
Overview

This standard is about working with other people to achieve team and organisational goals and objectives. It includes sharing work goals, objectives and feedback and working in a way that recognises the strengths of others within the team. It is for administrators who support other people to work in a business environment.

**Performance
criteria**

- You must be able to:*
- P1 work in a way that supports your organisation's overall mission and your team's objectives
 - P2 welcome opportunities to work with other people to achieve positive outcomes
 - P3 follow policies, systems and procedures relevant to your job
 - P4 put your organisation's values into practice in all aspects of your work
 - P5 share work goals and plan work objectives together
 - P6 share feedback with others on the achievement of objectives
 - P7 contribute to improving objectives, policies, systems, procedures and values in a way that is consistent with your role
 - P8 seek guidance from others when you are unsure about objectives, policies, systems, procedures and values
 - P9 work in a way that recognises the strengths of others within a team
 - P10 provide support to members of a team
 - P11 show respect for individuals
 - P12 produce quality work on time
 - P13 work with outside organisations and individuals in a way that protects and improves the image of your organisation
 - P14 communicate with other people
 - P15 identify and refer problems and disagreements

Knowledge and understanding

You need to know and understand:

- K1 the sector in which your organisation operates
- K2 your organisation's mission and purpose
- K3 how your organisation compares to other organisations in the sector
- K4 your main responsibilities at work
- K5 how your role fits into your organisation's structure and contributes to its operation
- K6 the policies, procedures, systems and values of your organisation that are relevant to your role
- K7 how to apply your organisation's values and policies
- K8 the situations in which working with others can achieve positive outcomes
- K9 how to make use of feedback to improve the work of others and the work of the team as a whole
- K10 how you can help to improve policies, objectives, systems and values in a way that is consistent with your role
- K11 who you should consult if you are unsure about policies, objectives, systems and values
- K12 the purpose of acknowledging the strengths of others and of balancing your abilities with theirs
- K13 the situations in which team members might need support
- K14 the purpose of agreeing quality measures
- K15 different methods of communication and when to use them
- K16 how to protect and improve the image of the organisation when working with outside organisations and individuals
- K17 when it is essential to communicate with others within the team
- K18 the types of problems and disagreements that occur when working with others and how to resolve them within the limits of own authority

Additional Information

Skills

1. communicating
2. managing time
3. negotiating
4. problem solving
5. planning
6. resolving disagreements
7. team working

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Support other people to work in a business environment

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