OCR
Oxford Cambridge and RSA

Unit Title:	**Solve business problems**
OCR unit number	204
Sector unit number	L/601/2472
Level:	2
Credit value:	4
Guided learning hours:	12
Unit expiry date:	

Unit purpose and aim

This unit is about recognising that there is a problem with the way work is being carried out in a business environment and working with other people to agree a solution.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will: 1. Know how to recognise business problems and their causes	**The Learner can:** 1.1 Outline ways of recognising when a business problem exists 1.2 Describe how to identify possible causes of business problems	Learning outcomes 1, 2 and 3 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, can be evidenced across units.
2. Understand techniques for solving business problems	2.1 Describe different ways of solving a business problem 2.2 Outline different ways of planning to solve a business problem 2.3 Give reasons for having support and feedback from others when solving the business problem 2.4 Explain the purpose of checking progress and adjusting approaches to solving a business problem 2.5 Describe ways of recognising when a business problem has been solved	

3. Know how to review approaches and solutions to business problems	3.1 Outline ways of reviewing approaches to solving business problems	
	3.2 Outline ways of reviewing the effectiveness of solutions to business problems	
4. Be able to recognise business problems	4.1 Identify a business problem	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to solve business problems.
	4.2 Confirm own understanding of a business problem	
	4.3 Work with others to agree what the business problem is	
5. Be able to plan and carry out a solution to a business problem	5.1 Agree an approach for how to solve the business problem	
	5.2 Develop a plan to solve the business problem	
	5.3 Identify ways of deciding that the business problem has been solved	
	5.4 Agree approaches to solving the business problem, with others as required	
	5.5 Carry out a plan to solve the business problem, involving others as required	
	5.6 Use support and feedback from others to reach a solution	
	5.7 Check progress towards solving the business problem	
	5.8 Use feedback and progress reports to adjust the plan, as required	
	5.9 Confirm that the business problem has been solved, with others as required	
6. Be able to review a solution to the business problem	6.1 Review an approach to solving a business problem for its effectiveness	
	6.2 Review a solution to the business problem for its effectiveness	
	6.3 Identify alternative approaches and solutions for possible effectiveness	

Assessment

This unit is centre assessed and externally verified. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Annotated organisational policies and procedures

- Emails to colleagues seeking clarification or reporting problems

- Task lists

- Action plans

- Minutes of meetings where problems were discussed

- Final document recording how problem was solved

- Feedback and input from colleagues

Guidance on assessment and evidence requirements

Refer to sections on Assessment and Evidence requirements above.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAG 126 Solve business problems

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

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Functional Skills Standards					
English		**Mathematics**		**ICT**	
Speaking and Listening	✓	Representing	✓	Use ICT systems	✓
Reading	✓	Analysing	✓	Find and select information	✓
Writing	✓	Interpreting	✓	Develop, present and communicate information	✓

Resources

Access to a working environment with associated equipment and resources

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 .