

Unit Title: **Work in a business environment**

OCR unit number	103
Sector unit number	A/601/2449
Level:	1
Credit value:	3
Guided learning hours:	17

Unit purpose and aim

This unit is about being able to behave, and carry out work tasks and procedures, in a business environment, in ways that support diversity, security and confidentiality and reduction of waste.

Learning Outcomes	Assessment Criteria	Exemplification
<p>The Learner will:</p> <p>1. Understand how to treat other people at work</p>	<p>The Learner can:</p> <p>1.1 Outline what is meant by diversity and why it should be valued</p> <p>1.2 Explain how to treat other people in a way that respects their abilities, background, values, customs and beliefs</p> <p>1.3 Outline ways in which it possible to learn from others at work</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 maintain security and confidentiality at work</p>	<p>2.1 Outline the purpose 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>3. Understand procedures for keeping waste to a minimum in a business environment</p>	<p>3.1 Outline the purpose of keeping waste to a minimum</p> <p>3.2 Describe the main types of waste that may occur in a business environment</p> <p>3.3 Describe ways of keeping</p>	

	waste to a minimum	
4. Understand procedures for disposal of hazardous materials	<p>4.1 Outline the purpose and benefits of procedures for the recycling and disposal of hazardous materials</p> <p>4.2 Outline organisational procedures for the recycling and disposal of hazardous materials</p>	
5. Be able to respect and support other people at work in an organisation	<p>5.1 Complete work tasks alongside 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>5.2 Use feedback from other people to improve own way of working</p> <p>5.3 Follow organisational procedures and legal requirements in relation to discrimination legislation, as required</p>	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to work in a business environment
6. Be able to maintain security and confidentiality	<p>6.1 Keep property secure, following organisational procedures and legal requirements, as required</p> <p>6.2 Keep information secure and confidential, following organisational procedures and legal requirements</p>	
7. Be able to keep waste to a minimum and follow procedures for disposal and recycling	<p>7.1 Complete work tasks, keeping waste to a minimum</p> <p>7.2 Follow procedures for recycling and disposal of hazardous items, as required</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
- Minutes of team meetings
- Feedback received from colleagues
- Reviews/appraisals

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 BAF 171 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 .