

Unit: CPC 413 Make decisions and solve problems (Commissioning, Procurement and Contracting)

Key Purpose of commissioning, procurement and contracting

Specify, shape and secure quality services, responses and projects that deliver improving outcomes for individuals, families and communities within the strategic objectives of the organisation

Elements of competence

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| CPC 413 A Exchange information to solve problems and make decisions |
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| CPC 413 B Analyse information to support decision making |
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| CPC 413 C Provide information to support decision making |
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About this unit

Many problems are best resolved through discussion and most people like to have some discussion before taking decisions. This unit covers leading and participating in a wide range of formal and informal meetings and group discussions where you need to be able to present reasoned arguments and key information. You also need to be able to handle conflicts and disagreements and to summarise and clarify the results of a meeting or discussion.

This unit is also about providing information so that sound decisions can be taken. You need to be able to find reliable and appropriate sources of information and select methods of gathering information which are efficient and effective. You need to be able analyse the information you find so that you can identify trends and key issues and reach conclusions supported by valid and reliable evidence. Information is not just for your own use, providing information to others to help them make decisions is also part of this unit

Scope

The scope helps to make sure that you provide evidence related to the work you do. Terms in this section give you options related to the words in bold in the performance criteria. Your evidence for this unit should cover any option that is part of your work.

Meetings: formal; informal

Purpose: decision making; exchange of views; information gathering; information sharing; making recommendations

Group members: managers; colleagues; individuals, families and communities; service providers; partners; specialists

Record (verb): formally; informally; officially; personally

Provide information/advice: written (electronic or paper), verbal (face to face or telephone), directly to decision makers, or indirectly via a line manager or other person. Directly to those concerned or indirectly through website, forum, newsletter etc

Values

The values underpinning this unit have been derived from the values and principles statement, relevant service standards and codes of practice for health and social care in the four UK countries.

Key words and concepts

This section provides explanations of the key words and concepts used in this unit. In occupational standards it is quite common to find familiar words or phrases used, which, in the detail of the standards, may be used in a very particular way. **Therefore we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

Relevant people: people to whom a particular issue or incident is important or who are affected by it. Who the relevant people are can depend upon circumstances.

Sustainable: an activity/intervention and/or service able to meet current needs without damaging the ability of future generations to meet their needs. This means thinking about what you do and making sure that you are not damaging the environment

Analysis: to explore and examine the data you have collected and to find out and interpret what it tells you. Once you have interpreted the data it becomes information you can use.

Accessible: something that people can understand regardless of the level or way in which they communicate, this may mean translating information, or providing it in large print or on audio tape, or just in plain language

CPC 413 A Exchange information to solve problems and make decisions

Performance Criteria

You must show that you:

- 1 Lead, and participate, in **meetings** and group discussions to solve problems and make decisions
- 2 Clearly establish the **purpose** of the meeting with other **group members** at the outset
- 3 Encourage positive contributions and useful information which helps decision-making from all members of the group
- 4 Contribute effectively by defining problems and assessing proposed solutions
- 5 Acknowledge and constructively discuss the contributions and viewpoints of others
- 6 Effectively discourage unhelpful arguments and digressions
- 7 Review and summarise key points at regular intervals
- 8 Ensure that any decisions taken fall within the group's authority and are **sustainable** and within organisational policies
- 9 **Record** decisions accurately and pass them on as necessary to the **relevant people**

CPC 413 B Analyse information to support decision making Performance Criteria

You must show that you:

1. Identify clear objectives for your **analysis** which are consistent with the decisions which need to be made
- 2 Use sufficient relevant, accurate **information** to allow you to reach reliable decisions
- 3 Use methods of analysis that correctly identify key information
- 4 Support conclusions with reasoned argument and appropriate evidence
- 5 Differentiate clearly between fact and your opinion when presenting the results of analysis

CPC 413 C Provide information to support decision making

Performance Criteria

You must show that you:

- 1 Take opportunities to offer and **provide information and advice**
- 2 Ensure that advice is consistent with your organisational policy and takes into account resource constraints
- 3 Give current, relevant and accurate information
- 4 Present information in an **accessible** way
- 5 Support advice, if necessary, by reasoned argument and evidence

Knowledge specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by principles and values. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to the expectations and requirements of your job role**

You need to show that you know, understand and can apply in practice:

Values

1. Legal and organisation requirements on equality, diversity, discrimination, rights, confidentiality
2. The importance of involving individuals families and communities, providers and partner agencies in the policy making process
3. Why it is important to base commissioning policy decisions on valid and reliable evidence
4. Methods and ways of working that:
 - a. support equality and diversity
 - b. support the rights of people to communicate in their preferred way, media and language
 - c. support the development of sustainable new ideas
 - d. are ethical and adhere to any codes of practice relevant to your work
 - e. respect other people's ideas, values and principles

Legislation and organisation policy and procedures

5. Codes of practice and conduct, and standards and guidance and the roles, responsibilities, accountability and duties of others when developing policies and strategies
6. Relevant current local, UK and European legislation and organisational requirements, procedures and practices for:
 - data protection
 - risk assessment and management
 - making and dealing with complaints and whistle blowing
 - decision making
10. Key government initiatives which affect commissioning practices and policies and the decision making process
12. How different philosophies, principles, priorities and codes of practice can affect inter-agency and partnership working when making decisions.
13. Policies, procedures, guidance and protocols with the other organisations and professions with whom you work related to decision making

Theory and practice

14. Methods of assessing information in terms of relevance, reliability, sufficiency and implications
15. How to identify information which may be contradictory, ambiguous or inadequate and how to deal with these problems
16. Different approaches to, and methods of, analysing information and how to select methods appropriate to decisions which need to be made
17. How to analyse information to identify patterns and trends and to reach conclusions
18. Methods of organising and presenting information to contribute to decision-making
19. Methods and techniques for forming and managing groups and teams
20. Approaches to handling disagreements and conflict
21. The importance of informing and consulting others about problems and proposals and encouraging them to offer ideas and views
22. The reasons for keeping records of proceedings and outcomes

23. Methods of assessing and evaluating information in terms of relevance, reliability, sufficiency and implications
24. Ways of presenting an accessible, logical and clear argument