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Unit Title:	**Evaluate and solve business problems**
OCR unit number	406
Sector unit number	K/601/2558
Level:	4
Credit value:	6
Guided learning hours:	16

Unit purpose and aim

This unit is about recognising that there is a problem with the way work is being carried out in a business environment, analysing the problem for possible causes and evaluating the problem in terms of the risks it presents if not solved.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will: 1. Understand business problems, their causes and impact	**The Learner can:** 1.1 Explain ways of recognising when business problem exists 1.2 Explain how to identify possible causes of business problems 1.3 Describe how to assess risks or consequences of business problems 1.4 Explain how to analyse business problems and evaluate the relevance and importance of factors contributing to them	Learning outcomes 1, 2, 3 and 4 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, can be evidenced across units.
2. Understand techniques for solving business problems	2.1 Explain different ways of solving business problems 2.2 Explain different ways of planning to solve business problems 2.3 Describe the purpose of identifying resource requirements needed 2.4 Explain the purpose and benefit of having support and feedback from others when solving business problems	

	2.5 Explain the purpose and benefit of regularly reviewing progress and adjusting plans when solving business problems	
2	2.6 Explain how to recognise when a business problem has been solved	
3. Understand organisational and regulatory factors that influence solutions to business problems	3.1 Describe effects of organisational polices and procedures when solving business problems	
	3.2 Describe effects of legal or regulatory requirements when solving business problems	
4. Understand how to evaluate approaches to solving business problems	4.1 Describe ways of evaluating approaches to solving business problems	
	4.2 Describe ways of evaluating solutions to business problems for effectiveness	
	4.3 Explain the purpose of evaluating approaches and solutions to business problems	
5. Be able to recognise and analyse business problems	5.1 Recognise business problems affecting work	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to evaluate and solve business problems.
	5.2 Assess the risks presented by a business problem, and the possible impact of not resolving it	
	5.3 Analyse business problems, getting additional information, as required	
	5.4 Discuss with others to agree what the business problems are	
	5.5 Assess the relevance and importance of the factors contributing to business problems	
	5.6 Prioritise business problems according to its importance, complexity, impact and urgency	

6. Be able to plan and carry out own solution to business problems	6.1 Develop and justify an approach for how to solve business problems	
	6.2 Develop and justify own plan to solve business problems	
	6.3 Identify and confirm ways of deciding when the business problem has been solved	
	6.4 Agree own plan, with others as required	
	6.5 Carry out own plan to solve business problems, involving others as required	
	6.6 Gather and use resources needed to solve business problems	
	6.7 Use support and feedback from others to help reach a solution	
	6.8 Regularly check progress towards solving business problems	
	6.9 Use feedback and progress reviews to adjust the plan, as required	
	6.10 Confirm that business problems have been solved, with others as required	
7. Be able to evaluate own solution to a business problem	7.1 Evaluate own approach to solving business problems for its effectiveness	
	7.2 Evaluate own solution to business problems for its effectiveness	
	7.3 Evaluate alternative approaches and solutions for possible effectiveness	

Assessment

This unit is centre assessed and externally verified. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Annotated organisational policies and procedures
- Documentation relating to the identification, analysis, identification of decision criteria, development of possible solutions and choice of optimal solution
- Risk assessment
- Communications with colleagues
- Input from colleagues
- Team/management team minutes
- Problem solving plans
- Implementation and evaluation of plan
- Evaluation of effectiveness of solution

Guidance on assessment and evidence requirements

Refer to sections on Assessment and Evidence requirements above.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the BAG128 Evaluate and solve business problems

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Link to functional skills standards http://www.qcda.gov.uk/15565.aspx

Functional Skills Standards					
English		**Mathematics**		**ICT**	
Speaking and Listening	✓	Representing		Use ICT systems	✓
Reading	✓	Analysing		Find and select information	✓
Writing	✓	Interpreting		Develop, present and communicate information	✓

Resources

Access to a working environment with associated equipment and resources

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .