

Unit Title: Solve business problems

OCR unit number	104
Sector unit number	M/601/2450
Level:	1
Credit value:	3
Guided learning hours:	14

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 working with other people to help resolve the business problem.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will: 1. Know how to identify business problems	The Learner can: 1.1 Outline ways of identifying a problem in the business environment	These learning outcomes 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 straightforward business problems	2.1 Outline different ways of solving the business problem 2.2 Outline reasons for having support and feedback from others when solving business problems	
3. Be able to recognise business problems	3.1 Check own understanding of the business problem 3.2 Work with others to discuss and resolve the business problem	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability solve business problems
4. Be able to carry out a solution to the business problem	4.1 Seek advice on how to deal with the business problem 4.2 Solve the business problem, involving others as required 4.3 Confirm that the business problem has been solved	

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
- Emails to colleagues seeking clarification or reporting problems
- Task lists
- Action plans
- Minutes of meetings where problems were discussed
- Final document recording how problem was solved

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 BAG125 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.gcda.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 .