

Title:	Managing work analysis (M5.44)	
Level:	5	
Credit value:	3	
Learning outcomes		Assessment criteria
1. Understand the strategic context and purpose of work analysis		<p>1.1 Explain how work analysis can contribute to continuous improvement within your organisation</p> <p>1.2 Select an area of work that you are responsible for to conduct a work analysis exercise that will contribute to the achievement of one or more of the organisations strategic objectives.</p>
2. Be able to conduct a work analysis to improve organisational performance		<p>2.1 Conduct the work analysis in your selected area of responsibility using an appropriate work analysis method or technique</p> <p>2.2 Use the outcomes of your work analysis to identify possible improvements that could be made to processes</p>
3. Be able to make decisions based on work analysis outcomes		<p>3.1 Use a formal decision-making technique to identify the outcome that is best able to achieve the strategic objective</p> <p>3.2 Evaluate the selected outcome for possible consequences for the organisation</p>
Additional information about the unit		
Unit purpose and aim(s)		To be able to carry out a work analysis in own area of operation to identify improvements and make decisions that will benefit the organisation
Unit expiry date		
Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate)		Links to 2004 NOS: F3
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)	
Location of the unit within the subject/sector classification system	Business Management
Name of the organisation submitting the unit	Institute of Leadership & Management
Availability for use	
Units available from	
Unit guided learning hours	12
	Indicative content:
<p>1 Work analysis as a systematic process of gathering and analysing information about job roles and working practises</p> <ul style="list-style-type: none"> • Outcomes of work analysis, e.g. job descriptions, job specifications, changes in working practises • Relationship between work analysis, functional areas, and business processes, e.g. human resources and production and continuous improvement • Work analysis and organisation aims and goals 	
<p>2 Required strategic outcomes or measures are initially defined, e.g. customer requirements, improved productivity, employee satisfaction</p> <ul style="list-style-type: none"> • Work analysis methods and techniques appropriate for a middle manager, including: <ul style="list-style-type: none"> • Competency Modelling • Critical Incident Technique (CIT) • Job Compatibility Assessment (JCA) • Job Diagnostic Survey (JDS) • Method Study • Qualitative and quantitative data • Verifiable and reliable data • Definitions of efficiency, effectiveness and productivity 	
<p>3 Data analysis</p> <ul style="list-style-type: none"> • Data and information • Decision-making methods and techniques appropriate for a middle manager, including: <ul style="list-style-type: none"> • Cost-benefit analysis • Decision matrix • Paired comparison analysis • Evaluating decisions to determine possible consequences for the rest of the organisation, e.g. human resources 	