

Unit Title:	Principles of supporting change in a business environment
OCR unit number	204
Sector unit number	TC2-4
Level:	2
Credit value:	1
Guided learning hours:	8

Unit purpose and aim

This unit is about the reasons for change in working methods, products or services in a business environment and the knowledge and understanding needed to support change in a positive way.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>The Learner will:</p> <p>1 Understand why change happens in a business environment</p>	<p>The Learner can:</p> <p>1.1 Explain the reasons for change in a business environment</p>	<p>1.1 Reasons for change in a business environment may include:</p> <ul style="list-style-type: none"> • internal factors (eg the need reduce costs, the need to provide a better or different service etc) • external factors (eg to adhere to regulations, political changes, economic conditions etc)
<p>2 Understand the purpose of supporting change in a business environment</p>	<p>2.1 Identify reasons for reviewing working methods, products or services</p>	<p>2.1 reasons for reviewing working methods, products or services may include:</p> <ul style="list-style-type: none"> • identifying anything that is not working • providing the opportunity to improve • Reviewing products ensures that they are still fit for purpose • Reviewing services ensures that what is

	<p>2.2 Describe types of support that people may need during change</p> <p>2.3 Explain the benefits of working with others during change</p>	<p>being offered is competitive and what the customer wants</p> <p>2.2 types of support that people may need during change such as:</p> <ul style="list-style-type: none"> • Training to ensure new procedures, products and or services are understood and procedures are implemented successfully • Personal support as people may fear the unknown or be uncertain about job security <p>2.3 For example:</p> <ul style="list-style-type: none"> • Ensuring the changes are well supported means the adjustment will be an efficient one • Ensures co-operation
<p>3 Understand how to respond to change in a business environment</p>	<p>3.1 Explain the purpose of responding positively to changes in working methods, products or services</p> <p>3.2 Identify ways of responding positively to change</p>	<p>3.1 Responding positively to change for example will ensure changes are implemented more smoothly</p> <p>3.2 ways of responding positively to change may include:</p> <ul style="list-style-type: none"> • Taking up opportunities to learn new skills • Adapting to the change quickly and easily • Maintaining a positive attitude

Assessment

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

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

NOS can viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
Business and Administration	413	Promote Innovation and Change

Functional skills signposting

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

Link to functional skills standards <http://www.gcda.gov.uk/15565.aspx>

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	9	Representing		Use ICT systems	9
Reading	9	Analysing		Find and select information	9
Writing	9	Interpreting		Develop, present and communicate information	

Resources

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).

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

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.

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.