



Oxford Cambridge and RSA

# Friday 10 June 2022 – Afternoon

## Level 3 Cambridge Technical in Business

### 05837/05878 Unit 15: Change management

Time allowed: 1 hour 30 minutes

C425/2206



**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.
- Use the resource booklet to answer **all** the questions.
- 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.

### 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	/38
2	/22
<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)** Drivers of change come from many sources including changes in the economy and changes in the market.

**(i)** Explain **one** change in the economy that has driven change at *Maxi Exercise*.

.....  
.....  
.....  
..... [2]

**(ii)** Explain **one** change in the market that has driven change at *Maxi Exercise*.

.....  
.....  
.....  
..... [2]















- (b) The partners of *Maxi Exercise* are planning to launch weekend fitness classes within the next three months.

Identify the **three** stages of Lewin’s change management theory. In each case, provide an example of an appropriate action that *Maxi Exercise* could take to support this additional change.

Stage 1 .....

Action .....

.....

.....

Stage 2 .....

Action .....

.....

.....

Stage 3 .....

Action .....

.....

.....

[6]

**END OF QUESTION PAPER**

**ADDITIONAL ANSWER SPACE**

If additional answer space is required, you should use the following lined page(s). The question numbers must be clearly shown in the margins – for example, 1(b) 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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