

CHANGE MANAGEMENT REPORT: M3.02; M3.03; M3.04

Centre Number	Centre Name
Candidate Registration No	Candidate Name
<p>Examine factors that may require your organisation to change, and identify a change required in the workplace that will benefit the organisation. If you are not currently working within an organisation, then you may complete this task in relation to an organisation with which you are familiar. This could include experience working in a voluntary capacity.</p> <p>You should discuss the choice of topic and an outline of your submission with your line manager and/or your tutor. The choice of topic must allow you to demonstrate achievement of assessment criteria from the units studied. It should not be a very large or complex topic, but it must offer scope for planning change – perhaps it is a change in working methods, customer service or working relationships.</p> <p>TASK</p> <p>Write a report to your line manager about a change that is needed which could be implemented in the near future. The 'nominal' word count for this assignment is 2000 words: the suggested range is between 1500 and 3000 words.</p>	
<i>Please use the headings shown below when writing up your Assignment</i>	Assessment Criteria
<p>Background</p> <p>Briefly describe your organisation, what it does, and your role within it</p> <p>Give examples of quality standards from your area of work and briefly explain the importance of quality and continuous improvement for your organisation</p> <p><i>(min 3 marks required from 10 available)</i></p>	<ul style="list-style-type: none"> • Context for report is provided • The organisation's quality standards are identified • The importance of quality awareness and the need to continuously improve the organisation is explained
<p>Identify a change that is required</p> <p>Identify factors that may require the organisation to change</p> <p>Based on these factors identify a change required in the workplace and explain the potential benefits of this change to the organisation</p> <p><i>(min 5 marks required from 15 available)</i></p>	<ul style="list-style-type: none"> • Forces that may require change in the organisation are identified by conducting a simple SWOT and/or PESTLE analysis • An example is given of change required in the workplace reflecting the SWOT and/or PESTLE analysis • The benefits of innovation and change for the organisation are explained
<p>Planning and monitoring the change</p> <p>State the objectives of the change in order of their priority. At least one must be a SMART objective</p> <p>Prepare an action plan for implementing the change</p> <p>Explain the technique you would use to monitor the achievement of the primary objective</p> <p><i>(min 10 marks required from 30 available)</i></p>	<ul style="list-style-type: none"> • SMART objectives are set, listed in order of priority and appropriate time scales set for their achievement • Objectives are planned using an established time management technique • A technique for planning change within the context of the example given is used • The monitoring technique for any objective is explained

<p>Implications of the change</p> <p>Explain the possible financial effects of the change on the organisation</p> <p>Explain the possible effects on people in the organisation</p> <p>Identify any potential barriers to change and suggest practical ways of overcoming these</p> <p><i>(min 8 marks required from 25 available)</i></p>	<ul style="list-style-type: none"> • Relevant human and financial factors in the consideration of change are identified • Possible human and financial effects of change upon people, departments and the organisation is explained • Constraining or limiting factors that could hinder the achievement of any one objective are identified • The barriers to change and innovation in the workplace and practical ways of overcoming these are explained
<p>Communicating and implementing the change</p> <p>Identify who needs to know about the change, describe how you will communicate with them and explain why it is important to communicate the change to them</p> <p>Explain how you will continually improve once the change has been implemented. Explain how you will involve your team in doing this, and identify which tools or techniques you could use and how you would evaluate these improvement activities.</p> <p><i>(min 6 marks required from 20 available)</i></p>	<ul style="list-style-type: none"> • Communication with and involvement of people to facilitate effective change are explained • The importance of communication in successful implementation of change is explained • Ways of involving the team in quality and continuous improvement are explained • A continuous improvement tool or technique relevant to the workplace is used • Ways to evaluate continuous improvement activities are discussed
<p>By submitting I confirm that this assessment is my own work</p>	

MARK SHEET: M3.02, M3.03, M3.04: CHANGE MANAGEMENT REPORT

Centre Number		Centre Name		
Candidate Registration No		Candidate Named below confirms authenticity of submission NAME:		
Criteria	WBA Strengths	WBA Weaknesses	Assr mark	QA mark
Background <ul style="list-style-type: none"> • Context for report is provided • The organisation's quality standards are identified • The importance of quality awareness and the need to continuously improve the organisation is explained 			/ 10 marks (min 3)	
Identify a change that is required <ul style="list-style-type: none"> • Forces that may require change in the organisation are identified by conducting a simple SWOT and/or PESTLE analysis • An example is given of change required in the workplace reflecting the SWOT and/or PESTLE analysis • The benefits of innovation and change for the organisation are explained 			/ 15 marks (min 5)	
Planning and monitoring the change <ul style="list-style-type: none"> • SMART objectives are set, listed in order of priority and appropriate time scales set for their achievement • Objectives are planned using an established time management technique • A technique for planning change within the context of the example given is used • The monitoring technique for any objective is explained 			/ 30 marks (min 10)	
Implications of the change <ul style="list-style-type: none"> • Relevant human and financial factors in the consideration of change are identified • Possible human and financial effects of change upon people, departments and the organisation is explained • Constraining or limiting factors that could hinder the achievement of any one objective are identified • The barriers to change and innovation in the workplace and practical ways of overcoming these are explained 			/ 25 marks (min 8)	

<p>Communicating and implementing the change</p> <ul style="list-style-type: none"> • Communication with and involvement of people to facilitate effective change are explained • The importance of communication in successful implementation of change is explained • Ways of involving the team in quality and continuous improvement are explained • A continuous improvement tool or technique relevant to the workplace is used • Ways to evaluate continuous improvement activities are discussed 			/ 20 marks (min 6)	
(External) Assessor's Decision		Quality Assurance Use		
Total Marks	Outcome (circle as applicable)	Total Marks	Outcome (circle as applicable)	
Total 50+ overall, AND minimum in each section	PASS FAIL	Total 50+ overall, AND minimum in each section	PASS FAIL	
Section fail if applicable:		Date of QA check:		
Name of Assessor		Name of QA		
Assessor Signature		QA Signature		