

Change Management Report: M3.02, M3.03 and 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 Report</i>	
	Assessment Criteria
<p>Introduction / Background</p> <p>In order to provide a context, briefly describe your organisation, what it does, and your role within it.</p> <p>Give a few examples of what is measured in your area of work that will determine whether your products or services are acceptable.</p> <p>Briefly explain why quality and continuous improvement are important for your workplace. What would happen in your area of work if quality standards were allowed to slip?</p> <p><i>(min 5 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>Carry out a simple SWOT or PESTLE analysis to examine the business environment in which your organisation operates.</p> <p>As a result of your better understanding of the environment, identify one change required in your workplace to make things better.</p> <p>This change could be initiated by you or by someone in higher authority.</p> <p>Explain how the organisation will benefit from this proposed change.</p> <p><i>(min 7 marks required from 14 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>Prepare an action plan for implementing the change. Your action plan should include objectives that are Specific, Measurable, Aceptable, Realistic and Time-bound. The objectives should be listed in order of priority. The action plan should indicate</p>	<ul style="list-style-type: none"> • SMART objectives are set, listed in order of priority and appropriate time scales set for their achievement

<ul style="list-style-type: none"> • what has to be done, • who will do it, • when it will be done, • where it will be done; and • also what resources will be needed <p>Example of objectives could include things such as reducing cost, speeding up production or minimising waste.</p> <p>In order to ensure that what was planned actually happens, explain how progress would be monitored to ensure the change is achieved.</p> <p><i>(min 15 marks required from 30 available)</i></p>	<ul style="list-style-type: none"> • 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>Identify and explain what the proposed change will cost and its financial effects.</p> <p>Identify those who will be affected by the change and explain how this will affect them.</p> <p>What could you do to overcome any objections or resistance to the proposed change?</p> <p><i>(min 13 marks required from 26 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>Introducing the change will not be the end of the matter. You will have to tell people about the change. Identify and explain:</p> <ul style="list-style-type: none"> • who needs to know about the change • how you will tell them; and • why it is important to tell them <p>Briefly explain how you will continue to improve once the change has been completed. What tool could you use to monitor continuous improvement?</p> <p>Briefly explain how you will involve the team in quality and improvement matters.</p> <p><i>(min 10 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
Introduction / 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 5)	
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 			/ 14 marks (min 7)	
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 15)	
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 			/ 26 marks (min 13)	

<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 10)	
(Internal) 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		