

Modified Enlarged 24pt
OXFORD CAMBRIDGE AND RSA EXAMINATIONS

Thursday 22 May 2025 – Afternoon

Level 3 Cambridge Technical in Business

05837/05878

Unit 15: Change management

**Time allowed: 1 hour 30 minutes
plus your additional time allowance**

YOU MUST HAVE:
**the Resource Booklet (with this
document)**

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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READ INSTRUCTIONS OVERLEAF



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 [].

ADVICE

Read each question carefully before you start your answer.

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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. [4]

1

2

(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]

[illegible]

[illegible]

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

[illegible]

[illegible]

2 USE RESOURCE 2.

- (a) Analyse the unresolved issues that need to be addressed so that the change at Good Yolk Ltd is successful.**

Recommend which ONE of these issues is the most significant. Give reasons for your answer. [16]

[illegible]

[illegible]

- (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. [6]

Step: REMOVE OBSTACLES

Action _____

Step: CREATE SHORT-TERM WINS

Action

END OF QUESTION PAPER



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