

**U29601: Work within your business environment (Level 1)**

## Unit Descriptor:

Work effectively within your organization, supporting its purpose and values, applying employment rights and responsibilities, supporting sustainability, respecting diversity and protecting security and confidentiality.

**At the end of this unit you will be able to apply the following skills:**

- Reading
- Communicating effectively
- Interpersonal skills
- Working in a team

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

- |  |  |
|--|--|
| 1. Work to achieve your organisation's purpose and values. | 1.1 Work in a way that <b>supports your team's objectives</b> .  |
|  | 1.2 Follow the systems and procedures that are relevant to your role.                                    |
|  | 1.3 Work with <b>people</b> in a way that presents a good image of your organisation.                    |
|  | 1.4 Seek guidance from <b>appropriate person</b> when you are unsure about your work.                    |
| 2. Apply your employment responsibilities and rights.      | 2.1 Demonstrate your <b>employment responsibilities and rights</b> .                                     |
|  | 2.2 Work within your contract of employment.   |
|  | 2.3 Seek guidance when you are unsure about your employment responsibilities and rights.                 |
| 3. Support sustainability.                                 | 3.1 Keep waste to a minimum and follow procedures for recycling and the disposal of hazardous materials. |
| 4. Support diversity.                                      | 4.1 Treat other people in a way that respects their background, abilities, values, customs and beliefs.  |
|  | 4.2 Learn from other people and use this to improve the way you work.                                    |

- 4.3 Follow your organisation's procedures and legal requirements in relation to discrimination legislation.
- 5. Maintain security and confidentiality
  - 5.1 Keep property secure in a way that is consistent with your organisation's procedures and legal requirements.
  - 5.2 Keep **information** secure and confidential in a way that is consistent with your organisation's procedures and legal requirements.

**RANGE STATEMENT**

*You must cover the items below:*

**Element 1: Work to achieve****A. Support team's objectives.**

- (i) Support colleagues
- (ii) Achievement of assignments

**B. Types of people:**

- (i) Have different needs and expectations
- (ii) Appear angry
- (iii) Appear confused
- (iv) Behave unconventionally

**C. Appropriate person**

- (i) The person to whom you report
- (ii) Assigned colleagues
- (iii) Your assessor
- (iv) Someone from your training/personnel department

**Element 2: Employment responsibilities and rights****D. Apply their employment responsibilities and rights**

- (i) Labour legislation
- (ii) Organization's requirements

**Element 5: Maintain security and confidentiality.****E. Information:**

- (i) Paper-based
- (ii) Verbal
- (iii) Electronic

**UNDERPINNING KNOWLEDGE AND SKILLS**

*You will know:*

1. Your responsibilities at work.
2. How your role fits into your organisation's structure
3. Your organizations systems and procedures that are relevant to your role.
4. Who you should consult if you are unsure about policies, objectives, systems and values.
5. The main terms and conditions of your contract of employment.
6. Who you should contact if you have a grievance at work or need guidance and support on an employment issue.
7. What you should do if you witness or experience discrimination or bullying at work.
8. What procedures you should follow if you are ill or need time off from work.
9. Why it is important to keep waste to a minimum.
10. The main types of waste that occur in a business administration environment and how to minimize waste.
11. The procedures you should follow for recycling and disposal of hazardous materials and why these are important.
12. What is meant by 'diversity' and why it should be valued.
13. How to treat other people in a way that respects their abilities, background, values, customs and beliefs.
14. Ways in which you could learn from others.
15. The importance of maintaining security and confidentiality
16. Legal and organizational requirements in relating to security and confidentiality.

**EVIDENCE GUIDE**

*For assessment purposes:*

**(1) Critical Aspects of Evidence**

1. Evidence for this unit is generated when you carry out real work in a private sector, not-for-profit or public service organization, whether full-time, paid or voluntary.
2. Evidence must show that you have consistently met the standard over a sufficient period of time for you to be considered competent.
3. You need to show that you:

**A. Support team's objectives using all of the methods listed:**

- (i) Support colleagues
- (ii) Achievement of assignments

**B. Work with all types of people:**

- (i) Have different needs and expectations
- (ii) Appear angry
- (iii) Appear confused
- (iv) Behave unconventionally

**C. Sought guidance from, appropriate persons**

- (i) The person to whom you report
- (ii) Assigned colleagues
- (iii) Your assessor
- (iv) Someone from your training/personnel department

Evidence may include:

Action plan; reviews; appraisals; personal development plan; continuous professional development records; minutes of team meetings.

**D. Apply their employment responsibilities and rights**

- (i) Labour legislation
- (ii) Organization's requirements

Evidence may include:

Task list; action plan; reviews; appraisals; personal development plan; continuous professional development records; minutes of 1-1 meetings; contract of employment; induction agenda/programme.

**E. Maintain security and confidentiality of all the listed types of information:**

- (i) Paper-based
- (ii) Verbal
- (iii) Electronic

Evidence may include:

Task list; reviews; appraisals; personal development plans; continuous professional development records; action plan; minutes of meetings.

Evidence will be generated for this unit while generating evidence for units at Level 2

**(2) Methods of Assessment**

The following assessment methods can be used for this unit:

Observation of you by your assessor.

Performance evidence:            Observation  
   Examination of work products

Supplementary evidence:        Witness testimony  
   Questions\*

\*This includes verbal and written questioning, questionnaires, work based tasks, reflective accounts, case studies, professional discussion and feedback reports.

Here are some examples to give you some ideas about the sort of evidence that can be used for:

Performance criterion 2.2:        Where no contract of employment exists, contracts between the learner and training provider or fund holder may be used.

Performance criterion 2.3:        If no guidance is needed during the assessment period, 'what if' questions may be asked to confirm competence.

Performance criterion 4.3:        If no procedures are in place during the assessment period, 'what if' questions may be asked to confirm competence.

**(3) Context of Assessment**

Simulation is not allowed for this unit.