<table>
<thead>
<tr>
<th>Unit title:</th>
<th>Resolve Administrative Problems</th>
</tr>
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<tbody>
<tr>
<td>Level:</td>
<td>4</td>
</tr>
<tr>
<td>Credit value:</td>
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</tr>
<tr>
<td>GLH:</td>
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<tr>
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<td>Y/508/1025</td>
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<tr>
<td>Unit aim:</td>
<td>To be able to identify and resolve administrative problems</td>
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This unit has 3 learning outcomes.

<table>
<thead>
<tr>
<th>Learning Outcomes</th>
<th>Assessment Criteria</th>
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<tbody>
<tr>
<td>The learner will:</td>
<td>The learner can:</td>
</tr>
<tr>
<td>1. Understand the principles underpinning the resolution of administrative problems</td>
<td>1.1. Evaluate the effectiveness of different types of information on an administrative function</td>
</tr>
<tr>
<td>1.1. Evaluate the effectiveness of different types of information on an administrative function</td>
<td>1.2. Explain the basis for selecting tools, techniques and strategies to analyse administrative functions</td>
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<td>1.3. Explain the constraints attached to the use of resources needed to resolve administrative problems</td>
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<td>1.3. Explain the constraints attached to the use of resources needed to resolve administrative problems</td>
<td>1.4. Explain how to apply risk assessment and management techniques to identify and resolve administrative problems</td>
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<td>1.5. Analyse the effectiveness of different techniques used to resolve administrative problems</td>
</tr>
<tr>
<td>2. Be able to identify administrative problems</td>
<td>2.1. Collect information relevant to the administrative problem</td>
</tr>
<tr>
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<td>2.2. Use analytical techniques that are appropriate to the administrative problem</td>
</tr>
<tr>
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<td>2.3. Clarify whether an administrative problem is recurrent, intermittent or a sole instance</td>
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<td>2.4. Identify patterns of issues and problems</td>
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<td>2.5. Identify the likely cause of an administrative problem</td>
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| 3. Be able to resolve administrative problems | 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 |
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**Assessment information**
All Assessment Criteria must be evidenced. For guidance on assessment, including principles of assessment and methods which may be used, Centres should consult the Open College Network West Midlands publication *Assessment Methods* and the ‘Assessment’ section of the *Open College Network West Midlands Centre Handbook*, both available on our website [www.opencollnet.org.uk](http://www.opencollnet.org.uk).

<table>
<thead>
<tr>
<th><strong>Sector Subject Area (SSA)</strong></th>
<th>15.2</th>
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<tbody>
<tr>
<td><strong>Date from which unit will be available for learners</strong></td>
<td>01.02.2016</td>
</tr>
<tr>
<td><strong>Availability for use</strong></td>
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<tr>
<td><strong>Restricted organisations</strong></td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Assessment guidance</strong></td>
<td>All Assessment Criteria must be met and assessed in line with Skills CFA Assessment Strategy</td>
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