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| Title: | | **Understanding the organisational culture and context** | | |
| Level: | | 4 | | |
| Credit value: | | 6 | | |
| Unit guided learning hours | | 25 | | |
| Learning outcomes (the learner will) | | | Assessment criteria (the learner can) | |
| 1. Understand the culture and context of the organisation | | | 1.1  1.2  1.3 | Evaluate the organisation within its broader environment using appropriate environmental and organisational analysis techniques  Examine the implications of the policies, procedures and legal requirements that are relevant to your area of work  Evaluate the cultural and ethical behaviour present in the organisation |
| 1. Understand own ability to function within organisational culture and ethical norms | | | 2.1  2.2 | Evaluate own cultural and ethical behaviour in relation to the organisation  Propose how to uphold the ethical standards across the organisation |
| **Additional information about the unit** | | |  | |
| Unit purpose and aim(s) | | | To develop understanding of the organisational culture and context in order to improve own ability to function within the organisational norms. | |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | | | Links to Management and Leadership 2004 NOS: B9 | |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | | |  | |
| Support for the unit from a sector skills council or other appropriate body (if required) | | | Council for Administration (CfA) | |
| Equivalencies agreed for the unit (if required) | | | M4.12 Understanding organisation culture and context | |
| Location of the unit within the subject/sector classification system | | | 15.3 Business Management | |
| **Additional Guidance about the Unit** | | | | |
| **Indicative Content:** | | | | |
| 1 | * Impact of external forces on the organisation (for example political, social, economic, technological, legal, environmental) and related environmental and organisational analysis techniques (eg PESTLE and SWOT analysis) * Law and policies governing the organisation * The nature and purpose of organisations * Formal and informal relationships between departments and people * Legal duties in relation to sex, race, age, disability and unfair discrimination * Organisational culture, ethos and values * Corporate social and environmental responsibility * Organisation policies/guidelines governing behaviour | | | |
| 2 | * Personal SWOT analysis * Organisation’s role and objectives * Personal ethical standards, values and beliefs * Communication channels for sharing information and building relationships * Barriers to effective functioning in the organisation and ways to overcome these * Available support mechanisms * Share own success stories and those of others | | | |