Unit 406 Resolve administrative problems

UAN:	D/506/1956
Level:	4
Credit value:	6
GLH:	56
Relationship to NOS:	Business & Administration (2013) National Occupational Standards: • CFABAG126 Plan how to solve business problems • CFABAG127 Solve business problems
Assessment requirements specified by a sector or regulatory body:	Skills CFA Assessment Strategy Competence units (S/NVQ)
Aim:	This unit aims to develop the knowledge and skills required to resolve administrative problems and introduces learners to the principles underpinning the resolution of administrative problems. Upon completion of this unit, learners will be able to identify and resolve administrative problems.

Learning outcome
The learner will:
1. Understand the principles underpinning the resolution of administrative problems.
Assessment criteria
The learner can:
1.1 evaluate the effectiveness of different types of information on an administrative function
1.2 explain the basis for selecting tools, techniques and strategies to analyse administrative functions
1.3 explain the constraints attached to the use of resources needed to resolve administrative problems
1.4 explain how to apply risk assessment and management techniques to identify and resolve administrative problems
1.5 analyse the effectiveness of different techniques used to resolve administrative problems.

Assessment Guidance/ Evidence Requirements

To evaluate and analyse in this Learning Outcome you will need to complete research into the functions, tools, techniques and strategies available to you. Some techniques include:

Cause and Effect Analysis
  Root Cause Analysis
  Impact Analysis
  GANTT Chart
  6 Stage Model

You may wish to research these and others to completely understand the resolution of problems

Evidence may be provided by:
- report
- professional discussion
- questioning

Learning outcome

The learner will:
2. Be able to identify administrative problems.

Assessment criteria

The learner can:
2.1 collect information relevant to the administrative problem
2.2 use analytical techniques that are appropriate to the administrative problem
2.3 clarify whether an administrative problem is recurrent, intermittent or a sole instance
2.4 identify patterns of issues and problems
2.5 identify the likely cause of an administrative problem.

Range

To complete this learning outcome you will need to recognise the size of the problem:
  Simple – complex
  Hard – soft
  Urgent – non-urgent

Evidence may be provided by:
- report
- product
- professional discussion
- questioning

Learning outcome
The learner will:
3. Be able to resolve administrative problems.
Assessment criteria
The learner can:
3.1 select a strategy that is appropriate for the nature, scale, seriousness and priority of the administrative problem
3.2 develop a plan that addresses the administrative problem whilst minimising disruption to business
3.3 identify success criteria that are capable of measuring the effectiveness of solutions to solve administrative problems
3.4 implement a problem-solving plan within the agreed timescale and constraints
3.5 take action to ensure that systems and processes are capable of preventing future reoccurrences
3.6 evaluate the effectiveness of problem solving activities
3.7 adhere to organisational policies and procedures, legal and ethical requirements when resolving administrative problems.

Assessment Guidance/ Evidence Requirements
Strategies not already mentioned above could include:
Cost Benefit Analysis
Failure Mode and Effects Analysis (FMEA)
Means-End Analysis
Planning
8D Problem-Solving Process
Plan-Do-Check-Act (PDCA)
Evidence may be provided by:
• product
• report
• professional discussion
• witness testimony
• questioning

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Supporting information

Guidance

For this unit the candidate's report can outline how they worked through the unit, which may also include additional evidence from, eg witness testimony, as well as product. A report at this level would be in excess of 2000 words.