OCR
Oxford Cambridge and RSA

Unit Title:	**Work in a business environment**
OCR unit number	203
Sector unit number	F/601/2470
Level:	2
Credit value:	2
Guided learning hours:	18

Unit purpose and aim

This unit is about being able to behave, and make contributions to work tasks and procedures, in a business environment, in ways that support diversity, security and confidentiality at work, reduction of waste and improve efficiency.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will:	**The Learner can:**	Learning outcomes 1,2,3,4 and 5 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.
1. Understand how to respect other people at work	1.1 Describe what is meant by diversity and why it should be valued	
	1.2 Describe how to treat other people in a way that is sensitive to their needs	
	1.3 Describe how to treat other people in a way that respects their abilities, background, values, customs and beliefs	
	1.4 Describe ways in which it possible to learn from others at work	
2. Understand how to maintain security and confidentiality at work and deal with concerns	2.1 Describe the purpose and benefits of maintaining security and confidentiality at work	
	2.2 Describe requirements for security and confidentiality in an organisation	
	2.3 Describe legal requirements for security and confidentiality, as required	

	2.4 Describe procedures for dealing with concerns about security and confidentiality in an organisation	
3. Understand the purpose and procedures for keeping waste to a minimum in a business environment	3.1 Explain the purpose of keeping waste to a minimum 3.2 Describe the main causes of waste that may occur in a business environment 3.3 Describe ways of keeping waste to a minimum 3.4 Identify ways of using technology to reduce waste 3.5 Outline the purpose and benefits of recycling 3.6 Describe organisational procedures for recycling materials	
4. Understand procedures for disposal of hazardous materials	4.1 Describe the benefits of procedures for the recycling and disposal of hazardous materials 4.2 Describe organisational procedures for the recycling and disposal of hazardous materials	
5. Know how to support sustainability in an organisation	5.1 Outline the purpose of improving efficiency and minimising waste 5.2 Describe ways of improving own working methods and use of technology to achieve efficiency and reduce waste	
6. Be able to respect and support other people at work in an organisation	6.1 Complete work tasks alongside other people in a way that shows respect for a) backgrounds b) abilities c) values, customs and beliefs 6.2 Complete work tasks with other people in a way that is sensitive to their needs 6.3 Use feedback and guidance from other people to improve own way	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to work in a business environment

	of working	
	6.4 Follow organisational procedures and legal requirements in relation to discrimination legislation, as required	
7. Be able maintain security and confidentiality	7.1 Keep property secure, following organisational procedures and legal requirements, as required	
	7.2 Keep information secure and confidential, following organisational procedures and legal requirements	
	7.3 Follow organisational procedures to report concerns about security / confidentiality, as required	
8. Be able to support sustainability and minimise waste in an organisation	8.1 Complete work tasks, keeping waste to a minimum	
	8.2 Use technology in work task(s) in ways that minimise waste	
	8.3 Follow procedures for recycling and disposal of hazardous materials, as required	
	8.4 Follow procedures for the maintenance of equipment in own work	

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

- Minutes of team meetings

- Feedback received from colleagues

- Reviews/appraisals

- Task lists

- Work requests

- Development plans

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 BAF172 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.qcda.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 .