

Unit Title:	Monitor and review business processes
OCR unit number	521
Sector unit number:	A/600/9759
Level:	5
Credit value:	3
Guided learning hours:	20

Unit purpose and aim

This unit enables learners to monitor, implement and review business processes in their own area of responsibility.

Learning Outcomes	Assessment Criteria	Exemplification
1. Be able to monitor business processes in own area of responsibility.	1.1 Develop measures that are appropriate and provide suitable information to assess business processes 1.2 Monitor the quality of work against key success criteria working with relevant stakeholders.	This may include: <ul style="list-style-type: none">▪ The objectives of the business processes and key criteria that are used to evaluate success▪ Potential problems that might arise and what to do about these▪ The quantitative and qualitative information needed to monitor the processes, and how to get this▪ What to do if stakeholders provide inadequate management information
2. Be able to review and improve business processes in own area of responsibility.	2.1 Review business processes. 2.2 Take corrective action and revise plans where necessary. 2.3 Implement revised business processes to all relevant stakeholders. 2.4 Measure the effects of change in business processes in own area of responsibility.	This may include: <ul style="list-style-type: none">▪ The importance of continuous improvement and methods to achieve this▪ How to analyse management information▪ How to seek feedback from stakeholders▪ What to do if objectives are not being achieved▪ How to assess the impact and potential benefits of changing the business processes, including the

		<p>interdependencies between functions</p> <ul style="list-style-type: none"> ▪ The importance of communicating any changes to all of those involved ▪ How to revise monitoring and evaluation criteria in the light of experience
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Assessment

This unit is centre assessed and externally verified. In order to achieve the unit you must produce a portfolio of evidence which, on request, will need to be made available to the OCR external verifier. Portfolios of work must be produced independently and Centres must confirm to OCR that the evidence is authentic. An OCR Centre Authentication form is provided in the Centre Handbook and includes a declaration for assessors to sign. It is a requirement of the Ofqual Common Criteria for all Qualifications that proof of authentication is received.

Evidence requirements

In order to achieve this unit you must demonstrate that you have met all of the stated learning outcomes and the assessment criteria. Your assessor must be able to observe you in the workplace or you must provide tangible evidence of your real work activities. Simulation is not allowed for this unit.

Guidance on assessment and evidence requirements

You should consult with your assessor to agree the most appropriate sources of evidence available to you in your environment. Examples of possible sources of evidence are shown below but this is not a definitive list nor are the examples shown mandatory:

- management information you have produced (or elicited) in relation to key performance indicators
- risk assessments you have conducted
- minutes of meetings with colleagues
- feedback from stakeholders
- your reports in respect of outcomes
- records of performance management meetings with your staff

Details of relationship between the unit and national occupational standards

This unit has been accredited as part of the Qualifications and Credit Framework and is based on MSC unit F3 Manage business processes

Resources

Stationery or a CD-rom.

Access to photocopier, PC and printer is desirable but not essential.

Access to sources of under-pinning knowledge such as websites, books, journals, etc, might be of help, but you are not expected to reproduce other people's written work. For example:

- Lombardi Business Process Management products: www.lombardisoftware.com
- BPM Blog: www.bpm.com

Additional information

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