
Overview

This standard is about identifying business problems and planning how to solve them. It includes recognising when a problem exists, planning and agreeing an approach to solving it and checking progress towards the solution, adjusting plans where necessary. It is for administrators who plan how to solve business problems.

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Plan how to solve business problems

Performance criteria

- You must be able to:*
- P1 recognise when a business problem exists
 - P2 confirm the business problem is understood
 - P3 discuss the business problem with others
 - P4 agree an approach to solving the business problem
 - P5 plan the agreed approach to solving the business problem
 - P6 decide how to recognise when the business problem has been solved
 - P7 agree the plan with the appropriate authority
 - P8 put the plan into action
 - P9 use support and feedback from others when appropriate
 - P10 check progress towards solving the business problem, adjusting the plan as necessary
 - P11 review the approach to solving the business problem, identifying other approaches which may have been more productive

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Knowledge and understanding

You need to know and understand:

- K1 how to recognise when a business problem exists
- K2 how to identify the potential causes of a business problem
- K3 problem-solving techniques
- K4 planning techniques
- K5 reasons for using support and feedback from others
- K6 the value of checking progress and adjusting plans as necessary
- K7 how to recognise when the business problem has been solved
- K8 how to review the approach to solving the business problem

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Additional Information

Skills

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

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