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Unit Title:	**Make decisions in a business environment**
OCR unit number	407
Sector unit number	H/601/2560
Level:	4
Credit value:	4
Guided learning hours:	24

Unit purpose and aim

This unit is about making decisions made in a business environment at the level where there is no requirement for formal legal or organisational procedures to be followed.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will: 1. Understand the purpose and process of decision-making	**The Learner can:** 1.1 Evaluate situations where decision-making is required 1.2 Explain key stages in the decision-making process	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 how to prepare to make decisions	2.1 Explain the purpose of knowing the context in which a decision is being made 2.2 Justify possible limitations on a person making decisions 2.3 Explain how to research information to be used to inform and influence decision-making 2.4 Evaluate sources of information that can be used to inform and influence decision-making	
3. Understand how to make decisions	3.1 Explain the purpose of meetings and other discussions where decisions are being made	

	3.2 Explain how to structure own ideas, information and recommendations to maximise their effectiveness	
	3.3 Explain the purpose and benefits of respecting other people's contributions to the decision-making process	
	3.4 Explain how to be proactive and engage with colleagues during the decision-making process	
	3.5 Justify the use of evidence, argument, questioning and assertiveness to influence outcomes	
	3.6 Explain the purpose of collective responsibility	
4. Understand how to assess decisions and their effects	4.1 Evaluate ways to monitor the effect of decisions and identify learning points	
	4.2 Explain how to review the decision-making process	
5. Be able to prepare background information to make decisions	5.1 Research and collect information to add value to the decision-making process	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to make decisions in a business environment
	5.2 Evaluate sources of information needed	
6. Be able to make decisions	6.1 Identify and agree criteria for making a decision	
	6.2 Review information provided in order to make a decision	
	6.3 Structure ideas, information and recommendations in a logical and meaningful way	
	6.4 Present rationale and conclusions to others using accurate and current information	
	6.5 Provide additional information to support conclusions	

		6.6 Respond as required when asked to supply information to help with decision-making	
		6.7 Respect other people's contributions to the decision-making process	
		6.8 Use evidence, argument, questioning and assertiveness to justify decision(s)	
		6.9 Listen to other people's feedback and record for future evaluation	
		6.10 Confirm support for the decision(s)	
7. Be able to assess contributions to decision-making		7.1 Assess contributions made to the decision-making process	
		7.2 Identify learning points to improve future decision-making	

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
- Identification and records of information sources
- Criteria for decision making
- Presentation of rationale and conclusions
- Supporting documents
- Input from others
- Record of justification of decision
- Documentation recording analysis of contribution to the decision making process
- Appraisal/review
- Learning Plan

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 BAG122 Make decisions in a business environment

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 .