

S102: Support work procedures in a business environment

Overview: Support the delivery of sustainability, respect diversity and protect security and confidentiality in line with organisational requirements in a business environment.

Links: All categories

Specific skills: • Communicating • Interpersonal skills • Reading • Team working

Performance Indicators

Support sustainability

1. Keep waste to a minimum
2. Follow procedures for the recycling and disposal of hazardous materials

Support diversity

3. Treat other people in a way that respects their background, abilities, values, customs and beliefs
4. Learn from other people and use this learning to improve own way of working
5. Follow the organisation's procedures and legal requirements in relation to discrimination legislation

Maintain security and confidentiality

6. Keep property secure in a way that is consistent with organisational procedures and legal requirements
7. Keep information secure and confidential in a way that is consistent with organisational procedures and legal requirements

Knowledge & Understanding

Support sustainability

- A. The purpose and benefits of keeping waste to a minimum
- B. The main types of waste that occur in a business administration environment and how to minimise waste
- C. The procedures to follow for the recycling and disposal of hazardous materials and the purpose and benefits of following procedures

Support diversity

- D. What is meant by diversity
- E. Why diversity should be valued in the workplace
- F. How to treat other people in a way that respects their abilities, background, values, customs and beliefs
- G. The ways in which it is possible to learn from others

Maintain security and confidentiality

- H. The purpose of maintaining security and confidentiality
- I. The legal and organisational requirements in relation to security and confidentiality