
Overview

This unit is about working effectively within your organisation, supporting its purpose and values, applying employment rights and responsibilities, respecting diversity and protecting security and confidentiality.

There is one element

- 1 Work within your business environment

Target Group

This unit applies to those in administrative and supporting roles.

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Performance criteria

Work to achieve your organisation's purpose and values

You must be able to:

- P1 work in a way that supports your organisation's overall mission and your team's objectives
- P2 follow the policies, systems and procedures that are relevant to your role
- P3 put your organisation's values into practice in all aspects of your work
- P4 work with outside organisations and individuals in a way that protects and improves the image of your organisation
- P5 seek guidance from others when you are unsure about objectives, policies, systems, procedures and values

Apply your employment responsibilities and rights

You must be able to:

- P6 access information about your employment rights and responsibilities
- P7 carry out your responsibilities to your employer in a way that is consistent with your contract of employment
- P8 understand your employment rights
- P9 seek guidance when you are unsure about your employment responsibilities and rights

Support diversity

You must be able to:

- P10 interact with other people in a way that is sensitive to their individual needs and respects their background, abilities, values, customs and beliefs
- P11 learn from other people and use this to improve the way you work and interact with others
- P12 follow your organisation's procedures and legal requirements in relation to discrimination and legislation

Maintain security and confidentiality

You must be able to:

- P13 maintain the security of property in a way that is consistent with your organisation's procedures and legal requirements
- P14 maintain the security and confidentiality of information in a way that is consistent with your organisation's procedures and legal requirements
- P15 report any concerns about security and confidentiality to an appropriate person

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Knowledge and understanding

You need to know and understand:

- K1 the sector in which your organisation operates
- K2 your organisation's mission and purpose
- K3 how your organisation compares with other organisations in the sector
- K4 your main responsibilities at work
- K5 how your role fits into your organisation's structure and contributes to its operation
- K6 the policies, procedures, systems and values of your organisation that are relevant to your role
- K7 how to apply your organisation's values and policies
- K8 who you should consult if you are unsure about policies, objectives, systems and values
- K9 which aspects of employment are covered by law
- K10 any industry-specific legislation and regulations that are relevant to your role
- K11 why legislation is important in upholding and protecting the rights of both employer and employee
- K12 the main terms and conditions of your contract of employment
- K13 who you should contact if you have a grievance at work or need guidance and support on an employment issue
- K14 what you should do if you witness or experience discrimination or bullying at work
- K15 what procedures you should follow if you are ill or need time off from work
- K16 the types of information that are recorded in personnel records, why these are needed and what to do if you need to report changes to this information
- K17 what is meant by 'diversity' and why it should be valued
- K18 how to be sensitive to people's individual needs and respect their abilities, background, values, customs and beliefs
- K19 the ways in which you could learn from others
- K20 the importance of maintaining security and confidentiality
- K21 the legal and organisational requirements in relation to security and confidentiality
- K22 the procedures you should follow if you have concerns about security and confidentiality

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Additional Information

Links to external NOS

This unit is imported from the Council for Administration (CfA) suite of standards

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