



Oxford Cambridge and RSA

OCR Level 7 NVQ Diploma in Management – Unit 10

Unit Title:	Design and manage the business processes (F3a)
OCR Unit Number:	10
Unit Number:	A/600/9762
Level:	7
Credit value:	6
Guided learning hours:	30

Unit purpose and aim

This unit helps learners to develop, implement and manage business processes across an organisation.

Learning Outcomes	Assessment Criteria	Exemplification
1 Understand process management.	1.1 Explain the principles and models of process management. 1.2 Identify processes to deliver organisational objectives that meet legal and industry regulations. 1.3 Describe how to apply analytical and problem-solving tools. 1.4 Explain the principles of cost-benefit analyses.	This may include: <ul style="list-style-type: none">• Principles and models of effective process management• How to define business processes• Types of business process measures and how to assess their suitability• The difference between process outputs and outcomes• The analytical and problem solving tools that can be used when developing business processes• The principles and purpose of cost-benefit analysis.
2 Design a sustainable business process for use across an organisation.	2.1 Explain how environmental sustainability can be integrated within the business process. 2.2 Identify the processes that deliver organisational objectives, goals and outcomes. 2.3 Identify key criteria for designing a sustainable business process.	This may include: <ul style="list-style-type: none">• Their organisation's culture, values and business objectives• Trends and developments within the sector• Legal and regulatory requirements within the sector

Learning Outcomes	Assessment Criteria	Exemplification
	<p>2.4 Evaluate resource availability to ensure the objectives are met.</p> <p>2.5 Consult with relevant stakeholders and agree key stakeholders' responsibilities.</p> <p>2.6 Produce a sustainable project plan to manage processes across an organisation.</p>	<ul style="list-style-type: none"> • The organisation's products, services and processes, and the interdependencies between them • The environmental impact of business process • Needs and expectations of actual and potential customers and other key stakeholders • The resources required to achieve objectives and the cost of providing these • How to establish the key components of the business process and allocate roles and responsibilities to achieve these.
<p>3 Manage, monitor and review business processes.</p>	<p>3.1 Communicate the plan to all stakeholders.</p> <p>3.2 Implement the business processes across the organisation.</p> <p>3.3 Monitor and review the process against success criteria.</p> <p>3.4 Take corrective action where necessary.</p> <p>3.5 Measure the overall impact of the process within the organisation.</p>	<p>This may include:</p> <ul style="list-style-type: none"> • The vision and objectives for the organisation and the evaluation criteria that need to be monitored in order to ensure success • Reporting structures and channels of communication within the organisation • How to agree SMART objectives with those involved (specific, measurable, achievable, realistic, time-bound) • The management information that will be required from project managers and the reporting procedures needed to gather this information • What to do if project managers and teams provide inadequate management information • How to consult with project managers and teams and support them to achieve their objectives • What to do if objectives are not being met • How to conduct a cost-benefit analysis.

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

In order to achieve this unit you must demonstrate that you have met all of the stated learning outcomes and the 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

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 process management
- your project plan for process management within your organisation
- minutes of meetings with stakeholders
- key performance indicators and monitoring information
- cost:benefit analyses that you have conducted
- reports you have written in respect of the impact on achieving business objectives

Details of relationship between the unit and national occupational standards

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

Management and Leadership NOS unit F3, Manage business processes

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

Resources

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. For example:

- Business Process Management Institute www.bpm institute.org
- Business Process Management Journal ISSN: 1463-7154

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

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Evidence Record Sheet

Unit 10 Design and manage the business processes (F3a)

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				
			1.1	1.2	1.3	1.4	2.1	2.2	2.3	2.4	2.5	2.6	3.1	3.2	3.3	3.4	3.5

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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