



Oxford Cambridge and RSA

Unit Title:	Work in a business environment
OCR unit number	303
Sector unit number	J/601/2521
Level:	3
Credit value:	4
Guided learning hours:	21

Unit purpose and aim

This unit is about being able to behave and make positive contributions to work tasks and procedures, in a business environment, in ways that support diversity, reduction of waste and improve efficiency, show respect for property and security, and which minimise risk.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will: 1. Understand the purpose and benefits of respecting and supporting other people at work	The Learner can: 1.1 Explain the purpose of supporting other people at work 1.2 Explain the purpose of helping other people to work effectively and efficiently a) for individuals b) for organisations 1.3 Explain what is meant by diversity and why it should be valued 1.4 Outline the benefits of diversity to an organisation 1.5 Explain how to treat other people in a way that is sensitive to their needs 1.6 Explain how to treat other people in a way that respects their abilities, background, values, customs and beliefs 1.7 Describe ways in which it possible to learn from others at work	Learning outcome 1, 2, 3, 4, 5 and 6 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>2. Understand how to maintain security and confidentiality at work and deal with concerns</p>	<p>2.1 Outline the purpose and benefits of maintaining security and confidentiality at work</p> <p>2.2 Outline requirements for security and confidentiality in an organisation</p> <p>2.3 Outline legal requirements for security and confidentiality, as required</p> <p>2.4 Describe procedures for dealing with concerns about security and confidentiality in an organisation</p>	
<p>3. Understand how to assess, manage and monitor risk in the workplace</p>	<p>3.1 Describe sources of risk in an organisation, including health and safety</p> <p>3.2 Explain how to assess and monitor risks in an organisation</p> <p>3.3 Describe ways of minimising risk in an organisation</p>	
<p>4. Understand the purpose of keeping waste to a minimum in a business environment, and the procedures to follow</p>	<p>4.1 Describe the purpose and benefits of keeping workplace waste to a minimum</p> <p>4.2 Describe the main causes of waste that may occur in a business environment</p> <p>4.3 Describe ways of minimising waste, including using technology and other procedures</p> <p>4.4 Explain the purpose and benefits of recycling</p> <p>4.5 Describe organisational procedures for recycling materials, and their purpose</p> <p>4.6 Describe ways in which waste may be minimised by regularly maintaining equipment</p>	
<p>5. Understand procedures for disposal of hazardous materials</p>	<p>5.1 Explain the purpose of procedures for the recycling and disposal of hazardous materials</p>	

	5.2 Describe procedures for the recycling and disposal of hazardous materials for an organisation	
6. Understand ways of supporting sustainability in an organisation	<p>6.1 Explain the benefits to an organisation of improving efficiency and minimising waste over time</p> <p>6.2 Describe ways of continuously improving own working methods and use of technology to achieve maximum efficiency and minimum waste</p> <p>6.3 Outline ways of selecting sources of materials and equipment that give best value for money</p>	
7. Be able to respect and support other people at work in an organisation	<p>7.1 Complete work tasks with other people in a way that shows respect for</p> <ul style="list-style-type: none"> a) backgrounds b) abilities c) values, customs and beliefs <p>7.2 Complete work tasks with other people in a way that is sensitive to their needs</p> <p>7.3 Use feedback and guidance from other people to improve own way of working</p> <p>7.4 Follow organisational procedures and legal requirements in relation to discrimination legislation in own work</p>	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to work in a business environment
8. Be able maintain security and confidentiality	<p>8.1 Keep property secure, following organisational procedures and legal requirements, as required</p> <p>8.2 Keep information secure and confidential, following organisational procedures and legal requirements</p> <p>8.3 Follow organisational procedures to report concerns about security / confidentiality to an</p>	

	appropriate person or agency, as required	
9. Be able to assess, manage and monitor risk	<p>9.1 Identify and agree possible sources of risk in own work</p> <p>9.2 Identify and agree new risks in own work, as required</p> <p>9.3 Assess and confirm the level of risk</p> <p>9.4 Identify and agree ways of minimising risk in own work</p> <p>9.5 Monitor risk in own work</p> <p>9.6 Use outcomes of assessing and dealing with risk to make recommendations, as required</p>	
10. Be able to support the minimisation of waste in an organisation	<p>10.1 Complete work tasks keeping waste to a minimum</p> <p>10.2 Use technology in own work tasks in ways that minimise waste</p>	
11. Be able to follow procedures for the disposal of hazardous waste in an organisation	<p>11.1 Follow procedures for recycling and disposal of hazardous materials in own work tasks, as required</p>	
12. Be able to support sustainability in an organisation	<p>12.1 Follow procedures for the maintenance of equipment in own work</p> <p>12.2 Review own ways of working, including use of technology, and make suggestions for improving efficiency</p> <p>12.3 Select and use equipment and materials in own work in ways that give best value for money</p> <p>12.4 Support other people in ways that maximises their effectiveness and efficiency</p>	

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
- Appraisal/reviews and subsequent reviews
- Self evaluation
- Work plans
- Amended work plans to reflect changes to working methods
- Learning/development plan
- Feedback from colleagues
- Minutes of team meetings
- Communication relating to security issues
- Risk assessment of work area or task
- Documentation monitoring ongoing risk
- Communication regarding recommendations as a result of monitoring risk
- Review of working methods

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 NOS BA626 Manage and improve own performance 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 .