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| Title: | **Solving problems and making decisions**  |
| Level: | **3** |
| Credit value: | **2** |
| Unit guided learning hours | **9** |
| Learning outcomes (the learner will) | Assessment criteria (the learner can) |
| 1. Know how to describe a problem, its nature, scope and impact
 | 1.1 | Describe a problem, its nature scope and impact |
| 1. Know how to gather and interpret information to solve a problem
 | 2.12.2 | Gather and interpret information to identify possible solutions to a problemPrepare a summary of the options providing facts and evidence |
| 1. Know how to evaluate options to make a decision
 | 3.1 | Apply a simple decision making technique to evaluate options to arrive at the best solution |
| 1. Know how to plan, monitor and review the implementation and communication of decisions
 | 4.14.2 | Plan the implementation and communication of the decisionDescribe which monitoring and review techniques could be used to evaluate outcomes |
| **Additional information about the unit** |  |
| Unit purpose and aim(s) | The learner will be able to solve problems and make decisions as required by a practising or potential first line manager. |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | Links to Management & Leadership 2008 NOS: D8, D10 |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) |  |
| Support for the unit from a sector skills council or other appropriate body (if required) | Council for Administration (CfA) |
| Equivalencies agreed for the unit (if required) | M3.01 – Solving problems and making decisions |
| Location of the unit within the subject/sector classification system | 15.3 – Business Management |
| **Additional Guidance about the Unit** |
| **Indicative Content:** |
| 1 | * Ways to recognise, define, investigate and analyse problems
* Objective setting in relation to problem
* Brainstorming, problem solving and creative thinking techniques
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| 2 | * Difference between data and information
* How to calculate and use simple averages and basic summary statistics
* How to prepare and use grouped data and tables
* Interpretation of charts and diagrams
* Methods of indexing, referencing and structuring qualitative information
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| 3 | * How to evaluate options
* The importance of adequate and relevant information for effective decision-making
* Identification of what information is relevant to specific decisions
* Decision making techniques
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| 4 | * The use of simple planning techniques- action plans, Gantt charts
* Effective presentation of a case – i.e. providing facts and evidence, not just opinion
* Monitoring and review techniques to evaluate outcomes of problem solving activities
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