



Oxford Cambridge and RSA

Thursday 22 May 2025 – Afternoon

Level 3 Cambridge Technical in Business

05837/05878 Unit 15: Change management

Time allowed: 1 hour 30 minutes

C425/2506



You must have:

- the Resource Booklet (inside this document)

You can use:

- a calculator



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

Centre number

--	--	--	--	--

Candidate number

--	--	--	--

First name(s)

Last name

Date of birth

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

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.

1 Use Resource 1.

- (a)** An increase in competition has recently driven change at Good Yolk Ltd.

Describe **two other** drivers of change at Good Yolk Ltd.

1

.....

.....

.....

.....

.....

.....

2

.....

.....

.....

.....

.....

[4]

- (b)** Beth would like Good Yolk Ltd to consult with local residents of East Farm and West Farm before making the closures.

Explain **one** way this consultation could take place.

.....

.....

.....

.....

.....

.....

.....

..... **[2]**

- (c)** Good Yolk Ltd will close East Farm and West Farm within the next 3 months.

Analyse **four** barriers to this change.

Which of these barriers is likely to pose the greatest risk to Good Yolk Ltd? Give reasons for your answer. **[16]**

This image shows a full page of white paper with horizontal dashed lines, typical of primary school writing paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

[illegible]

(d) Evaluate likely impacts of the closure of the two farms on the current employees of Good Yolk Ltd. **[16]**

[illegible]

- Recommend which **one** of these issues is the most significant. Give reasons for your answer.

This image shows a full page of white paper with horizontal dashed lines, typical of primary-ruled notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

- (b) Some of the business customers in the North and the South have stopped ordering from Good Yolk Ltd. This is because the customers are concerned about the reliability of supply from Good Yolk Ltd and whether there will be further closures.

For each of the following steps from 'Kotter's 8 Step process for leading change', identify **one** action that could be taken and explain how this could help Good Yolk Ltd rebuild its relationship with its business customers in the North and the South.

Step: **Remove obstacles**

Action

.....

.....

.....

.....

.....

Step: **Create short-term wins**

Action

.....

.....

.....

.....

.....

[6]

END OF QUESTION PAPER

10
BLANK PAGE

DO NOT WRITE ON THIS PAGE

11
BLANK PAGE

DO NOT WRITE ON THIS PAGE

DO NOT WRITE ON THIS PAGE



Copyright Information

OCR is committed to seeking permission to reproduce all third-party content that it uses in its assessment materials. OCR has attempted to identify and contact all copyright holders whose work is used in this paper. To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced in the OCR Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download from our public website (www.ocr.org.uk) after the live examination series.

If OCR has unwittingly failed to correctly acknowledge or clear any third-party content in this assessment material, OCR will be happy to correct its mistake at the earliest possible opportunity.

For queries or further information please contact The OCR Copyright Team, The Triangle Building, Shaftesbury Road, Cambridge CB2 8EA.

OCR is part of Cambridge University Press & Assessment, which is itself a department of the University of Cambridge.