OCR
Oxford Cambridge and RSA

Unit Title:	**Solve business problems**
OCR unit number	304
Sector unit number	L/601/2522
Level:	3
Credit value:	4
Guided learning hours:	18

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 and analysing the problem for possible causes.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will:	**The Learner can:**	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.
1. Understand business problems and their causes	1.1 Describe ways of recognising when a business problem exists	
	1.2 Explain how to identify possible causes of business problems	
	1.3 Describe ways of analysing business problems	
2. Understand techniques for solving business problems	2.1 Describe different ways of planning to solve a business problem	
	2.2 Describe different ways of solving business problems	
	2.3 Give reasons for having support and feedback from others when problem solving	
	2.4 Explain the purpose of regularly reviewing progress and adjusting plans during problem solving	
	2.5 Describe ways of recognising when a problem has been solved	

3. Understand factors that influence solutions to business problems	3.1 Describe the possible effects of organisational polices and procedures when solving business problems	
	3.2 Describe the possible 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 problems for effectiveness	
5. Be able to recognise and analyse business problems	5.1 Recognise a business problem	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to solve business problems
	5.2 Confirm own understanding of a business problem	
	5.3 Identify reasons for a business problem	
	5.4 Analyse a business problem, getting additional information, as required	
	5.5 Work with others to agree what the business problem is	
6. Be able to plan and carry out own solution to the business problem	6.1 Develop and justify an approach for how to solve the business problem	
	6.2 Develop own plan to solve the business problem	
	6.3 Identify ways of deciding when the problem has been solved	
	6.4 Agree own plan, with others as required	
	6.5 Carry out own plan to solve the business problem, involving others as required	
	6.6 Use support and feedback from others to help reach a solution	
	6.7 Regularly check progress towards solving the business problem	

	6.8 Use feedback and progress reports to adjust the plan, as required	
	6.9 Confirm that the problem has been solved, with others as required	
7. Be able to evaluate own solution to the business problem	7.1 Evaluate own approach to solving the business problem for its effectiveness	
	7.2 Evaluate own solution to the business problem 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 evidencing recognition of and analysis of a business problem ie report or email chain

- Task plan

- Updated task plan based upon feedback received

- Action plans

- Minutes of meetings where problems were discussed

- Feedback and input from colleagues

- Self evaluation of how problem was dealt with

- Internal correspondence showing working with others

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 NOS BA127 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 .