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## Overview

This standard is about managing and taking responsibility for working effectively within your organisation. It includes supporting the organisation's purpose and values, supporting sustainability, respecting diversity, protecting security and confidentiality, and managing risk. It is for administrators who have responsibility for managing work in a business environment.

**Performance  
criteria**

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

*You must be able to:*

- P1 work in a way that supports own organisation's overall mission and team's objectives
- P2 implement policies, systems and procedures that are relevant to your role
- P3 put your organisation's values into practice in all aspects of your work
- P4 work with outside organisations and individuals in a way that protects and improves the image of your organisation
- P5 improve objectives, policies, systems, procedures and values in a way that is consistent with your job role

**Support sustainability**

*You must be able to:*

- P6 establish and maintain procedures to minimize waste, recycle materials and correctly dispose of waste materials
- P7 establish and maintain procedures for the maintenance of equipment
- P8 involve all stakeholders in continuously improving working methods and the use of technology to ensure efficiency in the work environment
- P9 choose sources of equipment, materials and expertise that provide the best value for money and reflect social responsibility in the medium and long term
- P10 establish and maintain procedures to develop colleagues so that they can maximise their performance and their value to the organisation in the short, medium and long term

**Support diversity**

*You must be able to:*

- P11 establish and maintain a working environment that values diversity and makes best use of the talents of all those working for and with the organisation
- P12 use words and actions that show you value diversity among your colleagues, customers and stakeholders
- P13 interact with other people in a way that is sensitive to their individual needs and respects their background, abilities, values, customs and beliefs
- P14 uphold the rights of people who are different from you
- P15 learn from other people who are different from yourself and use this to improve the way you work and interact with others
- P16 follow your organisation's procedures and legal requirements in relation to discrimination legislation

**Maintain security and confidentiality**

*You must be able to:*

- P17 maintain the security of property in a way that is consistent with your organisation's procedures and legal requirements
- P18 maintain the confidentiality of information in a way that is consistent with your organisation's procedures and legal requirements
- P19 deal with any concerns about the security of property and confidentiality of information

**Assess and manage risk**

*You must be able to:*

- P20 identify possible sources of risk
- P21 assess the level of risk
- P22 make judgements on acceptable risks
- P23 put in place ways of minimising and monitoring risk
- P24 be alert to new risks and be able to manage these when they occur
- P25 review and learn from your experience of assessing and managing risk

**Knowledge and understanding**

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

*You need to know and understand:*

- K1 the sector in which your organisation operates
- K2 your organisation's mission and purpose
- K3 the main characteristics of your organisation and how it compares to other organisations in its sector
- K4 your main responsibilities at work
- K5 how your role fits into your organisation's structure and contributes to its operation
- K6 the policies, procedures, systems and values of your organisation that are relevant to your job
- K7 how to implement your organisation's values and policies
- K8 how you can improve policies, objectives, systems and values in a way that is consistent with your job role

**Support sustainability**

*You need to know and understand:*

- K9 the main causes of waste in a business administration environment and what procedures can be put in place to minimise these
- K10 the social and legal requirements for recycling and disposal of waste and the procedures that should be in place to support these
- K11 how regular maintenance of equipment can help to minimise waste and the procedures you should put in place to ensure this happens
- K12 how to engage all stakeholders in continuously improving working methods and the use of technology to achieve maximum efficiency
- K13 how to select sources of materials, equipment and expertise that provide the best value for money, particularly over the medium and long term
- K14 the purpose and benefits of considering issues of social responsibility when selecting suppliers
- K15 The procedures you should put in place to ensure that people are developed and supported in their current work role and for future new responsibilities and how this will benefit your organisation in the short, medium and long term

**Support diversity**

*You need to know and understand:*

- K16 what is meant by diversity and why it should be valued
- K17 what advantages diversity can bring to an organisation
- K18 how to ensure the working environment is supportive of diversity and makes best use of the talents of all those involved
- K19 how to be sensitive to people's individual needs and respect their abilities, background, values, customs and beliefs

K20 the ways in which you can uphold the rights of others

K21 the ways in which you could learn from others

**Maintain security and confidentiality**

*You need to know and understand:*

K22 the purpose and benefits of maintaining security and confidentiality

K23 the legal and organisational requirements in relation to security and confidentiality

K24 the procedures you should follow if you have concerns about security and confidentiality

**Assess and manage risk**

*You need to know and understand:*

K25 the sources of risk in the work that you do

K26 how to assess and monitor risk

K27 how to judge when a risk is acceptable

K28 the methods you can use to minimise risk

K29 the importance of learning from mistakes

## **Additional Information**

### **Skills**

1. communicating
2. monitoring
3. problem solving
4. team working
5. interpersonal skills
6. planning
7. reading

## CFABAF174 SQA Unit Code FE75 04

### Manage work in a business environment

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