

# Unit 202 Work within your business environment

## Unit Summary

---

Work effectively within your organisation, supporting its purpose and values, applying employment rights and responsibilities, supporting sustainability, respecting diversity and protecting security and confidentiality.

## Skills

---

You will apply the following skills:

- Planning
- Reading
- Communicating
- Interpersonal skills
- Team working

## Performance indicators

---

You will:

### **Work to achieve your organisation's purpose and values**

1. Work in a way that supports your team's objectives
2. Follow the policies, systems and procedures that are relevant to your role
3. Put relevant organisational values into practice in all aspects of your work
4. Work with outside organisations and individuals in a way that protects the image of your organisation
5. Seek guidance from others when you are unsure about objectives, policies, systems, procedures and values

### **Apply your employment responsibilities and rights**

6. Access information about your employment rights and responsibilities
7. Carry out your responsibilities to your employer in a way that is consistent with your contract of employment
8. Understand your employment rights
9. Seek guidance when you are unsure about your employment responsibilities and rights

### **Support sustainability**

10. Keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials
11. Follow procedures for the maintenance of equipment

12. Make best use of technology to work in an efficient way

### **Support diversity**

13. Interact with other people in a way that is sensitive to their individual needs and respects their background, abilities, values, customs and beliefs
14. Learn from other people and use this to improve the way you work and interact with others
15. Follow your organisation's procedures and legal requirements in relation to discrimination legislation

### **Maintain security and confidentiality**

16. Maintain the security of property in a way that is consistent with your organisation's procedures and legal requirements
17. Maintain the security and confidentiality of information in a way that is consistent with your organisation's procedures and legal requirements
18. Report any concerns about security and confidentiality to an appropriate person

## **Knowledge**

---

You will know:

1. The sector in which your organisation operates
2. Your organisation's mission and purpose
3. How your organisation compares to other organisations in the sector
4. Your main responsibilities at work
5. How your role fits into your organisation's structure and contributes to its operation
6. The policies, procedures, systems and values of your organisation that are relevant to your role
7. How to apply your organisation's values and policies
8. Who you should consult if you are unsure about policies, objectives, systems and values
9. Which aspects of employment are covered by law
10. Any industry-specific legislation and regulations that are relevant to your role
11. Why legislation is important in upholding and protecting the rights of both employer and employee
12. The main terms and conditions of your contract of employment
13. Who you should contact if you have a grievance at work or need guidance and support on an employment issue
14. What you should do if you witness or experience discrimination or bullying at work
15. What procedures you should follow if you are ill or need time off from work
16. The types of information that are recorded in personnel records, why these are needed and what to do if you need to report changes to this information
17. Why it is important to minimise waste in the workplace

18. The main causes of waste in a business administration environment and how to minimise this waste
19. Why recycling is important and your organisation's procedures for recycling and the disposal of hazardous materials
20. How regular maintenance of equipment can help to minimise waste
21. How to use technology to work more efficiently
22. What is meant by 'diversity' and why it should be valued
23. How to be sensitive to people's individual needs and respect their abilities, background, values, customs and beliefs
24. The ways in which you could learn from others
25. The importance of maintaining security and confidentiality
26. The legal and organisational requirements in relation to security and confidentiality
27. The procedures you should follow if you have concerns about security and confidentiality

## Evidence requirements

---

This section is aimed at the assessor and sets out the evidence requirements for this unit.

1. Evidence for this unit is generated when your candidate is carrying out real work in a private sector, not-for-profit or public service organisation, whether full-time or part-time, paid or voluntary.
2. For this unit, evidence may be collected in an approved Realistic Working Environment or an extended work placement.
3. Simulation is not allowed for this unit.
4. Evidence must show that your candidate has consistently met the standard over a sufficient period of time for you to consider the candidate competent.
5. You may use the following assessment methods when assessing this unit:

Performance evidence	Observation	Yes
	Examination of work products	Yes
Supplementary evidence	Witness testimony	Yes
	Questions *	Yes

\*This includes verbal and written questioning, questionnaires, work based tasks, reflective accounts, case studies, professional discussion and feedback reports.

6. Your candidate needs to show that they:

**Work to achieve their organisation's purpose and values.** Evidence may include:

- Task list
- Action plan
- Reviews
- Appraisals

- Personal development plan
- Continuous professional development records
- Minutes of team meetings

**Apply their employment responsibilities and rights.** Evidence may include:

- Task list
- Action plan
- Reviews
- Appraisals
- Personal development plan
- Continuous professional development records
- Minutes of 1-1 meetings
- Contract of employment and/or training contract
- Job description
- Induction agenda/programme
- CfA Employment Rights and Responsibilities workbook

**Support sustainability.** Evidence may include:

- Meeting minutes
- Training records
- Induction agenda/programme

**Support diversity.** Evidence may include:

- Task list
- Action plan
- Reviews
- Appraisals
- Personal development plan
- Continuous professional development records
- Meeting minutes
- Training records (including induction training)

**Maintain security and confidentiality.** Evidence may include:

- Task list
- Action plan
- Reviews
- Appraisals
- Personal development plan
- Continuous professional development records

- Meeting minutes
- Visitor book
- Security records

7. Contingencies

Performance Indicator 3 & 5	If the organisation has no stated values, the assessor must ask detailed questions to ensure the candidate understands the underlying values that drive the organisation
Performance Indicator 7	If there is no contract of employment then an agreement between the two parties should be in place to enable the candidate to demonstrate knowledge of current employment practice
Performance Indicator 9	If no guidance is needed during the assessment period, 'what if' questions may be asked to confirm competence
Performance Indicator 15	If no procedures are in place during the assessment period, 'what if' questions may be asked to confirm competence
Performance Indicator 18	If no concerns arise during the assessment period, 'what if' questions may be asked to confirm competence

8. Evidence will be generated for this unit while generating evidence for optional units at Level 2.