

**Modified Enlarged 18 pt**

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS**

**Friday 9 June 2023 – Afternoon**

**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.**

Use the information provided in the **RESOURCE BOOKLET** to answer all the questions.

1 Use **RESOURCE 1**.

(a) For each type of change below, identify **ONE** driver of change at Sweet Treats plc.

**Technology** \_\_\_\_\_

\_\_\_\_\_

**Market** \_\_\_\_\_

\_\_\_\_\_

**Legislation** \_\_\_\_\_

\_\_\_\_\_

**Economy** \_\_\_\_\_

\_\_\_\_\_

[4]





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**(c) Identify FOUR likely barriers to the proposed change at Sweet Treats plc.**

**1** \_\_\_\_\_

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**2** \_\_\_\_\_

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**3** \_\_\_\_\_

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**4** \_\_\_\_\_

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**[4]**









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**(b) Describe TWO QUANTITATIVE key performance indicators (KPIs) that Sweet Treats plc could use to further monitor the performance of its workforce.**

**1**

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**2**

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**[4]**

**END OF QUESTION PAPER**

















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