OCR
Oxford Cambridge and RSA

Unit Title:	**Respond to change in a business environment**
OCR unit number	227
Sector unit number	F/601/2517
Level:	2
Credit value:	3
Guided learning hours:	16

Unit purpose and aim

This unit is about recognising the affects of changes in workplace activities and the people who carry them out.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will: 1. Understand the causes and effects of change in a business environment	**The Learner can:** 1.1 Give examples of changes in working practices in a business environment, and explain why they are happening 1.2 Describe the possible effects of changes in working practices on people within a business environment 1.3 Explain how change can benefit an organisation, team and individual	Learning outcomes 1, 2 and 3 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, can be evidenced across units.
2. Understand own role in supporting change	2.1 Describe ways in which individuals can support change in a business environment 2.2 Explain the purpose and benefits of contributing to planning for change 2.3 Explain how individuals can prepare for changes within a business environment and in ways of working 2.4 Describe the types of support that people need during change	

	2.5 Explain the benefits of good communication with others and accurate information during change	
	2.6 Describe how to identify the effects of changes on own work and reasons for doing so	
	2.7 Explain the purpose of reviewing the effects of changes on people, processes and outcomes	
	2.8 Describe ways of reviewing the effects of changes on people, processes and outcomes	
3. Understand own role in responding to change	3.1 Explain the purpose of change as part of a process of continuous improvement	
	3.2 Explain the possible effects of changes on own values	
	3.3 Explain the benefits of responding positively to changes	
4. Be able to respond to change	4.1 Identify changes needed in own area of work	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to respond to change in a business environment
	4.2 Make suggestions for change	
	4.3 Complete own work tasks using changed procedures or ways of working	
	4.4 Identify where training or other support is needed	
	4.5 Actively seek support, as required	
	4.6 Give support to other people during change, or seek support, as required	
	4.7 Ask questions to clarify issues	
5. Be able to support the evaluation of change	5.1 Give feedback on the effects of changes in own work	
	5.2 Make suggestions for further actions, as required	

Assessment

This unit is centre assessed and externally verified. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Records of existing procedures identifying suggested changes

- Correspondence outlining suggestions for change

- Completed tasks where new procedure has been used

- Correspondence requesting support ie training of self or others

- Correspondence where clarification has been requested

- Records of feedback on changes in own work as a result of the change

- Records of suggestions for further change/actions

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BA111 Respond to change in a business environment

NOS can be viewed on the CfA website at http://www.cfa.uk.com or the Occupational standards directory at www.ukstandards.co.uk.

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Link to functional skills standards http://www.qcda.gov.uk/15565.aspx

Functional Skills Standards					
English		**Mathematics**		**ICT**	
Speaking and Listening	✓	Representing		Use ICT systems	✓
Reading	✓	Analysing		Find and select information	✓
Writing	✓	Interpreting		Develop, present and communicate information	✓

Resources

Access to a working environment with associated equipment and resources

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .