Unit Title:	**Make effective decisions**
OCR unit number:	21
Sector unit number:	E.25
Level:	3
Credit value:	3
Guided learning hours:	10
Unit reference number:	F/600/9715

Unit purpose and aim

This unit is a cross-sector management and leadership unit that is suitable for first line managers in the retail sector.

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1 Be able to identify circumstances that require a decision to be made	1.1 explain the circumstances requiring a decision to be made 1.2 state the desired objective(s) for making a decision 1.3 establish criteria on which to base the decision, in line with own organisation
2 Be able to collect information to inform decision-making	2.1 identify information needed to inform the decision-making process 2.2 communicate with stakeholders affected by the decision 2.3 explain how to inform stakeholders about the decision-making process
3 Be able to analyse information to inform decision-making	3.1 identify information for validity and relevance to the decision-making process 3.2 analyse information and against established criteria
4 Be able to make a decision	4.1 apply decision-making technique(s) to determine a decision 4.2 explain the decision made in line with desired objectives 4.3 communicate the decision taken to relevant stakeholders

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Assessment

This unit requires workplace assessment of occupational competence. It is internally assessed by centre staff and externally assessed by an OCR External Verifier.

The unit is competence-based. This means that it is linked to the candidate's ability to competently perform a range of tasks associated with their work.

Assessment guidance for this unit is provided in the Assessment Strategy for management and leadership qualifications. The Strategy is available from CfA Business Skills @ Work.

Assessment conducted by an external/peripatetic assessor must adhere to section 4.2.1 of Skillsmart Retail's '*Retail Qualifications Assessment Principles'*. As such, OCR requires the line manager or the owner/manager to sign and date the bottom of each unit Evidence Record Sheet (ERS) to both confirm their involvement and the candidate's competence. This should be on or prior to the signature and date provided by the assessor.

Evidence requirements

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing programmes of learning.

Guidance on assessment and evidence requirements

You should refer to the '*Admin Guide: Vocational Qualifications* (A850)' for *Notes on Preventing Computer-Assisted Malpractice*.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS reference CFAE10

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

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Functional skills signposting

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

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	✔

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 .