
Overview

This standard is about assisting in improving organisational performance. It includes identifying, developing, implementing and evaluating improvements in corporate performance, in line with legal and regulatory requirements. It is for administrators who assist in improving organisational performance as part of their role.

**Performance
criteria**

- You must be able to:*
- P1 analyse and interpret opportunities for improving organisational performance
 - P2 develop options for improving organisational performance and analyse resource and organisational implications
 - P3 present options aimed at leading to positive change
 - P4 confirm agreed changes are carried out within agreed timescales and resources
 - P5 make sure legal and regulatory requirements are followed when analysing opportunities for improving organisational performance
 - P6 make sure ethical responsibilities are met when recommending opportunities for improving organisational performance
 - P7 monitor and evaluate the impact and effectiveness of changes to inform future decision-making

Knowledge and understanding

You need to know and understand:

- K1 the functional ways of improving organisational performance
- K2 the ways of quantifying resource implications
- K3 the ways of identifying administrative implications and limitations of proposed objectives
- K4 the resource implication of change
- K5 how to evaluate the impact of change
- K6 the improvement of organisational performance in the context of legal and regulatory requirements and ethical responsibilities
- K7 the consequences of non-compliance with legal and regulatory requirements when identifying and implementing improvements in organisational performance

CFABAH122 - SQA Unit Code HL47 04

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Additional Information

Skills

1. analysing
2. communicating
3. evaluating
4. negotiating
5. planning
6. prioritising
7. problem solving
8. researching
9. reporting

Links to other NOS Business Support Services

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