

## CFABAG129 SQA Unit Code FD8J 04

### Contribute to working with others in a business environment



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#### Overview

This standard is about contributing to working with other people in a business environment. It includes presenting a positive image of the organisation and supporting others when working towards achieving team objectives. It is for administrators who contribute to working with others as part of their role.

**Performance  
criteria**

- You must be able to:*
- P1 work in a way that supports the team's objectives
  - P2 follow systems and procedures that are relevant to the job role
  - P3 work with people in a way that presents a positive image of the organisation
  - P4 seek guidance from others when unsure about own work
  - P5 communicate with other people
  - P6 provide support to other team members as appropriate to the job role
  - P7 show respect for others
  - P8 produce quality work on time
  - P9 refer problems and disagreements to an appropriate colleague
  - P10 use feedback from others to improve own work

**Knowledge and understanding**

*You need to know and understand:*

- K1 own responsibilities at work
- K2 the purpose of working with other people to achieve goals and objectives
- K3 how own job role fits into the organisation's structure
- K4 the organisational systems and procedures that are relevant to own job role
- K5 who to consult if unsure about policies, objectives, systems and values
- K6 different methods of communication and when to use them
- K7 when it is essential to communicate with others within the team
- K8 the situations in which team members might need support and how to provide this
- K9 the purpose of respecting others
- K10 the purpose of quality measures
- K11 the types of problems and disagreements that occur when working with others and how to refer them
- K12 how to make use of feedback to improve individual work and the work of the team as a whole

## **Additional Information**

### **Skills**

1. communicating
2. managing time
3. negotiating
4. planning
5. problem solving
6. working with others

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