

Unit Title:	Design business processes
OCR unit number:	32
Level:	5
Credit value:	5
Guided learning hours:	23
Unit reference number:	D/506/2055

Unit aim and purpose

This unit aims to develop the knowledge and skills required to design business processes. Upon completion of this unit, learners will have developed an understanding of techniques and tools that support the design of business processes. Learners will be able to develop and evaluate business processes.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand techniques and tools that support the design of business processes	The Learner can: 1.1 Analyse the principles of business change and business process re-engineering 1.2 Evaluate the concept and application of workflow patterns and usability testing 1.3 Evaluate a range of modelling tools 1.4 Analyse the factors to be taken into account when evaluating the effectiveness of business processes	
2 Be able to develop business processes	2.1 Evaluate the scope for business process improvement and constraints 2.2 Generate ideas that meet defined business needs 2.3 Test a proposed process through a modelling exercise 2.4 Evaluate the feasibility and viability of a proposed process against agreed criteria 2.5 Establish the degree of overlap between a proposed process and existing processes and systems	

Learning Outcomes	Assessment Criteria	Additional Guidance
	2.6 Resolve tensions between existing and proposed systems and processes 2.7 Adhere to organisational policies and procedures, legal and ethical requirements when developing business processes	Where possible, adherence to organisational standards, policies and procedures should be confirmed by a line manager or experienced colleague. Learners should also be aware of <i>which</i> legal requirements affect the development of business processes.
3 Be able to evaluate the effectiveness of business processes	3.1 Analyse valid information using techniques that are appropriate to the process being evaluated 3.2 Assess the cost and benefit of a business process to the organisation 3.3 Justify recommendations for the rejection, adoption or enhancements to processes with evidence	

Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

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

Occupational standards	Unit number	Title
Management & Leadership (2012) National Occupational Standards:	CFAM&LFA3	<ul style="list-style-type: none"> Manage business processes

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.