
Overview

This standard is about undertaking the requirements for delivering sustainability; respecting diversity and protecting security and confidentiality in line with organisational and legal requirements. It is for administrators who undertake work in a business environment.

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Undertake work in a business environment

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
- P3 follow procedures for maintenance of equipment
- P4 make best use of available technology

Support diversity

You must be able to:

- P5 interact with other people in a way that is sensitive to their individual needs and respects their background, abilities, values, customs and beliefs
- P6 learn from other people and use this to improve own way of working and interacting with others
- P7 follow organisational procedures and legal requirements in relation to discrimination legislation

Maintain security and confidentiality

You must be able to:

- P8 maintain the security of property in a way that is consistent with organisational procedures and legal requirements
- P9 maintain the security and confidentiality of information in line with organisational procedures and legal requirements
- P10 report any concerns about security and confidentiality to an appropriate person

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Knowledge and understanding

Support sustainability

You need to know and understand:

- K1 the main causes of waste in a business administration environment and how to minimise this waste
- K2 the organisational procedures for recycling and disposal of waste materials
- K3 how regular maintenance of equipment can help to minimise waste
- K4 how to use technology to work more efficiently

Support diversity

You need to know and understand:

- K5 what is meant by diversity and why it should be valued
- K6 how to be sensitive to people's individual needs and respect their abilities, background, values, customs and beliefs
- K7 the ways in which it is possible to learn from others

Maintain security and confidentiality

You need to know and understand:

- K8 the purpose and benefits of maintaining security and confidentiality
- K9 the legal and organisational requirements in relation to security and confidentiality
- K10 the procedures to follow if there are any concerns about security and confidentiality

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Additional Information

Skills

1. communicating
2. interpersonal skills
3. planning
4. reading

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