

## Level 3 Cambridge Technical in Business

05837/05878

### Unit 15: Change management

**Thursday 18 January 2018 – Afternoon**

**Time allowed: 1 hour 30 minutes**

**You must have:**

- a clean copy of the resource booklet (insert C428).

**You may use:**

- a calculator

First Name						Last Name				
Centre Number						Candidate Number				
Date of Birth	D	D	M	M	Y	Y	Y	Y		

#### INSTRUCTIONS

- Use black ink.
- Complete the boxes above with your name, centre number, candidate number and date of birth.
- Answer **all** the questions.
- Write your answer to each question in the space provided.
- Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).

#### INFORMATION

- The total mark for this paper is **60**.
- The marks for each question are shown in brackets [ ].
- This document consists of **12** pages.

FOR EXAMINER USE ONLY	
Question No	Mark
1	/36
2	/24
<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) Outline **two external** drivers for change at *The Chime Charity*.

1.....  
.....  
.....  
.....

[2]

2.....  
.....  
.....  
.....

[2]









2 Refer to **Resource 2**.

(a) Outline **four** training needs at *The Chime Charity* food bank.

1.....  
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[2]

2.....  
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[2]

3.....  
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[2]

4.....  
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[2]







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