

<b>Unit Title:</b>	<b>Principles of contributing to innovation and change</b>
OCR unit number	307
Sector unit number	TC3-7
Level:	3
Credit value:	2
Guided learning hours:	16

## Unit purpose and aim

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This unit is about understanding how to make contributions to improving ways of working and the reasons for change occurring in a business environment.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p><b>The Learner will:</b></p> <p>1 Understand the purpose of innovation in a business environment</p>	<p><b>The Learner can:</b></p> <p>1.1. Explain the purpose of innovation in a business environment</p>	<p>1.1 For example to:</p> <ul style="list-style-type: none"> <li>• Introduce positive change</li> <li>• To keep up with the market and competitors</li> </ul>
<p>2 Understand how to contribute to innovation</p>	<p>2.1 Explain the purpose of reviewing existing ways of working and positive ways of doing so</p>	<p>2.1 The purpose for reviewing working methods, products or services may include:</p> <ul style="list-style-type: none"> <li>• identifying anything that is not working</li> <li>• providing the opportunity to improve</li> <li>• Reviewing products ensures that they are still fit for purpose</li> <li>• Reviewing services ensures that what is being offered is competitive and what the customer wants</li> </ul> <p>Positive ways of doing this may include involving staff and seeking employee opinions.</p>



		<ul style="list-style-type: none"> <li>• Increased profits</li> <li>• Reduction in costs</li> <li>• Reduction of staff</li> <li>• Increased training needs</li> <li>• Opportunity to learn new skills</li> <li>• Job insecurities</li> <li>• Increased absence</li> </ul>
<p>4 Understand the process of change in a business environment</p>	<p>4.1 Explain the purpose of planning change</p> <p>4.2 Explain the purpose of effective communication when making changes</p> <p>4.3 Describe types of problems that occur when making changes and ways of dealing with them</p> <p>4.4 Explain the purpose of reviewing and evaluating change</p>	<p>4.1 For example to ensure a smooth transition so that customers and levels of service are unaffected.</p> <p>4.2 For example:</p> <ul style="list-style-type: none"> <li>• To ensure staff feel included and involved</li> <li>• To ensure everyone understands the purpose for the change and the opportunities it may provide</li> <li>• Allows for opinions to be expressed and valued</li> </ul> <p>4.3 For example;</p> <ul style="list-style-type: none"> <li>• Resistance to change</li> <li>• Lack of information about the changes</li> </ul> <p>Which can be addressed through effective communication and training</p> <p>4.4 For example to ensure the change was successful, to identify any issues or problems at an early stage and to evaluate the impact of the change.</p>

## Assessment

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Assessment will consist of an on-line multiple-choice test. All tests are available on demand.

The test for this unit will be 30 minutes in length and consist of 20 questions. Results will be graded pass or fail.

The grade achieved will be stated on the certificate.

## Guidance on assessment and evidence requirements

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This unit is assessed via an on demand on-screen multiple-choice test, set and marked by OCR.

Each test will consist of multiple-choice questions which will test candidates' knowledge and understanding across the Learning Outcomes and associated Assessment Criteria. Candidates will be required to have knowledge and understanding of all Assessment Criteria within the unit, as all Assessment Criteria will be covered within any one test.

A number of multiple-choice question types may be used. These could include: closed questions; statements for completion; multiple response questions; true/false questions or ordering questions (including a maximum of 4 steps).

(Please refer to the *Principles of Business and Administration Centre Handbook* for further guidance regarding each type of question).

Centres should refer to the '*OCR Administrative Guide to Vocational Qualifications (A850)*' for Notes on Preventing Computer-Assisted Malpractice.

## National Occupational Standards (NOS) mapping/signposting

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NOS can viewed on the relevant Sector Skills Council's website or the Occupational standards directory at [www.ukstandards.co.uk](http://www.ukstandards.co.uk).

Occupational standards	Unit number	Title
Business & Administration NOS	319	Plan and implement innovation and change
Business & Administration NOS	301	Carry out your responsibilities at work
Business & Administration NOS	302	Work within your business environment

## Functional skills signposting

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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, listening and communication	✓	Representing		Use ICT systems	✓
Reading	✓	Analysing		Find and select information	✓
Writing	✓	Interpreting		Develop, present and communicate information	

## Resources

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Equipment: In order to deliver the on-line test for this unit, centres will require the minimum hardware stipulated in the OCR document *Minimum Hardware Requirements*. This document is available for downloading from the E-assessment area of the *Business and Administration* website ([www.ocr.org.uk](http://www.ocr.org.uk)).

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing learning programmes.

## Additional information

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The *OCR Business and Administration Centre Handbook* contains important information for anyone delivering, working towards or involved with the OCR Business and Administration qualifications, of which this unit forms a part. This can be downloaded from OCR's website [www.ocr.org.uk](http://www.ocr.org.uk).

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](http://www.ocr.org.uk) .