

CFABAG122 SQA Unit Code FE13 04

Make decisions in a business environment



Overview

This standard is about making decisions in a business environment. It includes identifying and agreeing criteria for decision-making, researching and reviewing information needed to make decisions and evaluating the decision-making process. It is for administration who make decisions as part of their role.

**Performance
criteria**

- You must be able to:*
- P1 research information to add value to the decision-making process
 - P2 use accurate and current information to develop ideas to present to others
 - P3 make constructive, relevant and timely contributions to meetings or other discussions
 - P4 respond as required when asked to supply information to help with decision-making
 - P5 structure ideas, information and recommendations in a meaningful way
 - P6 respect other people's contributions to the decision-making process
 - P7 proactively engage with colleagues involved in the decision-making process
 - P8 assess contributions made to the decision making process
 - P9 identify and agree criteria for making a decision
 - P10 review information provided in order to make a decision
 - P11 justify the decision made by using evidence, argument, questioning and assertiveness
 - P12 evaluate ways to monitor the impact of decisions and identify learning points to improve future decision-making

Knowledge and understanding

You need to know and understand:

- K1 key stages in the decision-making process
- K2 the context in which the decision is being made
- K3 own role in assisting decision-making, its scope and limitations
- K4 useful sources of information in preparing to make the decision
- K5 how to evaluate research information
- K6 how to contribute to meetings and other discussions where decisions are being made
- K7 how to structure ideas, information and recommendations to maximise their impact
- K8 the purpose and value of respecting other people's contributions to the decision-making process
- K9 how to be proactive and engage with colleagues during decision-making
- K10 how to assess contributions made to the decision-making process and value input
- K11 how to review the decision-making process
- K12 how to use evidence, argument, questioning and assertiveness to justify decisions
- K13 the concept of collective responsibility and why it is important
- K14 how to evaluate ways to monitor the impact of decisions and identify learning points

Additional Information

Skills

1. analysing
2. communicating
3. decision making
4. organising
5. planning
6. presenting information
7. researching
8. problem- solving

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