

Unit Title:	Resolve administrative problems
OCR unit number:	2
Level:	4
Credit value:	6
Guided learning hours:	56
Unit reference number:	D/506/1956

Unit aim and purpose

This unit aims to develop the knowledge and skills required to resolve administrative problems and introduces learners to the principles underpinning the resolution of administrative problems. Upon completion of this unit, learners will be able to identify and resolve administrative problems.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand the principles underpinning the resolution of administrative problems	The Learner can: 1.1 Evaluate the effectiveness of different types of information on an administrative function 1.2 Explain the basis for selecting tools, techniques and strategies to analyse administrative functions 1.3 Explain the constraints attached to the use of resources needed to resolve administrative problems 1.4 Explain how to apply risk assessment and management techniques to identify and resolve administrative problems 1.5 Analyse the effectiveness of different techniques used to resolve administrative problems	Information could include: <ul style="list-style-type: none"> • Customer/client details • Financial records • Project plans and dates
2 Be able to identify administrative problems	2.1 Collect information relevant to the administrative problem 2.2 Use analytical techniques that are appropriate to the administrative problem	Analytical techniques may include: <ul style="list-style-type: none"> • Defining the problem not just the symptoms • Considering different perspectives on the problem

Learning Outcomes	Assessment Criteria	Additional Guidance
	2.3 Clarify whether an administrative problem is recurrent, intermittent or a sole instance 2.4 Identify patterns of issues and problems 2.5 Identify the likely cause of an administrative problem	<ul style="list-style-type: none"> Understanding how the problem interrelates with other people/departments
3 Be able to resolve administrative problems	3.1 Select a strategy that is appropriate for the nature, scale, seriousness and priority of the administrative problem 3.2 Develop a plan that addresses the administrative problem whilst minimising disruption to business 3.3 Identify success criteria that are capable of measuring the effectiveness of solutions to solve administrative problems 3.4 Implement a problem-solving plan within the agreed timescale and constraints 3.5 Take action to ensure that systems and processes are capable of preventing future reoccurrences 3.6 Evaluate the effectiveness of problem-solving activities 3.7 Adhere to organisational policies and procedures, legal and ethical requirements when resolving administrative problems	Where possible, adherence to organisational policies and procedures, legal and ethical requirements should be confirmed by a line manager or experienced colleague.

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
Business & Administration (2013) National Occupational Standards:	CFABAG126 CFABAG127	<ul style="list-style-type: none">• Plan how to solve business problems• Solve business problems

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.