

# ASTBUS301

## Carry out your responsibilities at work



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### Overview

This unit has been imported from the Council for Administration (CfA) NOS for Administration Unit 301.

Communicate effectively, accept responsibility for own work and its delivery, improve own performance and behave in a way that encourages effective working.

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### Performance criteria

#### Communicate information

*You must be able to:*

- P1 actively focus on information that other people are communicating, questioning any points you are unsure about
- P2 provide accurate, clear and structured information to different audiences
- P3 make useful contributions to discussions, developing points and ideas
- P4 give others the opportunity to contribute their ideas and opinions and take these into account
- P5 select and read written material that contains information that you need
- P6 identify and extract the main points you need from written material
- P7 provide written information to other people accurately and clearly

#### Plan and be accountable for your work

*You must be able to:*

- P8 negotiate and agree realistic targets for your work
- P9 prioritise targets and agree achievable timescales
- P10 plan how you will make best use of your time and the other resources you need and choose effective working methods
- P11 identify and solve problems when they arise, using the support of other people when necessary
- P12 keep other people informed of your progress
- P13 meet your deadlines or renegotiate targets, timescales and plans in good time
- P14 take responsibility for your own work and accept responsibility for any mistakes you make
- P15 follow agreed guidelines, procedures and, where appropriate, codes of practice

#### Improve your own performance

*You must be able to:*

- P16 encourage and accept feedback from other people
- P17 evaluate your own work and use feedback from other people to identify where you should improve
- P18 identify ways to improve your work, consistently put them into practice and test how effective they are
- P19 identify where further learning and development could improve your performance
- P20 develop and follow through a learning plan that meets your own needs
- P21 review your progress and update your plans for improvement and learning

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### **Behave in a way that support effective working**

*You must be able to:*

- P22 set high standards for your work and show drive and commitment in achieving these standards
- P23 cope with pressure and overcome difficulties and setbacks
- P24 assert your own needs and rights when necessary
- P25 show a willingness to take on new challenges
- P26 adapt readily to change
- P27 treat other people with honesty, respect and consideration
- P28 help and support other people

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### Knowledge and understanding

*You need to know and understand:*

- K1 why effective communication is important
- K2 how to focus actively on what others are communicating
- K3 how to structure and present information clearly and accurately
- K4 why it is important to adapt the way you communicate to different audiences
- K5 how non-verbal communication affects the impact you have on other people
- K6 how to contribute positively to discussions
- K7 why it is important to give other people the opportunity to contribute their ideas and opinions and show that you have taken account of these
- K8 how to provide written information in a way that meets the needs of different audiences
- K9 how to plan your work and be accountable to others
- K10 how to negotiate realistic targets for your work and why this is important
- K11 how to prioritise targets and set timescales
- K12 the types of problems that may occur during your work and how to solve them
- K13 why it is important to keep other people informed about progress
- K14 why you should give other people sufficient notice if you need to revise your plans
- K15 why it is important to acknowledge and learn from your mistakes
- K16 the guidelines, procedures and codes of practice that are relevant to your work
- K17 why it is important to try to continuously improve your work
- K18 why it is important to encourage and accept feedback from others
- K19 how to evaluate your work
- K20 why it is important to test out possible improvements to your work
- K21 how learning and development can help you to improve your work and further your career
- K22 the main career progression routes available to you
- K23 the learning and development opportunities that are available to you
- K24 how to develop a learning plan
- K25 why it is important to set high standards for your work and how to set these standards
- K26 how to cope with pressure
- K27 why it is important to be resilient when you experience setbacks
- K28 why it is important to be assertive, what this means and situations when you should be assertive
- K29 why it is important to be ready to take on new challenges and adapt to change
- K30 why it is important to treat others with honesty, respect and consideration

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- K31 the types of behaviour that show you are honest, respectful and considerate and the types of behaviour that show you are not
- K32 how to help and support others and why this is important

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### Additional Information

#### Skills

Listed below are the main generic 'skills' which need to be applied in building your organisation's understanding of its market and customers. These skills are explicit/implicit in the detailed content of the unit and are listed here as additional information.

- 1 Communicating
- 2 Researching
- 3 Negotiating
- 4 Planning
- 5 Managing time
- 6 Solving Problems
- 7 Evaluating
- 8 Team working

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**Relevant occupations** Business, Administration and Law; Agriculture; Managers and Proprietors in Hospitality and Leisure Services; Urban, rural and regional planning; Administration; Law and legal services; Managers in Farming, Horticulture, Forestry and Fishing; Legal Professionals; Architects, Town Planners and Surveyors; Public Service Professionals; Administration and Secretarial Occupations; Government and Related Organisations; Business and Finance Associate Professionals

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**Suite** Local Land Charges and Property Information 2009

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**Key words** Communicate, responsibilities, delivery, performance