
Overview

This standard is about making a contribution towards identifying and solving business problems. It includes checking your understanding of the problem, seeking advice on how to deal with it and agreeing how to recognise when it has been solved. It is for administrators who contribute to solving business problems.

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Contribute to solving business problems

Performance criteria

Plan communication

You must be able to:

- P1 check understanding of the business problem
- P2 discuss the business problem with others
- P3 seek advice on how to deal with the business problem
- P4 agree how to recognise when the business problem has been solved
- P5 use support and feedback from others to help solve the business problem

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Knowledge and understanding

You need to know and understand:

- K1 how to identify a business problem
- K2 different ways to solve business problems
- K3 different ways of recognising when a business problem has been solved
- K4 reasons for using support and feedback from others

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Additional Information

Skills

1. communicating
2. organising
3. planning
4. problem solving
5. working with others

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