

Unit Title:	Support the purpose and values of an organisation
OCR unit number	403
Sector unit number	Y/601/2555
Level:	4
Credit value:	3
Guided learning hours:	14

Unit purpose and aim

This unit is about taking a leading role in establishing and maintaining work environment within own area of responsibility, in ways that consistently show respect and support for other people and which support the mission, purpose and values of an organisation as a whole.

Learning Outcomes	Assessment Criteria	Exemplification
<p>The Learner will:</p> <p>1. Understand the place of organisations within sectors</p>	<p>The Learner can:</p> <p>1.1 Describe the main characteristics of the sector in which an organisation operates</p> <p>1.2 Evaluate the main characteristics of an organisation</p> <p>1.3 Evaluate how organisations compare with one another in own sector of work</p> <p>1.4 Analyse why organisations have a mission and purpose</p>	<p>Learning outcomes 1, 2, 3 and 4 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, can be evidenced across units.</p>
<p>2. Understand how to work in ways that support organisational purposes and values</p>	<p>2.1 Explain the purpose and benefits of working in ways that support the purposes and values of an organisation</p> <p>2.2 Evaluate the purpose and values of own organisation</p> <p>2.3 Analyse responsibilities for work in own area of responsibility</p> <p>2.4 Explain how responsibilities and work roles in own area of responsibility fit the structure of an organisation</p>	

	<p>2.5 Analyse how responsibilities and work roles in own area of responsibility contribute to the operation of an organisation</p> <p>2.6 Evaluate the policies, procedures, systems and values of own organisation that are relevant to own area of responsibility</p> <p>2.7 Evaluate how responsibilities and job roles in own area of responsibility can support the values and policies of the organisation</p> <p>2.8 Analyse how responsibilities and job roles in own area of responsibility can be used to contribute to developing policies, objectives, systems and values of own organisation</p>	
<p>3. Understand the purpose and benefits of respecting, helping and supporting other people at work</p>	<p>3.1 Explain the purpose and benefits of helping to develop and support other people at work</p> <p>3.2 Explain the purpose and benefits of helping other people to work effectively and efficiently</p> <p>3.3 Explain how helping to develop and support other people can benefit an organisation in the medium and long term</p> <p>3.4 Evaluate different procedures that can be put in place to make sure other people are developed and supported in their current job role and for future new responsibilities</p> <p>3.5 Explain what is meant by diversity and why it should be valued</p> <p>3.6 Evaluate the advantages of diversity to an organisation</p>	

	<p>3.7 Evaluate ways in which a working environment can be developed to support diversity and make the best use of everyone's backgrounds and abilities</p> <p>3.8 Analyse how to treat other people in a way that is sensitive to their needs</p> <p>3.9 Explain how to treat other people in a way that respects their abilities, background, values, customs and beliefs</p> <p>3.10 Explain how the rights of others can be supported and maintained</p> <p>3.11 Evaluate ways in which it is possible to learn from others at work and the benefits of doing so</p>	
<p>4. Understand how to maintain security and confidentiality at work and deal with concerns</p>	<p>4.1 Explain the purpose and benefits of maintaining security and confidentiality at work</p> <p>4.2 Analyse the requirements for security and confidentiality in an organisation</p> <p>4.3 Explain legal requirements for security and confidentiality and their impact on an organisation</p> <p>4.4 Analyse procedures for dealing with concerns about security and confidentiality in an organisation and their purpose</p>	
<p>5. Be able to support the purpose and values of an organisation</p>	<p>5.1 Make sure that work supports an organisation's overall mission and values in own area of responsibility</p> <p>5.2 Make sure that work is completed in a way that supports team objectives in own area of responsibility</p> <p>5.3 Make sure that work supports an organisation's</p>	<p>Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to support the purpose and values of an organisation</p>

	<p>policies, systems and procedures in own area of responsibility</p> <p>5.4 Make sure that work with outside organisations and individuals is completed in a way that protects and improves image of own organisation</p> <p>5.5 Make suggestions to improve systems and procedures, and support objectives, policies and values in a way that is consistent with own job role and area of responsibility</p>	
<p>6. Be able to help, respect and support other people at work in an organisation</p>	<p>6.1 Agree and maintain a working environment that values diversity and makes best use of the abilities of everyone, in own area of responsibility</p> <p>6.2 Work with other people in a way that is sensitive to their individual needs, and which respects their background, abilities, values, customs and beliefs, in own area of responsibility</p> <p>6.3 Make sure the rights of other people are supported and maintained in own area of responsibility</p> <p>6.4 Agree and maintain a working environment where feedback from other people with different backgrounds and abilities is used to develop and improve ways of working in own area of responsibility</p> <p>6.5 Make sure organisational procedures and legal requirements in relation to discrimination legislation are followed in own area of responsibility</p>	

<p>7. Be able to maintain security and confidentiality in an organisation</p>	<p>7.1 Maintain the security of property in a way that is consistent with organisational procedures and legal requirements</p> <p>7.2 Maintain the confidentiality of information in a way that is consistent with organisational procedures and legal requirements</p> <p>7.3 Deal with any concerns about the security of property and confidentiality of information</p>	
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Assessment

This unit is centre assessed and externally verified. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Annotated organisational policies and procedures
- Appraisals/reviews
- Feedback from colleagues and external sources
- Personal development plans
- CPD records
- Training records
- Correspondence/records of communications with internal and external contacts
- Team and management team meeting minutes
- Recommendations for improvements of systems and procedures
- Security records
- Risk assessments
- Quality assurance records
- System control records
- Communications raising concerns in relation to security issues

Guidance on assessment and evidence requirements

Refer to sections on Assessment and Evidence requirements above.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the BAF 174 Work in a business environment

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Link to functional skills standards <http://www.gcda.gov.uk/15565.aspx>

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	✓	Representing		Use ICT systems	✓
Reading	✓	Analysing		Find and select information	✓
Writing	✓	Interpreting		Develop, present and communicate information	✓

Resources

Access to a working environment with associated equipment and resources

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website www.ocr.org.uk .