

CFABAA624

Accept instructions to manage and improve own performance in a business environment



Overview

This standard is about accepting instructions to take responsibility for own work and its delivery, improving own performance and behaving in a way that encourages effective working. It includes showing a willingness to take on new challenges and using feedback to agree ways in which own work might be improved. It is for administrators who accept instructions to manage and improve their own performance.

Links: All categories

Specific skills:

1. analysing
2. communicating
3. decision making
4. organising
5. planning
6. presenting information
7. problem solving
8. researching
9. using technology

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Performance criteria

Be accountable for own work

You must be able to:

- P1 accept instructions given by authorised people and follow these instructions, checking any points not understood
- P2 agree how to make best use of own time and the working methods to be used
- P3 follow the correct procedures to deal with problems, using the support of other people when necessary
- P4 keep other people informed of own progress
- P5 take responsibility for own work and accept responsibility for any mistakes made
- P6 follow agreed guidelines, procedures and, where appropriate, codes of practice

Behave in a way that supports effective working

You must be able to:

- P7 set achievable standards for own work and show commitment to achieving these standards
- P8 understand own needs and rights
- P9 show a willingness to take on new challenges
- P10 adapt readily to change
- P11 treat other people with honesty, respect and consideration

Improve own performance

You must be able to:

- P12 accept feedback from other people
- P13 use feedback to agree ways to improve own work and put them into practice
- P14 follow through a learning plan that meets own needs
- P15 review own progress with a learning plan

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Knowledge and understanding

You need to know and understand:

Be accountable for own work

- K1 how to listen to and follow instructions carefully
- K2 how to plan own work
- K3 the purpose of keeping other people informed about progress
- K4 how to ask for help if needed
- K5 the benefits of acknowledging and learning from own mistakes
- K6 guidelines, procedures and codes of practice that are relevant to own work

You need to know and understand:

Behave in a way that supports effective working

- K7 the purpose of setting achievable standards for own work
- K8 the benefits of being ready to take on new challenges and adapt to change
- K9 the purpose and benefits of treating others with honesty, respect and consideration
- K10 types of behaviour that show honesty, respect and consideration and types of behaviour that show the reverse

You need to know and understand:

Improve own performance

- K11 how learning and development can help to improve own work, benefit the organisation and further own career
- K12 the main career progression routes available
- K13 the learning and development opportunities that are available

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