

ASTH301

Promote safe, ethical and sustainable practice in your area of responsibility



Overview

This standard is about how you work with colleagues and customers in a way which promotes equality and diversity. It is also about ensuring that your workplace and the practices of you and your colleagues are safe and sustainable.

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Performance criteria

You must be able to:

- P1 demonstrate respect for the views, choices, wishes and privacy of others
- P2 provide up-to-date information, appropriate explanations and support to enable individuals to understand their rights and responsibilities
- P3 promote equal opportunities and diversity in your area of work and challenge discriminatory practice in a way that will solve the problem
- P4 develop and maintain productive working relationships with others which promote goodwill and trust
- P5 assess any risks to your personal safety and security associated with the work and take appropriate measures to minimise these risks
- P6 carry out your work in accordance with prescribed codes of conduct, ethical standards and recognised good practice
- P7 recognise and respond appropriately to circumstances which create a conflict of interests or affect your objectivity
- P8 ensure confidentiality of information in line with legal and organisational requirements
- P9 identify your personal responsibilities and liabilities under health and safety legislation and your organisation's own health and safety policy
- P10 make use of specialist expertise in relation to health and safety issues
- P11 ensure that a system is in place for identifying hazards and assessing risks in your area of responsibility and take prompt and effective action to eliminate or control identified hazards and risks
- P12 carry out work in a manner which minimises environmental damage

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Knowledge and understanding

You need to know and understand:

- K1 legal and organisational requirements on equality, diversity and discrimination
- K2 the values, ethical roots, beliefs, faith, cultural conventions, perceptions and expectations of the people you are dealing with
- K3 how to challenge discriminatory practices in a way which will solve the problem
- K4 legal requirements and organisational processes covering data protection, confidentiality and sharing of information
- K5 why it is important to present a positive personal and professional image when dealing with people and how this can be achieved
- K6 how to work with and resolve conflicts that you are likely to meet
- K7 how to enable effective communication and ensure that the views and preferences of others are heard and taken account of
- K8 any relevant ethical standards or codes of practice that cover your area of work
- K9 the importance of complying with recognised good practice
- K10 the range of potential conflicts of interest that you may encounter and the action required to manage these
- K11 relevant legislation and policies covering health and safety
- K12 how to assess and manage risk
- K13 the extent and limits of your own competence and expertise and the importance of not working beyond these
- K14 relevant organisational policies and legislation covering the use and disposal of equipment and materials in a safe and sustainable way

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Suite Housing

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