Decision Making Policy and Procedure

Purpose:
This policy and procedure is to ensure that Technical Advanced Training has a process in place to ensure that the decision making of senior management is informed by the experiences of its trainers and assessors.

Scope:
This policy covers all decision making steps associated with the AQTF Standards for Registered Training Organisations.

Procedure Owner:	CEO - TECHNICAL ADVANCED TRAINING
Procedure Author:	Aydin Tat
Policy Reference(s):	▪ Skills First Internal Audit Checklist 1-15

Definitions:

Decision Making
Decision-making is important for management and leadership. There are processes and techniques to improve decision-making and the quality of decisions. Decision-making is more natural to certain personalities, so these people should focus more on improving the quality of their decisions.

Decision making covers all information relating to decision making of senior management is informed by the experiences of its trainers and assessors. It includes but is not limited to:

- Define and clarify the issue now? Is the matter urgent, important or both.
- Gather all the facts and understand their causes.
- Think about or brainstorm possible options and solutions.
- Consider and compare the pros and cons of each option - consult if necessary - it probably will be.
- Select the best option - avoid vagueness or compromise.
- Explain your decision to those involved and affected, and follow up to ensure proper and effective implementation.

Procedure Measures

Procedure Measures	Target
New structure in providing information and decision making process	2020
Flow chart of information flow	All staff
Continuous improvement up-dated	2020

Distribution

- Technical Advanced Training CEO

- Technical Advanced Training GM

- Required Technical Advanced Training Staff

Procedure:

A simple process for decision-making is the pros and cons list.

Responsibility	Supporting Documents
CEO to disseminate information	G:shared/marketing.business/decision.making
All staff and board members to record meetings and address continuous improvement issues	G:shared/administration

1. First you will need a separate sheet for each identified option.

2. On each sheet write clearly the option concerned, and then beneath it the headings 'pros' and 'cons' (or 'advantages' and disadvantages', or simply 'for' and 'against').

3. Then write down as many effects and implications of the particular option that senior management and trainers and assessors if appropriate can think of, placing each in the relevant column.

4. If helpful 'weight' each factor, by giving it a score out of three or five points (e.g., 5 being extremely significant, and 1 being of minor significance).

5. When you have listed all the points you can think of for the option concerned compare the number or total score of the items/effects/factors between the two columns.

6. This will provide a reflection and indication as to the overall attractiveness and benefit of the option concerned. If you have scored each item you will actually be able to arrive at a total score, being the difference between the pros and cons column totals. The bigger the difference between the total pros and total cons then the more attractive the option is.

7. If you have a number of options and have complete a pros and cons sheet for each option, compare the attractiveness - points difference between pros and cons - for each option. The biggest positive difference between pros and cons is the most attractive option.

8. Technical Advanced Training' Training Manager will be the person responsible for the implementation and maintenance of the policy.

A decision-making pros and cons list like this helps remove the emotion which blocks clear thinking and decision-making. It enables objectivity and measurement, rather than reacting from instinct, or avoiding the issue altogether.

Decision making list

question/decision/option:			
pros (for - advantages)	**score**	**cons (against - disadvantages)**	**score**
totals		**totals**	

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