



Learning Outcomes	Assessment Criteria	Teaching Content
	<p>1.3 Identify where to find information on employment rights and responsibilities both internally and externally</p> <p>1.4 Describe how representative bodies can support the employee</p> <p>1.5 Identify employer and employee responsibilities for equality and diversity in a business environment:</p>	<ul style="list-style-type: none"> <li>• Working time Regulations</li> <li>• Part Time Workers Regulations</li> <li>• Equality and anti-discrimination legislation</li> </ul> <p>1.3 Where to find information on employment rights and responsibilities includes:</p> <ul style="list-style-type: none"> <li>• Information from internal sources such as line manager, Human Resource department</li> <li>• Information from external sources such as websites (e.g. <a href="http://directgov.co.uk">directgov.co.uk</a>, <a href="http://hse.gov.uk">hse.gov.uk</a>) or representative bodies for example ACAS, Citizens Advice Bureau.</li> </ul> <p>1.4 For example:</p> <ul style="list-style-type: none"> <li>• advice and guidance</li> <li>• conflict resolution</li> </ul> <p>1.5 Employer responsibilities may include:</p> <ul style="list-style-type: none"> <li>• Abiding by the relevant areas of legislation appropriate to the workplace including: <ul style="list-style-type: none"> <li>- Disability Discrimination</li> <li>- Employment Equality</li> <li>- Equality</li> <li>- Sex Discrimination</li> <li>- Equal Pay</li> </ul> </li> <li>• Providing employees access to the relevant information</li> <li>• Investigating any issues that arise in relation to equality and diversity</li> </ul>

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	<p>1.6 Explain the benefits of making sure equality and diversity procedures are followed in a business environment</p>	<p>employee responsibilities may include:</p> <ul style="list-style-type: none"> <li>• Following company policies relating to equality and diversity</li> <li>• Treating colleagues with respect</li> <li>• Reporting issues</li> </ul> <p>1.6 The benefits of making sure equality and diversity procedures are followed in a business environment may include:</p> <ul style="list-style-type: none"> <li>• creates an environment where employees feel valued and supported</li> <li>• Employers can draw upon the skills and experience of a wide range of people.</li> </ul>
<p>2 Understand the purpose of health, safety and security procedures in a business environment</p>	<p>2.1 Identify employer and employee responsibilities for health, safety and security in a business environment</p> <p>2.2 Explain the purpose of following health, safety and security procedures in a business environment</p> <p>2.3 Identify ways of maintaining a safe and secure environment in a business environment</p>	<p>2.1 Employer responsibilities include upholding the relevant regulations and legislation Employee responsibilities would include</p> <ul style="list-style-type: none"> <li>• Following organisational policies and procedures for health, safety and security</li> <li>• Take responsibility for promoting one's own health and care and that of colleagues</li> <li>• Assessing and managing risks</li> </ul> <p>2.2 For example to ensure the safety and welfare of the individual and others is maintained at all times.</p> <p>2.3 For example this may include:</p> <ul style="list-style-type: none"> <li>• following manufacturers' instructions and organisational policies</li> </ul>

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		<ul style="list-style-type: none"> <li>• complying with training procedures and protocols and company regulations</li> <li>• wearing suitable clothing</li> <li>• maintaining a tidy work area</li> <li>• following basic hygiene procedures</li> <li>• keeping passwords secure</li> </ul>
<p>3 Understand how to communicate effectively with others</p>	<p>3.1 Describe different methods of communication</p> <p>3.2 Explain how to choose the most appropriate method of communicating with others</p> <p>3.3 Describe ways of actively listening</p>	<p>3.1 methods of communication include verbal (eg the telephone, face to face etc) and written/electronic communication (eg letters, reports, text messaging, etc)</p> <p>3.2 how to choose the most appropriate method of communicating with others includes considering things such as</p> <ul style="list-style-type: none"> <li>• Recipient preferences</li> <li>• Message content</li> <li>• Type of message</li> <li>• Speed of communication required</li> </ul> <p>3.3 Examples of demonstrating someone is actively listening include things such as asking relevant questions, repeating what the person has said, etc</p>
<p>4 Understand how to work with and support colleagues</p>	<p>4.1 Explain the purpose of agreeing standards for own work with others</p> <p>4.2 Explain the purpose of taking on new challenges and adapting to change</p>	<p>4.1 For example when working with team leader, supervisor or line manager it is important to ensure the work is completed to company standards</p> <p>4.2 the purpose of taking on new challenges and adapting to change includes things such as to enhance personal development</p>

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	4.3 Explain the purpose of treating others with honesty and consideration	4.3 the purpose of treating others with honesty and consideration includes things such the commitment to be respectful to colleagues, observing office etiquette etc
5 Know how to plan own work and be accountable to others	5.1 Explain the purpose of meeting work standards and deadline when completing tasks  5.2 Identify ways of planning own work  5.3 Compare ways of keeping other people informed about progress	5.1 For example to ensure that the work is completed according to the correct requirements  5.2 Ways of planning own work includes things such as using to-do lists, keeping diaries etc  5.3 For example this may include <ul style="list-style-type: none"> <li>• Discussions</li> <li>• Meetings</li> <li>• written reports</li> </ul>
6 Understand the purpose of improving own performance in a business environment and how to do so	6.1 Explain the purpose of continuously improving own performance in a business environment  6.2 Describe ways of improving own performance in a business environment  6.3 Identify different types of career pathways that are available	6.1 For example to ensure that they are always carrying out their work to the best of their ability and ensuring business needs are being met.  6.2 Ways of improving own performance in a business environment may include: <ul style="list-style-type: none"> <li>• setting objectives and reviewing performance through appraisals</li> <li>• attending training events</li> <li>• work shadowing</li> </ul> 6.3 career pathways may include <ul style="list-style-type: none"> <li>• Administration</li> <li>• Office Management</li> <li>• Secretarial</li> <li>• Personal Assistant</li> <li>• Receptionist</li> <li>• Finance</li> </ul>

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7 Understand the types of problems that may occur in a business environment and how to deal with them	7.1 Identify the types of problems that may occur in a business environment	7.1 the types of problems that may occur in a business environment may include: <ul style="list-style-type: none"> <li>• Missing deadlines</li> <li>• Errors</li> <li>• Insufficient time</li> <li>• Insufficient resources</li> </ul>
	7.2 Explain ways of dealing with problems that occur in a business environment	7.2 For example this may include: <ul style="list-style-type: none"> <li>• seeking help when required</li> <li>• reorganising priorities</li> <li>• knowing who to contact when equipment fails</li> </ul>
	7.3 Recognise how and when to refer problems to relevant colleagues	7.3 For example this may include: <ul style="list-style-type: none"> <li>• Recognising the severity of a problem and referring it to the most relevant person</li> <li>• Following internal risk management policies and procedures</li> </ul>

## Assessment

This unit is internally assessed by centre staff (e.g. teachers/tutors, support workers, carers, assessors) and externally verified by OCR.

## Guidance on assessment and evidence requirements

Please refer to the OCR Centre Handbook available from the OCR website [www.ocr.org.uk](http://www.ocr.org.uk).

You should refer to the 'Admin Guide: Vocational Qualifications (A850)' for *Notes on Preventing Computer-Assisted Malpractice*.

## National Occupational Standards (NOS) mapping/signposting

**NOS can viewed on the relevant Sector Skills Council's website or the Occupational standards directory at [www.ukstandards.co.uk](http://www.ukstandards.co.uk).**

Occupational standards	Unit number	Title
Business & Administration NOS	402	Work within your business environment
Business & Administration NOS	225	Work effectively with other people
Business & Administration NOS	201	Carry out your responsibilities at work
Business & Administration NOS	110	Ensure your own actions reduce risks to Health and Safety

## Functional skills signposting

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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, Listening and communication	✓	Representing		Use ICT systems	✓
Reading	✓	Analysing		Find and select information	✓
Writing	✓	Interpreting		Develop, present and communicate information	

## Resources

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Equipment: In order to deliver the on-line test for this unit, centres will require the minimum hardware stipulated in the OCR document *Minimum Hardware Requirements*. This document is available for downloading from the E-assessment area of the *Business and Administration* website ([www.ocr.org.uk](http://www.ocr.org.uk)).

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing learning programmes.

## Additional information

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The OCR Business and Administration Centre Handbook contains important information for anyone delivering, working towards or involved with the OCR Business and Administration qualifications, of which this unit forms a part. This can be downloaded from OCR's website [www.ocr.org.uk](http://www.ocr.org.uk).

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](http://www.ocr.org.uk).