

## Tuesday 14 January 2025 – Morning

### Level 3 Cambridge Technical in Business

#### 05837/05878 Unit 15: Change management

Time allowed: 1 hour 30 minutes

C425/2501



**You must have:**

- the Resource Booklet  
(Insert C428 – inside this document)

**You can use:**

- a calculator



Please write clearly in black ink. **Do not write in the barcodes.**

Centre number

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Candidate number

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First name(s)

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Last name

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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.
- Use the Resource Booklet to 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 **12** pages.

### ADVICE

- Read each question carefully before you start your answer.

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

**1 Use Resource 1.**

**(a)** Describe **two** drivers of change at Carma Play.

1 .....

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2 .....

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**[4]**

**(b)** Explain **one** barrier to change that may have led to some of the volunteers not supporting the change.

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**[2]**



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(b) Carma Play has received negative publicity for losing its original focus on providing toys for children in the local community. The directors have now decided to restrict the postal delivery service to those who live within 25 miles of the toy library. Some of the volunteers do not agree with this.

Name any **two** steps in 'Kotter's 8 Step process for leading change'. For each of these steps, describe **one** action that the directors of Carma Play could take to help manage this change successfully.

Step 1 .....

Action .....

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Step 2 .....

Action .....

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[6]

**END OF QUESTION PAPER**

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