

S302 : Review and maintain work in a business environment

Overview: Review and maintain the delivery of sustainability; respect diversity; maintain security and confidentiality; and, assess and manage risks in line with organisational requirements in a business environment.

Links: All categories

Specific skills:

- Communicating
- Interpersonal skills
- Monitoring
- Planning
- Problem-solving
- Working with others

Performance Indicators

Support sustainability

1. Keep waste to a minimum and follow procedures for the recycling and disposal of hazardous materials
2. Follow procedures for maintenance of equipment
3. Continuously review working methods, including the use of technology, and identify and progress ways of improving efficiency
4. Choose sources of equipment and materials that provide best value for money
5. Support colleagues to maximise their performance and value to the organisation

Support diversity

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

Maintain security and confidentiality

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

Assess and manage risk

12. Identify and agree possible sources of risk
13. Assess and confirm the level of risk
14. Put in place ways of minimising the risk
15. Monitor risk
16. Be alert to new risks and manage these when they occur
17. Review and learn from own experience of assessing and managing risk

Knowledge & Understanding

Support sustainability

- A. The purpose and benefits of minimising waste in the workplace
- B. The main causes of waste in a business administration environment and how to minimise this waste
- C. Why recycling is important and the organisation's procedures for recycling
- D. The correct procedures for the disposal of hazardous materials and why it is important to follow these
- E. How regular maintenance of equipment can help to minimise waste
- F. How to use technology and other methods to work more efficiently
- G. How to select sources of materials and equipment that provide best value for money

Support diversity

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

Maintain security and confidentiality

- M. The purpose and benefits of maintaining security and confidentiality
- N. The legal and organisational requirements in relation to security and confidentiality
- O. The organisational procedures to follow if security and confidentiality is a concern

Assess and manage risk

- P. The sources of risk in the work carried out, including health and safety
- Q. How to assess and monitor risk
- R. The methods to minimise risk
- S. The purpose and value of learning from mistakes

