

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Professional Behaviour in an Office Environment

Unit Reference Number: R/615/6508

Level: Entry Level Three (3)

Credit Value: Two (2)

Minimum Guided Learning Hours: 20

| Learning Outcome (The Learner will): | Assessment Criterion (The Learner can): |
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| 1. Be able to conduct self appropriately in an office environment | 1.1 Demonstrate appropriate communicate with colleagues |
| | 1.2 Demonstrate working collaboratively with colleagues |
| | 1.3 Demonstrate following instructions of managers or senior colleagues |
| | 1.4 Demonstrate working in a way that is consistent with health and safety policies and workplace code of conduct |
| 2. Know about the rules that organisations have relating to confidentiality and security | 2.1 Give examples of rules that relate to confidentiality and security |
| | 2.2 Give reasons why it is important to keep information confidential and secure in an office environment |