

Unit 3: Work in a Business Environment

Unit code:	Q303
Unit reference number:	J/601/2521
QCF level:	3
Credit value:	4
Guided learning hours:	21

Unit summary

This unit is about being able to behave and make positive contributions to work tasks and procedures, in a business environment, in ways that support diversity, reduce waste and improve efficiency, show respect for property and security, and which minimise risk.

Assessment guidance

The following is a guide, the evidence suggested is neither mandatory nor exclusive.

Learning outcomes	Assessment criteria	Assessment guidance
1	1.1 – 1.7	Evidence may be supplied via learner reports/reflective accounts, professional discussion and questioning
2	2.1 – 2.4	
3	3.1 – 3.3	
4	4.1 – 4.6	
5	5.1 – 5.2	
6	6.1 – 6.3	

Learning outcomes	Assessment criteria	Assessment guidance
7	7.1 – 7.2 7.4	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role
	7.3	Evidence may be supplied via witness testimony, professional discussion, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources: <ul style="list-style-type: none">– appraisals– performance reviews
8	8.1 – 8.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role
	8.3	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, learner reports/reflective accounts, case study and inspection of products, using evidence appropriate to the learner’s job role from the following sources: <ul style="list-style-type: none">– letters– memos– emails
9	9.1 – 9.5	Evidence may be supplied via witness testimony and learner reports/reflective accounts
	9.6	Evidence may be supplied via witness testimony, professional discussion, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role from the following sources: <ul style="list-style-type: none">– letters– emails– memos

Learning outcomes	Assessment criteria	Assessment guidance
10	10.1 – 10.2	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role
11	11.1	
12	12.1 12.3 – 12.4	Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner’s job role
	12.2	Evidence may be supplied via witness testimony and learner reports/reflective accounts

Evidence generated for this unit of assessment may contribute towards other units including: Units Q301, Q305

Assessment methodology

This unit is assessed in the workplace or in conditions resembling the workplace. Learners can enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centre documentation should be used to record this information.