

## 202 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:

- Planning
- 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 policies, systems and procedures that are relevant to your role
3. Put relevant organisational values into practice in all aspects of your work
4. Work with outside organisations and individuals in a way that protects the image of your organisation
5. Seek guidance from others when you are unsure about objectives, policies, systems, procedures and values

#### Apply your employment responsibilities and rights

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

#### Support sustainability

10. Keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials
11. Follow procedures for the maintenance of equipment
12. Make best use of technology to work in an efficient way

#### Support diversity

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

#### Maintain security and confidentiality

16. Maintain the security of property in a way that is consistent with your organisation's procedures and legal requirements
17. Maintain the security and confidentiality of information in a way that is consistent with your organisation's procedures and legal requirements
18. Report any concerns about security and confidentiality to an appropriate person

**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.** Which aspects of employment are covered by law
- 10.** Any industry-specific legislation and regulations that are relevant to your role
- 11.** Why legislation is important in upholding and protecting the rights of both employer and employee
- 12.** The main terms and conditions of your contract of employment
- 13.** Who you should contact if you have a grievance at work or need guidance and support on an employment issue
- 14.** What you should do if you witness or experience discrimination or bullying at work
- 15.** What procedures you should follow if you are ill or need time off from work
- 16.** 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
- 17.** Why it is important to minimise waste in the workplace
- 18.** The main causes of waste in a business administration environment and how to minimise this waste
- 19.** Why recycling is important and your organisation's procedures for recycling and the disposal of hazardous materials
- 20.** How regular maintenance of equipment can help to minimise waste
- 21.** How to use technology to work more efficiently
- 22.** What is meant by 'diversity' and why it should be valued
- 23.** How to be sensitive to people's individual needs and respect their abilities, background, values, customs and beliefs
- 24.** The ways in which you could learn from others
- 25.** The importance of maintaining security and confidentiality
- 26.** The legal and organisational requirements in relation to security and confidentiality
- 27.** The procedures you should follow if you have concerns about security and confidentiality