

# ASTBUS302

## Work within your business environment



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### Overview

This unit has been imported from the Council for Administration (CfA) NOS for Administration Unit 302.

Work effectively within your organisation, supporting its purpose and values, applying employment rights and responsibilities, supporting sustainability, respecting diversity, protecting security and confidentiality and managing risk.

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### Performance criteria

#### Work to achieve your organisation's purpose and values>

*You must be able to:*

- P1 work in a way that supports your organisation's overall mission and your team's objectives
- P2 follow the policies, systems and procedures that are relevant to your job
- P3 put your organisation's values into practice in all aspects of your work
- P4 work with outside organisations and individuals in a way that protects and improves the image of your organisation
- P5 seek guidance from others when you are unsure about objectives, policies, systems, procedures and values
- P6 contribute to improving objectives, policies, systems, procedures and values in a way that is consistent with your role

#### Apply your employment responsibilities and rights

*You must be able to:*

- P7 access information about your employment rights and responsibilities
- P8 carry out your responsibilities to your employer in a way that is consistent with your contract of employment
- P9 assert your employment rights when necessary
- P10 seek guidance when you are unsure about your employment responsibilities and rights

#### Support sustainability

*You must be able to:*

- P11 keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials
- P12 follow procedures for the maintenance of equipment
- P13 continuously review working methods, including the use of technology, and identify and take forward ways of improving efficiency
- P14 choose sources of equipment and materials that provide best value for money
- P15 support colleagues so that they can maximise their performance and their value to the organisation

#### Support diversity

*You must be able to:*

- P16 interact with other people in a way that is sensitive to their individual needs and respects their background, abilities, values, customs and beliefs
- P17 learn from other people and use this to improve the way you work and interact with others
- P18 follow your organisation's procedures and legal requirements in relation to discrimination legislation

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### **Maintain security and confidentiality**

- You must be able to:*
- P19 maintain the security of property in a way that is consistent with your organisation's procedures and legal requirements
  - P20 maintain the security and confidentiality of information in a way that is consistent with your organisation's procedures and legal requirements
  - P21 report any concerns about security and confidentiality to an appropriate person or agency

### **Assess and manage risk**

- You must be able to:*
- P22 identify and agree possible sources of risk
  - P23 assess and confirm the level of risk
  - P24 put in place ways of minimising risk
  - P25 monitor risk
  - P26 be alert to new risks and be able to manage these when they occur
  - P27 review and learn from your experience of assessing and managing risk

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### 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 who you should consult if you are unsure about policies, objectives, systems and values
- K9 how you can help to improve policies, objectives, systems and values in a way that is consistent with your role
- K10 which aspects of employment are covered by law
- K11 any industry-specific legislation and regulations that are relevant to your role
- K12 why legislation is important in upholding and protecting the rights of both employer and employee
- K13 the main terms and conditions of your contract of employment
- K14 who you should contact if you have a grievance at work or need guidance and support on an employment issue
- K15 what you should do if you witness or experience discrimination or bullying at work
- K16 what procedures you should follow if you are ill or need time off from work
- K17 the types of information that are recorded in personnel records, why these are needed and what to do if you need to report changes to this information
- K18 why it is important to minimise waste in the workplace
- K19 the main causes of waste in a business administration environment and how to minimise this waste
- K20 why recycling is important and your organisation's procedures for recycling
- K21 the correct procedures to follow for the disposal of hazardous materials and why it is important to follow these
- K22 how regular maintenance of equipment can help to minimise waste
- K23 how to use technology and other methods to work more efficiently
- K24 how to select sources of materials and equipment that provide best value for money
- K25 why it is important to help develop and support your colleagues so that they can work effectively and efficiently and the benefits to your organisation

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- K26 what is meant by 'diversity' and why it should be valued
- K27 what advantages diversity can bring to an organisation
- K28 how to be sensitive to people's individual needs and respect their abilities, background, values, customs and beliefs
- K29 ways in which you could learn from others
- K30 the importance of maintaining security and confidentiality
- K31 the legal and organisational requirements in relation to security and confidentiality
- K32 the procedures you should follow if you have concerns about security and confidentiality
- K33 the sources of risk in the work that you do, including Health & Safety
- K34 how to assess and monitor risk
- K35 the methods you can use to minimise risk
- K36 the importance of learning from mistakes

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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 Planning
- 2 Reading
- 3 Communicating
- 4 Monitoring
- 5 Interpersonal skills
- 6 Problem solving
- 7 Team working

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<b>Developed by</b>	Asset Skills
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<b>Originating organisation</b>	CfA
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<b>Relevant occupations</b>	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; Research Officer; Researcher; Research and Intelligence Officer; Communications Officer; Economic Development Officer
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<b>Suite</b>	Local Land Charges and Property Information 2009; Local Government Skills
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<b>Key words</b>	business environment, organisation, purpose, values, rights, responsibilities, employments, sustainability, diversity, security, managing risk, Marketing, Departmental working, Specialist knowledge
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