

102 Work within your business environment

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.

You will apply the following skills:

- 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 systems and procedures that are relevant to your role
3. Work with people in a way that presents a good image of your organisation
4. Seek guidance from others when you are unsure about your work

Apply your employment responsibilities and rights

5. Demonstrate your employment responsibilities and rights
6. Work within your contract of employment
7. Seek guidance when you are unsure about your employment responsibilities and rights

Support sustainability

8. Keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials

Support diversity

9. Treat other people in a way that respects their background, abilities, values, customs and beliefs
10. Learn from other people and use this to improve the way you work
11. Follow your organisation's procedures and legal requirements in relation to discrimination legislation

Maintain security and confidentiality

12. Keep property secure in a way that is consistent with your organisation's procedures and legal requirements
13. Keep information secure and confidential in a way that is consistent with your organisation's procedures and legal requirements

Knowledge

You will know:

1. Your responsibilities at work
2. How your role fits into your organisation's structure
3. Your organisations systems and procedures that are relevant to your role
4. Who you should consult if you are unsure about policies, objectives, systems and values
5. The main terms and conditions of your contract of employment
6. Who you should contact if you have a grievance at work or need guidance and support on an employment issue
7. What you should do if you witness or experience discrimination or bullying at work
8. What procedures you should follow if you are ill or need time off from work
9. Why it is important to keep waste to a minimum
10. The main types of waste that occur in a business administration environment and how to minimise waste
11. The procedures you should follow for recycling and disposal of hazardous materials and why these are important
12. What is meant by 'diversity' and why it should be valued
13. How to treat other people in a way that respects their abilities, background, values, customs and beliefs
14. Ways in which you could learn from others
15. The importance of maintaining security and confidentiality
16. Legal and organisational requirements in relation to security and confidentiality