

Unit 15: Managing Activities to Achieve Results

Learning hours: 60

NOF level 4: BTEC Higher National – H2

Description of unit

This unit focuses on the effective and efficient planning and management of work activities. It provides learners with the knowledge and skills to design, implement and change operational systems to improve their effectiveness and efficiency and to achieve the desired results.

Learners are encouraged to consider the importance and interrelationship of business processes and the implementation of operational plans, together with quality systems and health and safety in achieving satisfactory results.

Summary of learning outcomes

To achieve this unit a learner must:

- 1 Evaluate the importance of **business processes in delivering outcomes based upon business goals and objectives**
- 2 Develop **plans for their areas of responsibility and implement operational plans**
- 3 Design and monitor **appropriate systems to ensure quality of product and services**
- 4 Manage **health and safety in the workplace**
- 5 Improve **organisational performance**.