SFJPE1.2
Contribute to the design and testing of operational delivery business process

Overview

This standard concerns designing and testing business processes to meet business requirements. The scope of your work covers systems, processes, process-related documentation and guidance. The system you design should be capable of enabling the organisation to deliver the part of the business process that lies within your area of responsibility.

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Performance criteria

You must be able to:

P1   follow organisational procedures at all times

P2   maintain your own personal safety

P3   work in a way that ensures the safety of others

P4   ensure that you provide relevant and accurate information

P5   test the practicality of elements of the proposed process against agreed objectives

P6   identify the potential for tension between the proposed process and existing processes/systems

P7   report tensions between conflicting processes to the right person

P8   ensure that relevant colleagues and stakeholders are kept up to date with developments and changes

P9   meet the requirements of the timescale

P10 use feedback to make improvements to individual or team performance

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Knowledge and understanding

You need to know and understand:

K1   the requirements of organisational procedures
K2   the legal requirements for health and safety
K3   your organisation's health and safety requirements
K4   how existing legislation works in your own specialism including the impact of court decisions
K5   the aims and objectives of existing legislation in other relevant specialisms
K6   how the process is intended to deliver the policy objectives
K7   the strategic context in which the business operates
K8   the scope and rationale for change
K9   the aims of the relevant business processes and systems and how they operate in practice
K10 how to access sources of information
K11 the requirements of the test objectives, success criteria and relevant quality standards
K12 the role and responsibilities of relevant stakeholders

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Additional Information

Scope/range related to performance criteria

Different conditions which affect how you apply your knowledge, and in which you must demonstrate competence are: ƒ

1. business process: new processes; existing processes ƒ
2. scope: systems; process; process-related documentation; guidance ƒ
3. forms: paper; electronic

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