

Modified Enlarged 18 pt

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

Friday 15 January 2021 – Morning

Level 3 Cambridge Technical in Business

05837/05878

Unit 15: Change management

Time allowed: 1 hour 30 minutes plus your additional time allowance

**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) _____

Last name _____

**Date of
birth**

D	D	M	M	Y	Y	Y	Y
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READ INSTRUCTIONS OVERLEAF

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 [].

ADVICE

Read each question carefully before you start your answer.

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 _____

External _____

(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'.

1

2

[4]

(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

3

4

[4]

END OF QUESTION PAPER



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