



Oxford Cambridge and RSA

## OCR Level 2 NVQ Certificate in Team Leading – Unit 11

Unit Title: Make effective decisions (E10)

OCR Unit Number: 11

Unit Number: F/600/9715

Level: 3

Credit value: 3

Guided learning hours: 10

### Unit purpose and aim

This unit will ensure that the learners understand the process of decision making, and can identify and analyse information to enable them to come to a final decision.

Learning Outcomes	Assessment Criteria	Exemplification
1 Be able to identify circumstances that require a decision to be made	<p>1.1 Explain the circumstances requiring a decision to be made.</p> <p>1.2 State the desired objective(s) for making a decision.</p> <p>1.3 Establish criteria on which to base the decision, in line with own organisation.</p>	<p>This may include:</p> <ul style="list-style-type: none"><li>• Changes in the normal work routines</li><li>• Planned changes</li><li>• Operational changes</li><li>• Review of work practices.</li></ul> <p>This may include:</p> <ul style="list-style-type: none"><li>• Prioritising</li><li>• Best use of work related resources</li><li>• Increased work load.</li></ul> <p>This may include:</p> <ul style="list-style-type: none"><li>• Sufficient, accurate, reliable and relevant information.</li></ul>
2 Be able to collect information to inform decision making.	<p>2.1 Identify information needed to inform the decision making process.</p> <p>2.2 Communicate with stakeholders affected by the decision.</p>	<p>This may include:</p> <ul style="list-style-type: none"><li>• Accurate</li><li>• Current</li><li>• Factual</li><li>• Reliable</li><li>• Adequate.</li></ul> <p>This may include:</p> <ul style="list-style-type: none"><li>• Team members</li><li>• Suppliers</li></ul>

Learning Outcomes	Assessment Criteria	Exemplification
	2.3 Explain how to inform stakeholders about the decision making process.	<ul style="list-style-type: none"> <li>• Planning or sales</li> <li>• Customers.</li> </ul> <p>This may include:</p> <ul style="list-style-type: none"> <li>• Affected stakeholders first</li> <li>• Direct and timely contact</li> <li>• Timely contact.</li> </ul>
3 Be able to analyse information to inform decision making.	<p>3.1 Identify information for validity and relevance to the decision making process.</p> <p>3.2 Analyse information against established criteria.</p>	<p>This may include:</p> <ul style="list-style-type: none"> <li>• Factual, accurate, reliable, current and adequate.</li> </ul> <p>This may include:</p> <ul style="list-style-type: none"> <li>• References to established criteria</li> <li>• Trends and known patterns.</li> </ul>
4 Be able to make a decision	<p>4.1 Apply decision making techniques to determine a decision.</p> <p>4.2 Explain the decision made in line with desired objectives.</p> <p>4.3 Communicate the decision taken to relevant stakeholders.</p>	<p>This may include:</p> <ul style="list-style-type: none"> <li>• Known and proven methods</li> <li>• Acknowledged methods</li> <li>• Determined by the Organisation.</li> </ul> <p>This may include:</p> <ul style="list-style-type: none"> <li>• References to overall objectives</li> <li>• How the decision is based on current information.</li> </ul> <p>This may include:</p> <ul style="list-style-type: none"> <li>• Team members</li> <li>• Affected stakeholders first.</li> </ul>

## Assessment

This unit is centre assessed and externally verified. In order to achieve the unit you must produce a portfolio of evidence which will need to be made available to the OCR external verifier.

Portfolios of work must be produced independently and Centres must confirm to OCR that the evidence is authentic. Assessment must be based on naturally occurring evidence from the workplace.

## Evidence requirements

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In order to achieve this unit you must demonstrate that you have met all of the stated learning outcomes and assessment criteria. Your assessor must be able to observe you in the workplace or you must provide tangible evidence of your real work activities. Simulation is not allowed for this unit.

## Guidance on assessment and evidence requirements

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You should consult with your assessor to agree the most appropriate sources of evidence available to you in your environment. Examples of possible sources of evidence are shown below but this is not a definitive list nor are the examples shown mandatory:

- Professional discussion with your assessor in respect of types of effective decisions
- Benefit analyses that you have conducted in relation to effective decisions
- Reports you have written in respect of the impact on achieving business objectives

## Details of relationship between the unit and national occupational standards

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This unit is based on the NOS produced by the Management Standards Centre (MSC)

Management and Leadership NOS unit E10 Take effective decisions

**NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at [www.ukstandards.co.uk](http://www.ukstandards.co.uk).**

## Resources

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Stationery or a CD-rom.

Access to photocopier, PC and printer is desirable but not essential.

Access to sources of under-pinning knowledge such as websites, books, journals, etc, might be of help, but you are not expected to reproduce other people's written work.

## Additional information

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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](http://www.ocr.org.uk).

## OCR Level 2 NVQ Certificate in Team Leading

### Evidence Record Sheet

#### Unit 11 Make effective decisions (E10)

I confirm that the evidence provided is a result of my own work.

Signature of candidate: \_\_\_\_\_ Date: \_\_\_\_\_

Evidence reference	Evidence title	Assessment method	LO1			LO2			LO3		LO4		
			1.1	1.2	1.3	2.1	2.2	2.3	3.1	3.2	4.1	4.2	4.3

I confirm that the candidate has demonstrated competence by satisfying all of the criteria for this unit.

Signature of assessor: \_\_\_\_\_ Name (in block capitals): \_\_\_\_\_ Date: \_\_\_\_\_

Countersignature of qualified assessor (if required) and date: \_\_\_\_\_

IV initials (if sampled) and date: \_\_\_\_\_ Countersignature of qualified IV (if required) and date: \_\_\_\_\_

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