|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Title: | | **Managing information (M5.18)** | | |
| Level: | | 5 | | |
| Credit value: | | 4 | | |
| Learning outcomes (the learner will) | | | Assessment criteria (the learner can) | |
| 1 Understand the management of information within the organisation | | | 1.1  1.2 | Critically assess information flow through a number of different channels within the organisation  Propose improvements to the flow of information within your area of responsibility, based on your organisational assessment |
| 1. Be able to gather and analyse information to make decisions or solve problems in your area of responsibility | | | 2.1  2.2  2.3 | Collect information from a wide range of sources to support management decision-making  Analyse the information collected from a wide variety of sources, to inform decision-making  Use this analysis of information to make and justify a management decision |
| 3 Be able to disseminate information on a management decision, through the right organisational channels | | | 3.1  3.2 | Communicate information to team members or other colleagues to meet business objectives, using appropriate organisational channels  Communicate information to stakeholders or customers to meet business objectives, using appropriate organisational channels. |
| **Additional information about the unit** | | |  | |
| Unit purpose and aim(s) | | | To develop understanding and ability to be able to manage information within own organisation, as required by a practising or potential middle manager. | |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | | | Links to MSC 2004 NOS: A3, C6, F9, F11 | |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | | |  | |
| Support for the unit from a sector skills council or other appropriate body (if required) | | | Management Standards Centre (MSC) | |
| Location of the unit within the subject/sector classification system | | | Business Management | |
| Unit guided learning hours | | | 12 | |
| 1 | * Information flows * Information channels and knowledge networks * Ways to identify information requirements * Manual and IT systems to receive, record, process store and transfer information * Data Protection legislation and security of data * Range of source documents and IT systems * Intranets * Internet and e-business | | | |
| 2 | * Types and sources of information about the organisation, its operations, resources, markets, suppliers, customers and competitors * Levels of managing information, e.g. corporate, department, team * Records management * Information management and Management Information Systems (MIS) * Value of valid, accurate and timely information to the organisation * Techniques for assessing the validity, accuracy and reliability of information * Constraints on the availability of and access to data * Primary and secondary research * Means of data collection and validation, including questioning, observation, surveys, source records, pilot studies and sampling * Knowledge, information and data * Indexing, referencing and structuring qualitative information * Using and interpreting information for decision making and problem solving * Data and information analysis * Decision-making models and techniques * Strategic, tactical and operational decision-making | | | |
| 3 | * Internal and external organisation communication channels * Communication strategies to achieve business objectives * Choice of appropriate communication channels to achieve business objectives | | | |