

CFABAA625 SQA Unit Code FD8W 04

Agree how to manage and improve own performance in a business environment



Overview

This standard is about accepting plans for own work and its delivery, improving own performance and behaving in a way that encourages effective working. It includes taking responsibility for own work and any mistakes made, seeking feedback from others and using it to improve own work and adapting positively to changes. It is for administrators who agree how to manage and improve their own performance.

Links: All categories

Specific skills:

1. analysing
2. communicating
3. decision-making
4. organising
5. planning
6. presenting information
7. problem solving

Performance criteria

You must be able to:

Plan and be accountable for own work

- P1 agree realistic targets and achievable timescales for own work
- P2 plan how to make best use of time and the other resources needed
- P3 confirm working methods with work colleagues
- P4 follow the correct procedures to deal with problems when they arise, using the support of other people when necessary
- P5 keep other people informed of progress
- P6 meet deadlines or renegotiate timescales and plans in good time
- P7 take responsibility for own work and accept responsibility for any mistakes made
- P8 follow agreed guidelines, procedures and, where appropriate, codes of practice
- P9 set high standards for own work and show commitment to achieving these standards

You must be able to:

Improve own performance

- P10 encourage and accept feedback from other people
- P11 use feedback to agree ways to improve own work and put improvements into practice
- P12 agree where further learning and development could improve own performance
- P13 follow through a learning plan that meets own needs
- P14 review own progress and update own learning plan

You must be able to:

Behave in a way that supports effective working

- P15 understand your own needs and rights
- P16 show a willingness to take on new challenges
- P17 adapt readily to change
- P18 treat other people with honesty, respect and consideration

Knowledge and understanding

You need to know and understand:

Plan and be accountable for own work

- K1 the purpose of planning own work and being accountable to others
- K2 how to agree realistic targets for own work and why this is important
- K3 how to plan own work to meet agreed deadlines
- K4 the types of problems that may occur during work and how to seek help if needed
- K5 the purpose of keeping other people informed about progress
- K6 the purpose and benefits of giving other people sufficient notice if revisions to plans are needed
- K7 the benefits of acknowledging and learning from mistakes
- K8 guidelines, procedures and codes of practice that are relevant to own area of work
- K9 the benefits of setting high standards for own work and how to set these standards

You need to know and understand:

Improve own performance

- K10 how learning and development can help to improve own work, benefit the organisation and further own career
- K11 the main career progression routes available
- K12 learning and development opportunities that are available

You need to know and understand:

Behave in a way that supports effective working

- K13 the purpose and benefits of being ready to take on new challenges and adapt to change
- K14 the types of behaviour that show you are honest, respectful and considerate and the types of behaviour that show you are not
- K15 how to help and support others and why this is important

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