

SFJPK1.3

Support work procedures in a business environment



Overview

This standard is about supporting sustainability, respecting diversity and protecting security and confidentiality.

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Performance criteria

You must be able to:

Support sustainability

- P1 keep waste to a minimum
- P2 follow procedures for recycling and the disposal of hazardous 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 the way you work
- P5 follow your 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

You need to know and understand:

Support sustainability

- K1 the purpose and benefits of keeping waste to a minimum
- K2 the main types of waste that occur in a business administration environment and how to minimise waste
- K3 the procedures to follow for recycling and disposal of hazardous materials and the purpose and benefits for following procedures

Support diversity

You need to know and understand:

- K4 what is meant by 'diversity'
- K5 why diversity should be valued in the workplace
- K6 how to treat other people in a way that respects their abilities, background, values, customs and beliefs
- K7 the ways in which you can learn from others

Sustain security and confidentiality

You need to know and understand:

- K8 the purpose of maintaining security and confidentiality
- K9 the legal and organisational requirements in relation to security and confidentiality

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Additional Information

Skills

Communicating
Interpersonal skills
Reading
Team working

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Developed by	Skills for Justice
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Relevant occupations	Public Services; Public Service Professionals; Government and Related Organisations
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Suite	NOS for Operational Delivery Processing roles
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