



Oxford Cambridge and RSA

Friday 9 June 2023 – Afternoon

Level 3 Cambridge Technical in Business

05837/05878 Unit 15: Change management

Time allowed: 1 hour 30 minutes
C425/2306



You must have:

- the Resource Booklet (Insert C428)

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)

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. If you need extra space use the lined page(s) at the end of this booklet. The question numbers must be clearly shown.
- 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 all the questions.

1 Use **Resource 1**.

(a) For each type of change below, identify **one** driver of change at Sweet Treats plc.

Technology

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Market

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Legislation

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Economy

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[4]

(b) Evaluate likely impacts of the proposed change on Sweet Treats plc.

[16]

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(b) Describe **two quantitative** key performance indicators (KPIs) that Sweet Treats plc could use to further monitor the performance of its workforce.

1

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2

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[4]

END OF QUESTION PAPER

ADDITIONAL ANSWER SPACE

If additional answer space is required, you should use the following lined page(s). The question number(s) must be clearly shown in the margin(s) – for example, 1(d) or 2(a).

A vertical line on the left side of the page is followed by 25 horizontal dotted lines, providing a ruled area for writing answers.

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

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



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