

Unit CFAM&LEC5 (H8H1 04) Use Information to Take Effective Decisions

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This standard is about taking sound decisions based upon a valid analysis of the best available information. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| 1. Identify those who may be affected by the decision and their interests 2. Engage, where appropriate, those who are able to contribute to the decision-making process or will be affected by the decision 3. Establish the objectives of the decision to be taken – clarify what you are trying to achieve by taking the decision and check that everyone involved agrees 4. Identify the information you need to take the decision and the sources of this information 5. Obtain sufficient relevant information to allow you to take the decision and verify its accuracy and reliability 6. Take timely action to remedy inadequate, unreliable, contradictory or ambiguous information 7. Analyse the information to identify facts, patterns and trends that may impact on your decision 8. Identify and evaluate the range of options open to you 9. Draw conclusions supported by reasoned arguments and reliable information, clearly stating any assumptions you have made and risks that may be involved 10. Take decisions   10.1 in line with your objectives  10.2 within the scope of your authority P10.3  10.3 consistent with values, policies and guidelines  10.4 in time for necessary action to be taken   1. Obtain help and advice if   11.1 you do not have adequate information  11.2 the decision is outside your area of responsibility or scope of authority  11.3 your decisions are likely to conflict with values, policies and guidelines   1. P12 Communicate your decision and rationale clearly to those who are affected |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | |
| **What you must do** | | | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** |
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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
|  | **General knowledge and understanding** |  |
|  | The importance of engaging those who are able to contribute or may be affected in the decision-making process, and how to do so. |  |
|  | The importance of setting objectives for the decision, and how to make it clear what the decision must achieve and what is outside the scope of the decision. |  |
|  | How to identify the information you need to take the decision |  |
|  | How to judge whether you have sufficient, accurate, reliable and relevant information to allow you to take the decision. |  |
|  | How to identify if information is inadequate, unreliable, contradictory or ambiguous, and how to remedy this in a timely way. |  |
|  | How to analyse information to identify relevant facts, patterns and trends. |  |
|  | The range of options open to you and how to evaluate the options. |  |
|  | How to justify your conclusions. |  |
|  | The importance of ensuring your decisions are in line with your organisation’s values, policies and guidelines |  |
|  | The importance of showing any assumptions you have made and risks that may be involved, and how to do so. |  |
|  | The importance of taking decisions in time for necessary action to be taken |  |
|  | How to communicate your decision clearly and concisely. |  |
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|  | **Industry/sector specific knowledge and understanding** |  |
|  | Industry/sector requirements for using information to take decisions. |  |

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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
|  | **Context specific knowledge and understanding** |  |
|  | People who are able to contribute to the decision- making process or will be affected by the decision |  |
|  | Facts, patterns and trends that may impact on your decision. |  |
|  | Your organisation’s policies, values and guidelines. |  |
|  | The scope of your authority for taking decisions and when you need to refer to someone else. |  |
|  | Whom to go to for advice if you do not have adequate information, the decision is outside your area of responsibility, or your decisions conflict with policies, values and guidelines. |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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