# Unit 501 Design business processes

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| **UAN:** | **D/506/2055** |
| **Level:** | 5 |
| **Credit value:** | 5 |
| **GLH:** | 23 |
| **Relationship to NOS:** | Management & Leadership (2012) National Occupational Standards:<br>• CFAM&LFA3 Manage business processes |
| **Assessment requirements specified by a sector or regulatory body:** | Skills CFA Assessment Strategy<br>Competence units (S/NVQ) |
| **Aim:** | This unit aims to develop the knowledge and skills required to design business processes. Upon completion of this unit, learners will have developed an understanding of techniques and tools that support the design of business processes. Learners will be able to develop and evaluate business processes. |

| **Learning outcome** |
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| The learner will:<br>1. understand techniques and tools that support the design of business processes |
| **Assessment criteria** |
| The learner can:<br>1.1 analyse the principles of business change and business process re-engineering<br>1.2 evaluate the concept and application of workflow patterns and usability testing<br>1.3 evaluate a range of modelling tools<br>1.4 analyse the factors to be taken into account when evaluating the effectiveness of business processes. |

| **Assessment Guidance** |
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| **Evidence may be provided by:**<br>• report*<br>• professional discussion<br>• questioning |

| Learning outcome |
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| The learner will:<br>2. be able to develop business processes |
| **Assessment criteria** |
| The learner can:<br>2.1 evaluate the scope for business process improvement and constraints<br>2.2 generate ideas that meet defined business needs<br>2.3 test a proposed process through a modelling exercise<br>2.4 evaluate the feasibility and viability of a proposed process against agreed criteria<br>2.5 establish the degree of overlap between a proposed process and existing processes and systems<br>2.6 resolve tensions between existing and proposed systems and processes<br>2.7 adhere to organisational policies and procedures, legal and ethical requirements when developing business processes. |

| Assessment Guidance |
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| **Evidence may be provided by:**<br>• report*<br>• professional discussion<br>• questioning<br>• product<br>• witness testimony |

| Learning outcome |
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| The learner will:<br>3. be able to evaluate the effectiveness of business processes |
| **Assessment criteria** |
| The learner can:<br>3.1 analyse valid information using techniques that are appropriate to the process being evaluated<br>3.2 assess the cost and benefit of a business process to the organisation<br>3.3 justify recommendations for the rejection, adoption or enhancements to processes with evidence. |

| Assessment Guidance |
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| **Evidence may be provided by:**<br>• report*<br>• professional discussion<br>• questioning<br>• product<br>• witness testimony |

**Additional Guidance ***

Should candidates submit a report it is anticipated this would cover the full unit and therefore be a minimum of 4500 words to a maximum of 6000 words and based on their own organisation.

(The above guidance has been introduced for use from March 2016.)