

Unit 302 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, protecting security and confidentiality and managing risk.

Skills

You will apply the following skills:

- Planning
- Reading
- Communicating
- Monitoring
- Interpersonal skills
- Problem solving
- Team working

Performance indicators

You will:

Work to achieve your organisation's purpose and values

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

Apply your employment responsibilities and rights

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

Support sustainability

11. Keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials
12. Follow procedures for the maintenance of equipment
13. Continuously review working methods, including the use of technology, and identify and take forward ways of improving efficiency
14. Choose sources of equipment and materials that provide best value for money
15. Support colleagues so that they can maximise their performance and their value to the organisation

Support diversity

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

Maintain security and confidentiality

19. Maintain the security of property in a way that is consistent with your organisation's procedures and legal requirements
20. Maintain the security and confidentiality of information in a way that is consistent with your organisation's procedures and legal requirements
21. Report any concerns about security and confidentiality to an appropriate person or agency

Assess and manage risk

22. Identify and agree possible sources of risk
23. Assess and confirm the level of risk
24. Put in place ways of minimising risk
25. Monitor risk
26. Be alert to new risks and be able to manage these when they occur
27. Review and learn from your experience of assessing and managing risk

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. How you can help to improve policies, objectives, systems and values in a way that is consistent with your role
10. Which aspects of employment are covered by law
11. Any industry-specific legislation and regulations that are relevant to your role
12. Why legislation is important in upholding and protecting the rights of both employer and employee
13. The main terms and conditions of your contract of employment
14. Who you should contact if you have a grievance at work or need guidance and support on an employment issue
15. What you should do if you witness or experience discrimination or bullying at work
16. What procedures you should follow if you are ill or need time off from work
17. 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
18. Why it is important to minimise waste in the workplace
19. The main causes of waste in a business administration environment and how to minimise this waste
20. Why recycling is important and your organisation's procedures for recycling
21. The correct procedures to follow for the disposal of hazardous materials and why it is important to follow these
22. How regular maintenance of equipment can help to minimise waste
23. How to use technology and other methods to work more efficiently
24. How to select sources of materials and equipment that provide best value for money
25. Why it is important to help develop and support your colleagues so that they can work effectively and efficiently and the benefits to your organisation
26. What is meant by 'diversity' and why it should be valued
27. What advantages diversity can bring to an organisation
28. How to be sensitive to people's individual needs and respect their abilities, background, values, customs and beliefs
29. Ways in which you could learn from others
30. The importance of maintaining security and confidentiality
31. The legal and organisational requirements in relation to security and confidentiality
32. The procedures you should follow if you have concerns about security and confidentiality
33. The sources of risk in the work that you do, including Health & Safety

34. How to assess and monitor risk
35. The methods you can use to minimise risk
36. The importance of learning from mistakes

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 organisation, not-for-profit organisation or public service organisation whether full-time or part-time, paid or voluntary.
2. A Realistic Working Environment or Simulation is not allowed for this unit.
3. Evidence must show that your candidate has consistently met the standard over a sufficient period of time for you to consider the candidate competent.
4. 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.

5. 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
- Minutes of 1-1 meetings
- Research about work policies and/or procedures with recommendations

Apply their employment rights and responsibilities. Evidence may include:

- Task list
- Action plan
- Reviews
- Appraisals
- Personal development plan

- Continuous professional development records
- Minutes of team meetings
- Minutes of 1-1 meetings
- Job description
- CfA Employment rights and responsibilities workbook
- Contract of employment and/or training contract
- Research documents from intranet

Support sustainability. Evidence may include:

- Meeting minutes
- Training records
- Induction agenda/programme
- Technology efficiency reviews
- Office equipment evaluations (including value for money)

Support diversity. Evidence may include:

- Task list
- Action plan
- Reviews
- Appraisals
- Personal development plan
- Continuous professional development records
- Minutes of team meetings
- Minutes of 1-1 meetings
- Training records (including induction training)
- Research about work policies and procedures with recommendations

Maintain security and confidentiality. Evidence may include:

- Task list
- Action plan
- Reviews
- Appraisals
- Personal development plan
- Continuous professional development records
- Minutes of team meetings
- Minutes of 1-1 meetings
- Visitors book
- Security records

- Research about work policies and procedures with recommendations

Assess and manage risk. Evidence may include:

- Task list
- Action plan
- Reviews
- Appraisals
- Personal development plan
- Continuous professional development records
- Minutes of team meetings
- Minutes of 1-1 meetings
- Completed risk assessment report
- Review of risk assessment and proof of implementing improvements
- Identification of hazards
- Evaluation of risk management

6. Contingencies

Performance Indicator 1	If the organisation has no stated mission a professional discussion may be used to ensure the candidate understands the organisation's purpose and aims
Performance Indicator 3 & 5	If the organisation has no stated values a professional discussion may be used to ensure the candidate understands the organisation's purpose and aims
Performance Indicator 10	If no guidance is needed during the assessment period, professional discussion or a dedicated task may be used to confirm competence
Performance Indicator 18	If no procedures are in place during the assessment period, professional discussion or a dedicated task may be used to confirm competence
Performance Indicator 21	If no security concerns arise during the assessment period, professional discussion or a dedicated task may be used to confirm competence
Performance Indicator 26	If no new risks arise during the assessment period, professional discussion may be used to ascertain how these have been dealt with in the past

7. Evidence will be generated for this unit while generating evidence for optional units at Level 3.