

Unit Title:	Develop and evaluate operational plans for own area of responsibility (B1)
Unit Number	27
Level:	5
Credit value:	6
Guided learning hours:	25
Unit expiry date:	28/02/2015

Unit purpose and aim

This unit helps learners to develop, implement, monitor and review operational plans for own area of responsibility.

Learning Outcomes	Assessment Criteria	Exemplification
1 Be able to align objectives of own area of responsibility with those of own organisation	1.1 Identify operational objectives within own area of responsibility 1.2 Analyse objectives of own area of responsibility in relation to those of own organisation	This may include: <ul style="list-style-type: none"> • The overall objectives of the organisation and the goals they are responsible for achieving • Market opportunities and developments within the sector • The organisation's actual and potential customer base • Competitors within the sector and their objectives, strategies and plans • Legal, regulatory and ethical requirements of the sector • Methods that can be used to analyse objectives
2 Be able to implement operational plans in own area of responsibility	2.1 Assess risks associated with operational plans and include contingency arrangements 2.2 Identify support from relevant stakeholders 2.3 Implement operational plan within own area of responsibility	This may include: <ul style="list-style-type: none"> • How to analyse and manage risk • How to develop and plan for contingencies • Actual and potential internal and external partners and how their objectives relate to their own

Learning Outcomes	Assessment Criteria	Exemplification
		<ul style="list-style-type: none"> • Colleagues and other key stakeholders and their needs and expectations • How to consult with colleagues and other key stakeholders • Principles and methods of planning • How to respond to market opportunities • How to effectively use resources to achieve objectives • The importance of creativity and innovation in operational planning • How to develop and assign SMART objectives (specific, measurable, achievable, realistic and time-bound) • Principles and methods of delegation
<p>3 Be able to monitor and evaluate operational plans in own area of responsibility</p>	<p>3.1 Monitor procedures within the operational plan</p> <p>3.2 Evaluate operational plans and implement any necessary actions</p>	<p>This may include:</p> <ul style="list-style-type: none"> • Where to get the information which will enable them to monitor and evaluate plans • How to monitor and control operational plans to achieve objectives • How to develop and use an evaluation framework • Processes for consultation • Procedures for reporting and making recommendations

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.

Evidence requirements

In order to achieve this unit you must demonstrate that you have met all of the stated learning outcomes and assessment criteria. Your assessor must be able to observe you in the workplace or you must provide tangible evidence of your real work activities.

You may collect evidence for the unit through work in a private sector organisation, a public sector organisation or a not-for-profit organisation.

You must provide evidence that shows you have done this over a sufficient period of time on different occasions for your assessor to be confident that you are competent.

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:

- targets and/or objectives for your area of responsibility
- operational plans or work schedules that you have developed and agreed
- copies of your proposals for developing new operational systems and procedures
- notes or minutes of meetings that you have led to review operational plans and performance
- data on past operational performance that you have collected and analysed
- reconciliation reports and your proposals for changes to operational plans
- witness statements commenting on your role in developing, reviewing and controlling performance against plans
- risk assessments and cost/benefit analyses in relation to plans
- personal statements reflecting on your role in developing, reviewing and controlling performance against plans

Details of relationship between the unit and national occupational standards

Management and Leadership NOS unit B1, Develop and implement operational plans for your area of responsibility

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:

- JOHNSON, G., SCHOLLES, K. and WHITTINGTON, R. (2008) Exploring Corporate Strategy. Prentice Hall
- FLEISHER, C.S. and BENSOUSSAN, B. (2002) Strategic and Competitive Analysis. Prentice Hall

Additional information

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

OCR Level 5 NVQ in Team Leading

Evidence Record Sheet

I confirm that the evidence provided is a result of my own work.

Unit B1 Develop and evaluate operational plans for own area of responsibility Signature of candidate: _____ Date: _____

Evidence reference	Evidence title	Assessment method	LO1		LO2			LO3	
			1.1	1.2	2.1	2.2	2.3	3.1	3.2

I confirm that the candidate has demonstrated competence by satisfying all of the criteria for this unit.

Signature of assessor: _____ Name (in block capitals): _____ Date: _____

Countersignature of qualified assessor (if required) and date: _____

IV initials (if sampled) and date: _____ Countersignature of qualified IV (if required) and date: _____

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