SFJPD1.1
Accept instructions to manage and improve own performance in a business environment

Overview

Accept responsibility for own work and its delivery, improve own performance and behave in a way that encourages effective working.

SFJPD1.1

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

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

SFJPD1.1

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

Knowledge and understanding

Be accountable for own work

You need to know and understand:

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

Behave in a way that supports effective working

You need to know and understand:

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 why the way to behave in the workplace is important
K11 types of behaviour that show honesty, respect and considerateness and types of behaviour that show the reverse

Improve own performance

You need to know and understand:

K12 the value and benefits of continuously improving own work
K13 the benefits of accepting feedback from others
K14 how learning and development can help to improve own work, benefit the organisation and further own career
K15 the main career progression routes available
K16 the learning and development opportunities that are available

SFJPD1.1
Accept instructions to manage and improve own performance in a business environment

Additional Information

Skills

Analysing,
Communicating
Decision making
Organising
Planning
Presenting information
Problem-solving
Researching
Using technology

Links to other NOS

All categories

SFJPD1.1

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

Developed by	Skills for Justice
Version number	1
Date approved	July 2010
Indicative review date	July 2013
Validity	Current
Status	Tailored
Originating organisation	CfA
Original URN	BAA 624
Relevant occupations	Public Services; Public Service Professionals; Government and Related Organisations
Suite	NOS for Operational Delivery Processing roles
Key words	Operational Delivery, Processing, Accept responsibility for own work and its delivery, improve own performance and behave in a way that encourages effective working.