

S202: Undertake work in a business environment

Overview: Undertake the requirements for delivering 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 • Planning • Reading

Performance Indicators

Support sustainability

1. Keep waste to a minimum
2. Follow procedures for the recycling and disposal of hazardous materials
3. Follow procedures for maintenance of equipment
4. Make best use of available technology

Support diversity

5. Interact with other people in a way that is sensitive to their individual needs and respects their background, abilities, values, customs and beliefs
6. Learn from other people and use this to improve own way of working and interacting with others
7. Follow organisational procedures and legal requirements in relation to discrimination legislation

Maintain security and confidentiality

8. Maintain the security of property in a way that is consistent with organisational procedures and legal requirements
9. Maintain the security and confidentiality of information in line with organisational procedures and legal requirements
10. Report any concerns about security and confidentiality to an appropriate person

Knowledge & Understanding

Support sustainability

- A. The benefits of minimising waste in the workplace
- B. The main causes of waste in a business administration environment
- C. How to minimise this waste
- D. Why recycling is important and the organisational procedures for recycling and disposal of hazardous materials
- E. How regular maintenance of equipment can help to minimise waste
- F. How to use technology to work more efficiently

Support diversity

- G. What is meant by diversity and why it should be valued
- H. How to be sensitive to people's individual needs and respect their abilities, background, values, customs and beliefs
- I. The ways in which it is possible to learn from others

Maintain security and confidentiality

- J. The purpose and benefits of maintaining security and confidentiality
- K. The legal and organisational requirements in relation to security and confidentiality
- L. The procedures to follow if there are any concerns about security and confidentiality