



Oxford Cambridge and RSA

# Friday 15 January 2021 – Morning

## Level 3 Cambridge Technical in Business

### 05837/05878 Unit 15: Change management

Time allowed: 1 hour 30 minutes

C425/2101



**You must have:**

- the Resource Booklet (Insert C428)

**You can use:**

- a calculator

Please write clearly in black ink.

Centre number

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Candidate number

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First name(s)

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Last name

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Date of birth

D	D	M	M	Y	Y	Y	Y
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### INSTRUCTIONS

- Use black ink.
- Write your answer to each question in the space provided. If you need extra space use the lined page(s) at the end of this booklet. The question numbers must be clearly shown.
- Answer **all** the questions.

### INFORMATION

- The total mark for this paper is **60**.
- The marks for each question are shown in brackets [ ].
- This document has **12** pages.

### ADVICE

- Read each question carefully before you start your answer.

FOR EXAMINER USE ONLY	
Question No	Mark
1	/40
2	/20
<b>Total</b>	<b>/60</b>

Answer **all** the questions.

Use the information provided in the **Resource Booklet** to answer the following questions.

**1** Refer to **Resource 1**.

**(a)** Explain **one internal** and **one external** driver of change at *May's Farm*.

Internal .....

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External .....

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**[4]**

**(b)** Using the 'unfreeze' stage of Lewin's change management theory, explain **two** steps the partners should include in the action plan for change at *May's Farm*.

**[4]**

1 .....

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**(b)** Informal feedback from staff who work at May’s Hall shows low levels of job satisfaction. Identify **four** ways staff satisfaction at May’s Hall could be improved.

1 .....

.....

2 .....

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3 .....

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4 .....

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**[4]**

**END OF QUESTION PAPER**

**ADDITIONAL ANSWER SPACE**

If additional answer space is required, you should use the following lined page(s). The question number(s) must be clearly shown in the margin(s) – for example, 1(d) or 2(a).

A vertical line on the left side of the page is followed by 25 horizontal dotted lines, providing a ruled area for writing answers.

A series of horizontal dotted lines for writing, spanning the width of the page.



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