

SFJPK1.4

Undertake work in a business environment



Overview

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

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Performance criteria

You must be able to:

Support sustainability

- P1 keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials
- P2 follow procedures for maintenance of equipment
- P3 make best use of available technology

Support diversity

You must be able to:

- P4 interact with other people in a way that is sensitive to their individual needs and respects their background, abilities, values, customs and beliefs
- P5 learn from other people and use this to improve the way you work and interact with others
- P6 follow your organisation's procedures and legal requirements in relation to discrimination legislation

Maintain security and confidentiality

You must be able to:

- P7 maintain the security of property in a way that is consistent with your organisational procedures and legal requirements
- P8 maintain the security and confidentiality of information in line with organisational procedures and legal requirements
- P9 report any concerns about security and confidentiality to an appropriate person

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Knowledge and understanding

You need to know and understand:

Support sustainability

- K1 the benefits of minimising waste in the workplace
- K2 the main causes of waste in a business administration environment
- K3 how to minimise this waste
- K4 why recycling is important and your organisational procedures for recycling and disposal of hazardous materials
- K5 how regular maintenance of equipment can help to minimise waste
- K6 how to use technology to work more efficiently

Support diversity

You need to know and understand:

- K7 what is meant by 'diversity' and why it should be valued
- K8 how to be sensitive to people's individual needs and respect their abilities, background, values, customs and beliefs
- K9 the ways in which you could learn from others

Sustain security and confidentiality

You need to know and understand:

- K10 the purpose and benefits of maintaining security and confidentiality
- K11 the legal and organisational requirements in relation to security and confidentiality
- K12 the procedures to follow if there are any concerns about security and confidentiality

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Additional Information

Skills

Communicating
Interpersonal skills
Planning
Reading

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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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Key words	Operational Delivery, Processing, Support sustainability, Support diversity, Maintain security and confidentiality
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