

CFABAA627 - SQA Unit Code HA9L 04

Manage and be accountable for own performance in a business environment



Overview

This standard is about accepting responsibility for own work and its delivery and aiming to improve own performance in a business environment. It includes negotiating realistic work targets and the resources needed to meet them, reflecting on and learning from any mistakes, setting high standards for own work and showing drive and commitment to meet them and supporting others in times of change. It is for administrators who manage and are accountable for their own work.

**Performance
criteria**

Plan and be accountable for your work

You must be able to:

- P1 negotiate realistic targets for your work
- P2 negotiate resources you need and select effective working methods
- P3 meet your deadlines or renegotiate targets and plans in good time
- P4 take responsibility for your own work and accept responsibility for any mistakes you make
- P5 reflect on and learn from mistakes
- P6 follow agreed guidelines, procedures and, where appropriate, codes of practice

Behave in a way that supports effective working

You must be able to:

- P7 set high standards for your work and show drive and commitment in achieving these standards
- P8 cope with pressure and overcome difficulties and setbacks
- P9 assert your own needs and rights
- P10 actively seek new challenges
- P11 adapt readily to change and support others during change
- P12 treat other people with honesty, respect and consideration
- P13 support other people in work tasks

Improve your own performance

You must be able to:

- P14 encourage and accept feedback from other people
- P15 evaluate your own work and use feedback from other people to identify where you should improve
- P16 identify ways to improve your work, consistently put them into practice and test how effective they are
- P17 identify where further learning and development could improve your performance
- P18 develop and follow through a learning plan that meets your own needs
- P19 review your progress and update your plans for improvement and learning

Knowledge and understanding

Plan and be accountable for your work

You need to know and understand:

- K1 how to negotiate realistic targets and resources
- K2 how to maximise working methods and how to apply them
- K3 the purpose and benefits of acknowledging and learning from your mistakes
- K4 the guidelines, procedures and codes of practice that are relevant to your work
- K5 the benefits and value of continuously improving your work

Behave in a way that supports effective working

You need to know and understand:

- K6 the purpose of setting high standards for your work and how to set these standards
- K7 how to cope with pressure
- K8 the purpose and value of being resilient when you experience setbacks
- K9 the purpose and benefits of being assertive, what this means and situations when you should be assertive
- K10 the purpose and benefits of actively seeking new challenges and adapting to change
- K11 how to recognise when others need your support and how to provide it
- K12 the types of behaviour that show you are honest, respectful and considerate and the types of behaviour that show you are not

Improve your own performance

You need to know and understand:

- K13 how to evaluate your work
- K14 the purpose and benefits of testing possible improvements to your work
- K15 how learning and development can help you to improve your work, benefit the organisation and further your career
- K16 the main career progression routes available to you
- K17 how to develop a learning plan

Additional Information

Skills

1. analysing
2. communicating
3. decision making
4. organising
5. planning
6. presenting information
7. researching
8. using numbers
9. problem solving
10. using technology

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