

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Understanding the Office Environment

Unit Reference Number: Y/615/8440

Level: One (1)

Credit Value: Two (2)

Minimum Guided Learning Hours: 18

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know about acceptable behaviour in an office environment	1.1 Define what is meant by acceptable behaviour in an office environment
	1.2 From given examples, identify examples of unacceptable behaviour and explain: <ul style="list-style-type: none"> a) Why it is unacceptable b) Possible consequences
	1.3 State how an organisation benefits from having a workforce that respects and supports one another
	1.4 Outline the importance of the following procedures/legal requirements/ policies when working in an office environment: <ul style="list-style-type: none"> a) Discrimination b) Confidentiality c) Security
2. Know about office duties	2.1 State a minimum of 3 skills required to work in an office environment
	2.2 Identify personal goals to improve skills identified
3. Be able to carry out office duties	3.1 Use office skills in an office environment
	3.2 Use feedback from other people to improve own way of working

