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**Overview**

This standard is about reviewing and maintaining the delivery of sustainability, respecting diversity, maintaining security and confidentiality and assessing and managing risks in line with organisational and legal requirements. It is for administrators who have responsibility for reviewing and maintaining work in a business environment.

**Performance  
criteria**

**Support sustainability**

*You must be able to:*

- P1 keep waste to a minimum and follow procedures for the recycling and disposal of waste materials
- P2 follow procedures for maintenance of equipment
- P3 continuously review working methods, including the use of technology, and identify and progress ways of improving efficiency
- P4 choose sources of equipment and materials that provide best value for money
- P5 support colleagues to maximise their performance and value to the organisation

**Support diversity**

*You must be able to:*

- P6 interact with other people in a way that is sensitive to their individual needs and respects their background, abilities, values, customs and beliefs
- P7 learn from other people and use this to improve own way of working and interacting with others
- P8 follow organisational procedures and legislation in regard to anti-discrimination

**Maintain security and confidentiality**

*You must be able to:*

- P9 maintain the security of property in a way that is consistent with organisational procedures and legal requirements
- P10 maintain the security and confidentiality of information in a way that is consistent with organisational procedures and legal requirements
- P11 report any concerns about security and confidentiality to an appropriate person or agency

**Assess and manage risk**

*You must be able to:*

- P12 identify and agree possible sources of risk
- P13 assess and confirm the level of risk
- P14 put in place ways of minimising the risk
- P15 monitor risk
- P16 be alert to new risks and manage these when they occur
- P17 review and learn from own experience of assessing and managing risk

**Knowledge and understanding**

**Support sustainability**

*You need to know and understand:*

- K1 The main causes of waste in a business administration environment and how to minimise this waste
- K2 Why recycling is important and the organisation's procedures for recycling
- K3 The correct procedures for the disposal of waste materials and why it is important to follow these
- K4 How regular maintenance of equipment can help to minimise waste
- K5 How to use technology and other methods to work more efficiently
- K6 How to select sources of materials and equipment that provide best value for money

**Support diversity**

*You need to know and understand:*

- K7 The purpose and benefits of helping to develop and support colleagues so that they can work effectively and efficiently, and the benefits to the organisation
- K8 What is meant by diversity and why diversity should be valued
- K9 What advantages diversity can bring to an organisation
- K10 How to be sensitive to people's individual needs and respect their abilities, background, values, customs and beliefs
- K11 The ways in which it is possible to learn from others

**Maintain security and confidentiality**

*You need to know and understand:*

- K12 The purpose and benefits of maintaining security and confidentiality
- K13 The legal and organisational requirements in relation to security and confidentiality
- K14 The organisational procedures to follow if security and confidentiality is a concern

**Assess and manage risk**

*You need to know and understand:*

- K15 The sources of risk in the work carried out, including health and safety
- K16 How to assess and monitor risk
- K17 The methods to minimise risk
- K18 The purpose and value of learning from mistakes

## **Additional Information**

### **Skills**

1. communicating
2. interpersonal skills
3. monitoring
4. planning
5. problem solving
6. working with others

## CFABAF173 SQA Unit Code FE01 04

### Review and maintain work in a business environment

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