkit: A Practical Methodology for Assessing Regulation on Trade and Investment in Services*, The World Bank, 2014

[\[pdf here\]](#)

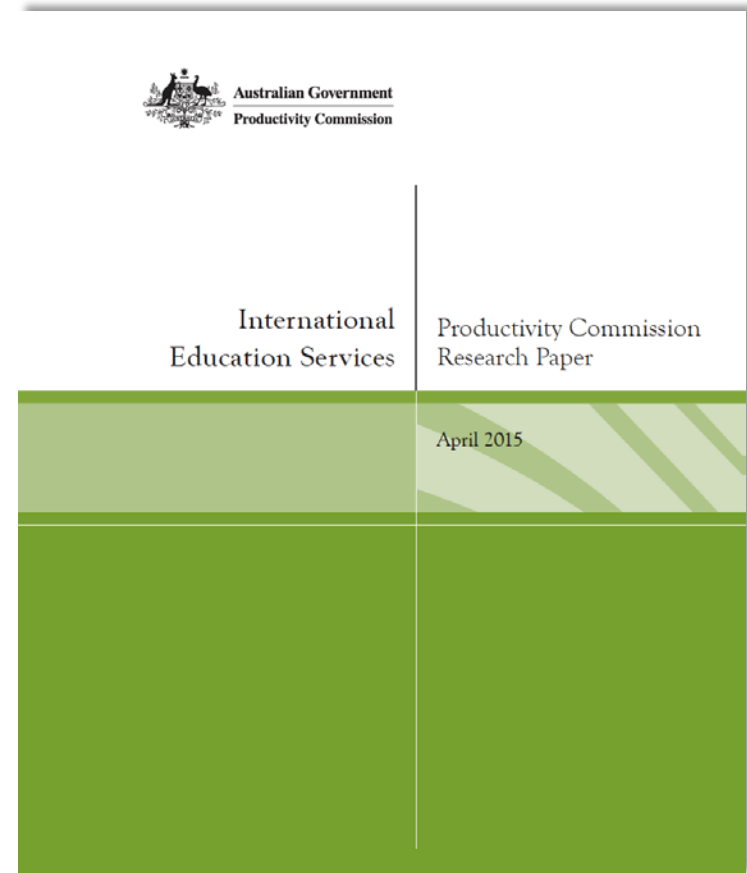
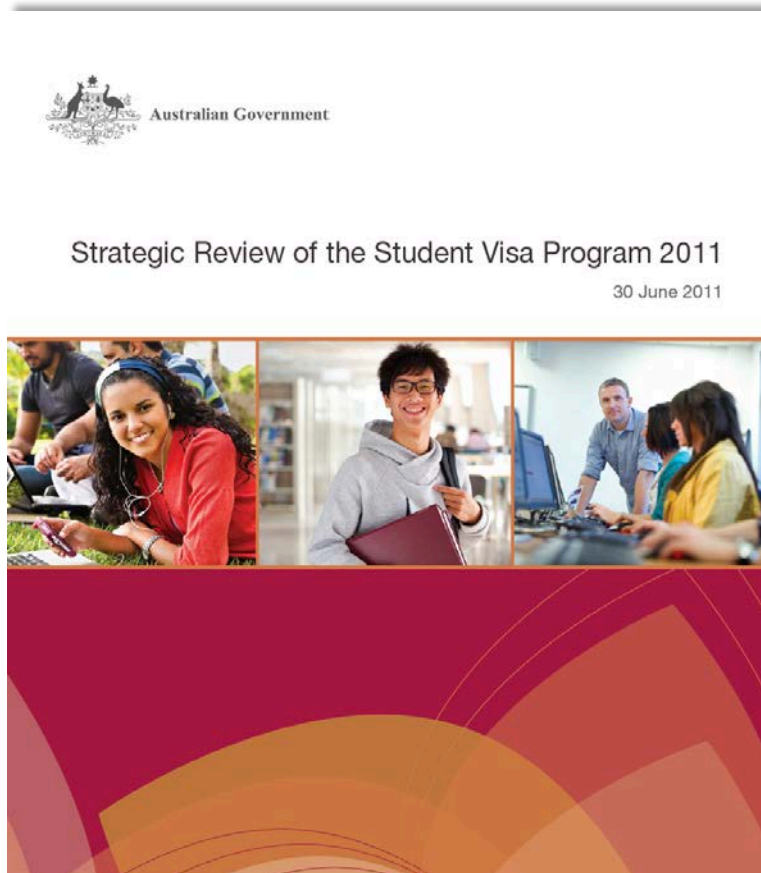
Regulatory Assessment of Services Trade and Investment

1. Research current regulatory framework
2. Identify current regulatory issues
3. Identify reform options
4. Assess reform options
5. Select and refine preferred approach
6. Implement new regulation

Regulatory Assessment of Services Trade and Investment

1. Research current regulatory framework
2. Consult with stakeholders on effects of regulation
3. Identify reform options
4. Consult with stakeholders on reform options to understand costs and benefits
5. Select and refine preferred approach
6. Implement new regulation
7. Establish a platform for ongoing dialogue

1. Research current regulatory framework



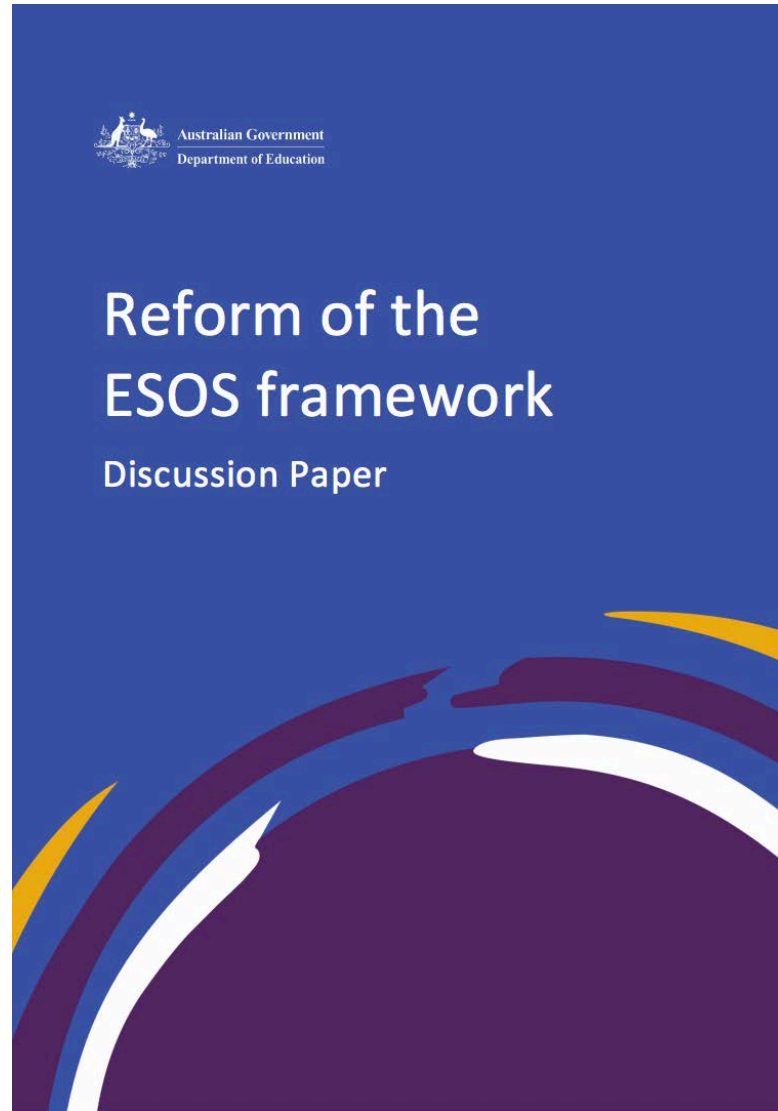
2. Consult with stakeholders on effects of regulation



3. Identify reform options



4. Consult with stakeholders on reform options to understand costs and benefits



5. Select and refine preferred approach



6. Implement new regulation



Australian Government
Department of Education and Training

Standard 4: Education agents

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Overview

Education agents are an important part of the international education sector in Australia. Registered providers must ensure that their education agents act ethically, honestly and in the best interest of overseas students and uphold the reputation of Australia's international education sector.

Registered providers must:

- have a written agreement with each education agent they engage with;
- enter and maintain education agent details in Provider Registration and International Student Management System (PRISMS);
- ensure education agents have appropriate knowledge and understanding of the Australian

7. Establish a platform for ongoing dialogue



Describe who would undertake each stage and how

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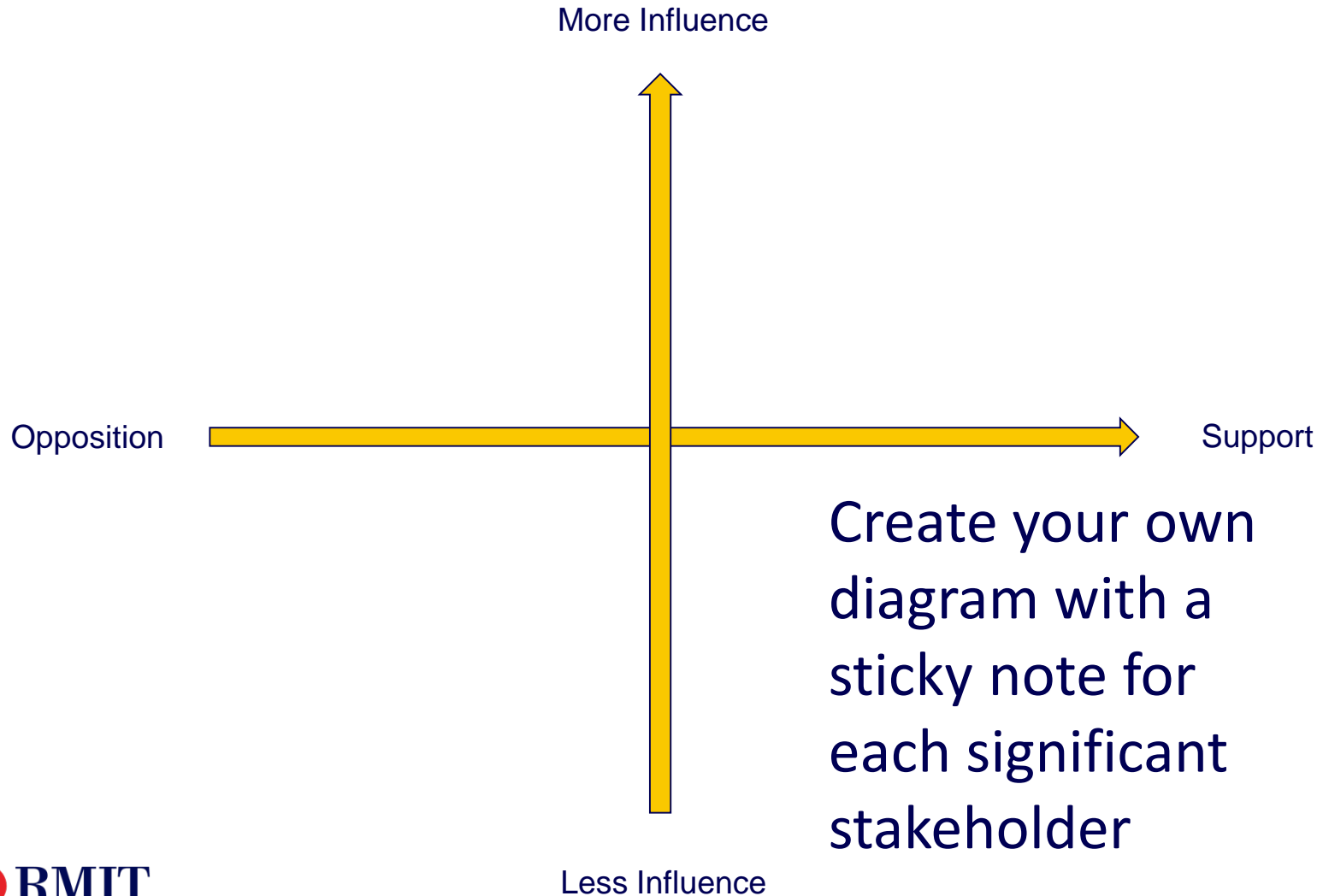
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What are the easiest and most difficult stage, and why?

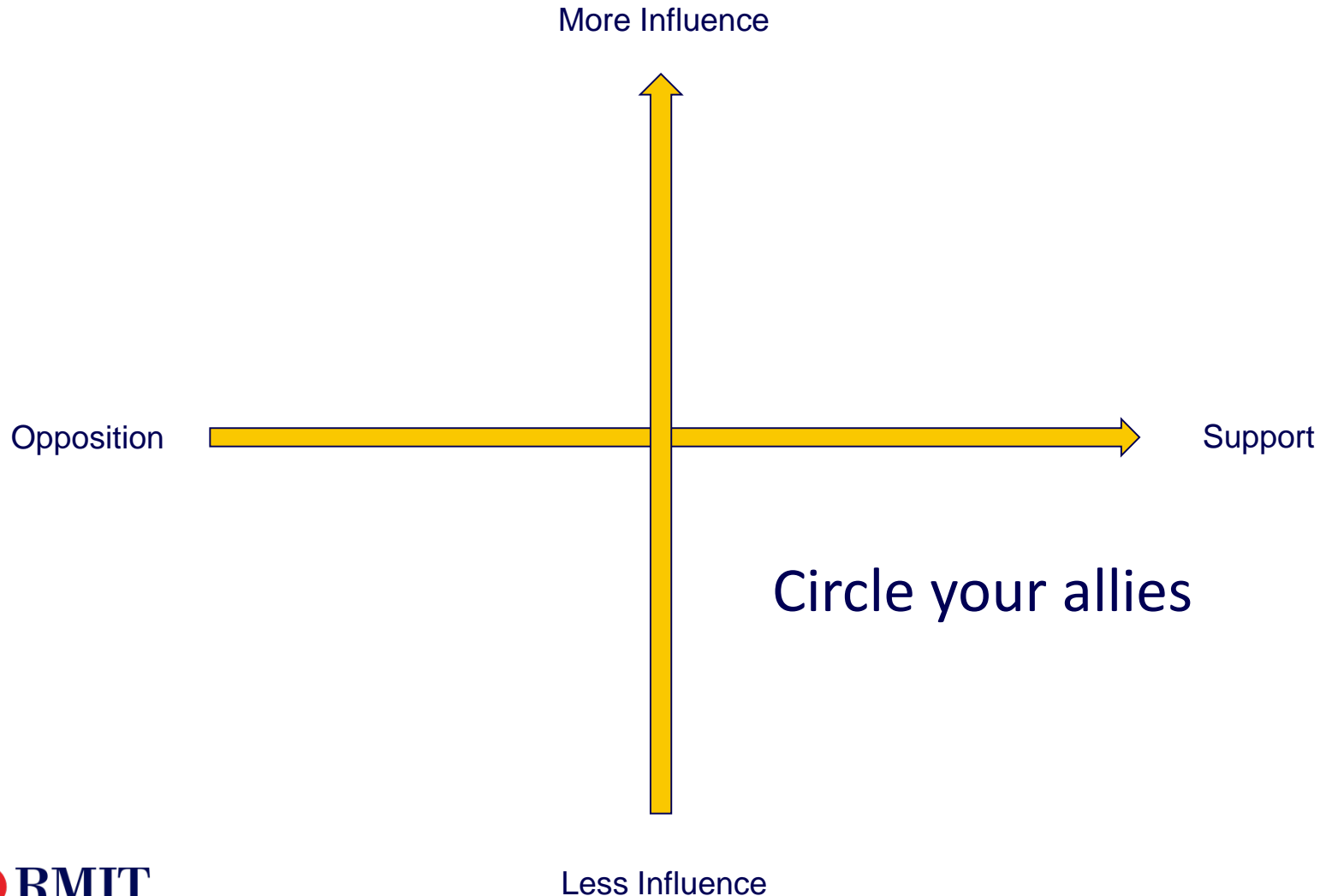
Morning tea

Leading change

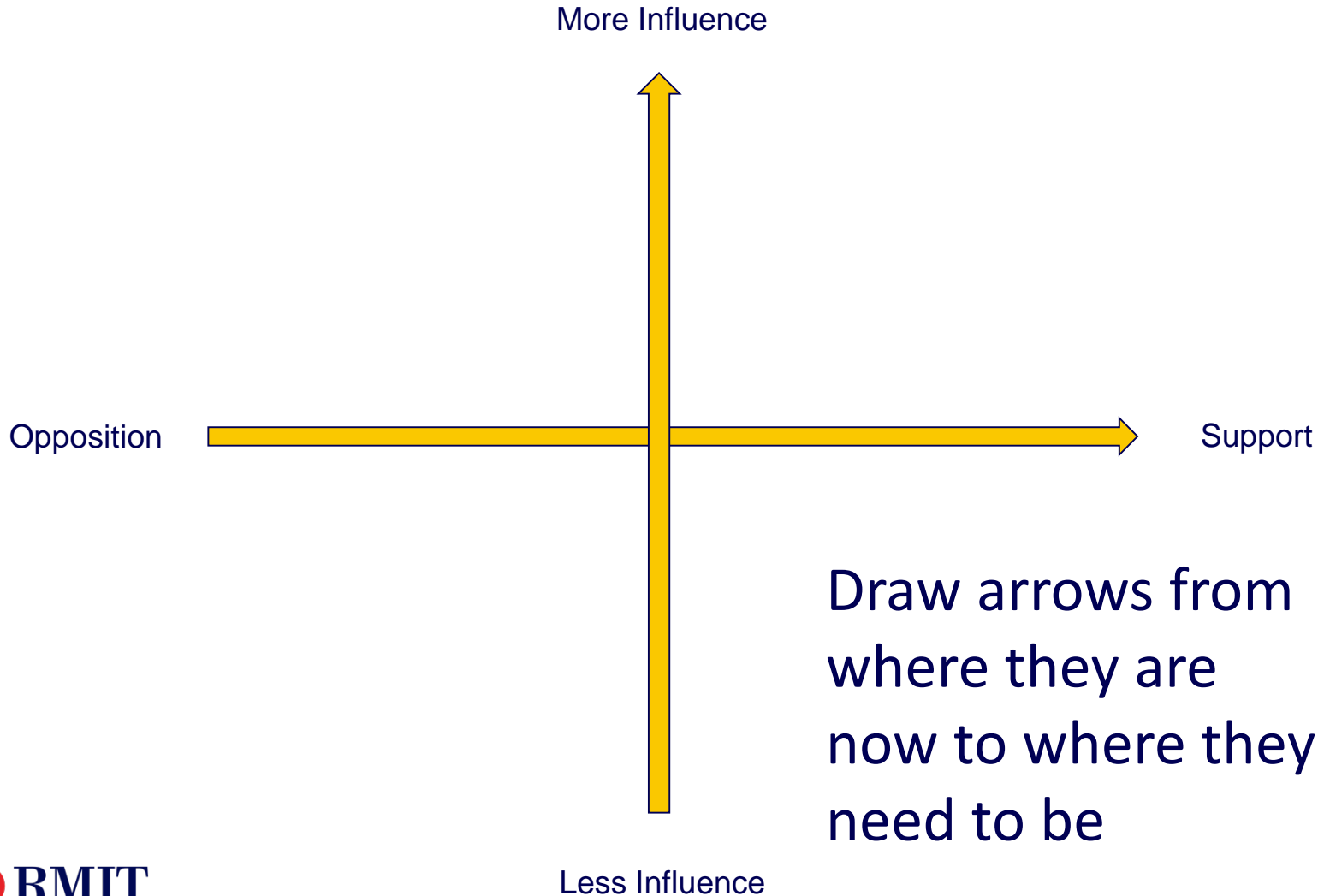
Mapping stakeholders



Name of your regulatory reform here



Shifting stakeholders



Methods for dealing with resistance to change

Approach	Commonly used in situations	Advantages	Drawbacks
Education + communication	Where there is a lack of information or inaccurate information and analysis.	Once persuaded, people will often help with the implementation of the change.	Can be very time consuming if lots of people are involved.
Participation + involvement	Where the initiators do not have all the information they need to design the change, and where others have considerable power to resist.	People who participate will be committed to implementing change, and any relevant information they have will be integrated into the change plan.	Can be very time consuming if participators design an inappropriate change.
Facilitation + support	Where people are resisting because of adjustment problems.	No other approach works as well with adjustment problems.	Can be time consuming, expensive, and still fail.
Negotiation + agreement	Where someone or some group will clearly lose out in a change, and where that group has considerable power to resist.	Sometimes it is a relatively easy way to avoid major resistance.	Can be too expensive in many cases if it alerts others to negotiate for compliance.
Manipulation + co-optation	Where other tactics will not work or are too expensive.	It can be a relatively quick and inexpensive solution to resistance problems.	Can lead to future problems if people feel manipulated.
Explicit + implicit coercion	Where speed is essential, and the change initiators possess considerable power.	It is speedy and can overcome any kind of resistance.	Can be risky if it leaves people mad at the initiators.

Shifting stakeholders

