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| 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 | 1.11.2 | 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
 | 2.12.22.3 | 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-makingUse 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  | 3.13.2 | Communicate information to team members or other colleagues to meet business objectives, using appropriate organisational channelsCommunicate 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
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| 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
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| 3 | * Internal and external organisation communication channels
* Communication strategies to achieve business objectives
* Choice of appropriate communication channels to achieve business objectives
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