
Overview

This standard is designed to make sure individuals work in the way deemed appropriate by their organisation.

It is also designed to make sure that individuals understand their responsibilities to their organisation and those with and for whom they work.

Performance criteria

You must be able to:

- 1 maintain safety of self and others in line with organisational policies and procedures
- 2 apply required security, data protection, health and safety regulations and organisational policies and procedures throughout own working duties
- 3 treat others with respect throughout own working duties in line with organisational policies and procedures
- 4 check own conduct contributes to the positive reputation of the organisation
- 5 communicate with others in ways suited to individual needs in line with organisational policies and procedures
- 6 check own personal presentation is in line with organisational requirements
- 7 use time management techniques throughout own working duties
- 8 check with line manager that personal effectiveness is met in own role in line with organisational policies and procedures

Knowledge and understanding

You need to know and understand:

- 1 organisational policies and procedures for standards of conduct and:
 - 1.1 health and safety regulations
 - 1.2 security regulations
 - 1.3 data protection regulations
- 2 the organisation's standards, values and expectations
- 3 the penalties of breaching the organisation's regulations and codes of practice
- 4 the organisation's complaints and grievance procedures
- 5 the extent and limit of own responsibilities
- 6 to whom to go for advice and guidance
- 7 the importance of respecting the needs, values and beliefs of others
- 8 the importance of maintaining confidentiality and the possible consequences of not doing so

SFJ113

Maintain required standards of conduct



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