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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 | | | 2.1  2.2 | Gather and interpret information to identify possible solutions to a problem  Prepare 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 | | | 4.1  4.2 | Plan the implementation and communication of the decision  Describe 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 | | | |
| 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 | | | |
| 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 | | | |
| 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 | | | |