

Title	Understand how to manage organisational change for achieving excellence in food operations				
Ofqual unit ref	R/602/5076				
Level	3	Credit value	3	GLH	17
Learning Outcomes			Assessment Criteria		
The learner will:			The learner can:		
1 Know how to prepare for managing organisational change			1.1 Outline the plans for change agreed in line with the strategy for achieving excellence		
			1.2 Summarise the theories for understanding teams/team-building techniques and their application		
			1.3 Explain how to assess the risks and benefits associated with implementation of change		
			1.4 Summarise business and operational critical activities and their interdependencies		
			1.5 Assess those factors that need to be changed along with the associated priorities and reasons		
			1.6 Define the theory and application of the change/performance curve		
			1.7 Summarise stakeholder and line management expectations and how they influence the process.		
2 Know how to manage organisational change			2.1 Summarise the main models and methods for managing change and their strengths and weaknesses		
			2.2 Describe the importance of contingency planning and how to do so effectively		
			2.3 Explain how to make critical decisions		
			2.4 Evaluate the range of information sources available to support achieving excellence		
			2.5 Outline the internal and resource barriers to change, and techniques to overcome them.		
3 Know how to review and communicate organisational change			3.1 Assess the techniques used to monitor, control and review progress during organisational change		

Title	Understand how to manage organisational change for achieving excellence in food operations	
Ofqual unit ref	R/602/5076	
3 Know how to review and communicate organisational change	<p>3.2 Explain how to evaluate the success of change implementation</p> <p>3.3 Differentiate between formal and informal channels of communication</p> <p>3.4 Explain how to give and receive feedback about change management</p> <p>3.5 Explain how to evaluate consultation arrangements that are best suited to implement achieving excellence.</p>	
Unit purpose and aim(s)	<p>This unit is designed to assess the knowledge and understanding of learners in the workplace context, when managing organisational change for achieving excellence in food operations. It can be assessed on or off the job. The learner must demonstrate their current knowledge and understanding, to meet all assessment criteria. Assessment methods appropriate to the needs of the learner must be used to generate satisfactory evidence of knowledge and understanding. It is recommended that this unit is taken with the relevant Occupational Skills Unit. The Improve Assessment Strategy for Proficiency Qualifications in Food and Drink sets out the overarching assessment requirements.</p>	