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**Overview**

This standard is about supporting the delivery of sustainability, respecting diversity and protecting security and confidentiality in line with organisational and legal requirements. It is for administrators who support work procedures in a business environment.

# CFABAF171

## Support work procedures in a business environment

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### Performance criteria

#### Support sustainability

*You must be able to:*

- P1 keep waste to a minimum
- P2 follow procedures for the recycling and disposal of waste materials

#### Support diversity

*You must be able to:*

- P3 treat other people in a way that respects their background, abilities, values, customs and beliefs
- P4 learn from other people and use this learning to improve own way of working
- P5 follow the organisation's procedures and legal requirements in relation to discrimination legislation

#### Maintain security and confidentiality

*You must be able to:*

- P6 keep property secure in a way that is consistent with organisational procedures and legal requirements
- P7 keep information secure and confidential in a way that is consistent with organisational procedures and legal requirements

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### Knowledge and understanding

#### Support sustainability

*You need to know and understand:*

- K1 the main types of waste that occur in a business administration environment and how to minimise waste
- K2 the procedures to follow for the recycling and disposal of waste materials and the purpose and benefits of following procedures

#### Support diversity

*You need to know and understand:*

- K3 what is meant by diversity
- K4 why diversity should be valued in the workplace
- K5 how to treat other people in a way that respects their abilities, background, values, customs and beliefs
- K6 the ways in which it is possible to learn from others

#### Maintain security and confidentiality

*You need to know and understand:*

- K7 the purpose of maintaining security and confidentiality
- K8 the legal and organisational requirements in relation to security and confidentiality

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#### Additional Information

##### Skills

1. communicating
2. interpersonal skills
3. reading
4. team working

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