



Oxford Cambridge and RSA

Tuesday 14 January 2020 – Morning

Level 3 Cambridge Technical in Business

05837/05878 Unit 15: Change management

Duration: 1 hour 30 minutes

C425/2001



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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INSTRUCTIONS

- Use black ink.
- Write your answer to each question in the space provided. You can use extra paper if you need to, but you must clearly show your candidate number, the centre number and the question numbers.
- Answer **all** the questions.

INFORMATION

- The total mark for this paper is **60**.
- The marks for each question are shown in brackets [].
- This document has **8** pages.

ADVICE

- Read each question carefully before you start your answer.

FOR EXAMINER USE ONLY	
Question No	Mark
1	/28
2	/32
Total	/60

Answer **all** the questions.

Use the information provided in the **Resource Booklet** to answer the following questions.

1 Refer to **Resource 1**.

(a) Identify **two** barriers to the proposed change at *Hope Hospital*.

1.....
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2.....
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[2]

(b) Explain **two external** drivers of change at *Hope Hospital*.

1.....
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2.....
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[6]

A series of horizontal dotted lines for writing, spanning the width of the page.

