



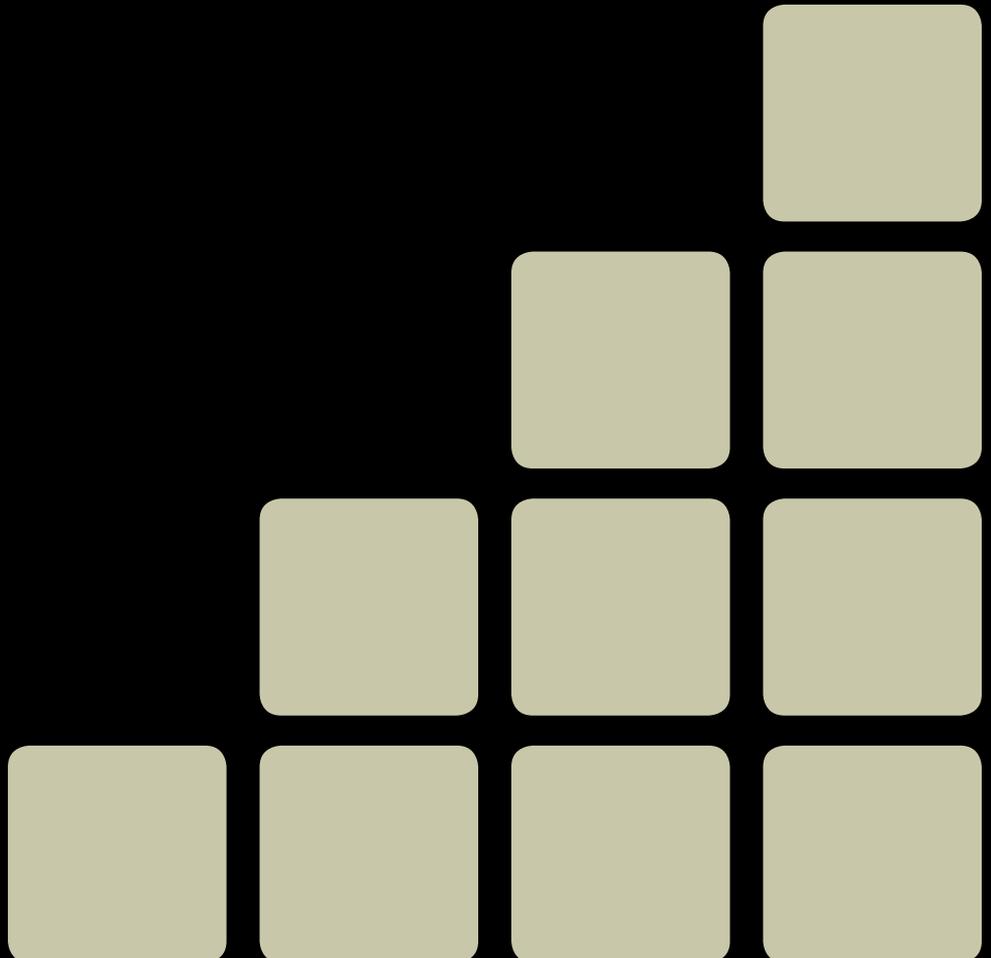
Develop and maintain effectiveness at work

UG211G8

M/600/1268

Learner name:

Learner number:



UG211G8

Develop and maintain effectiveness at work

This unit is about taking responsibility for improving your performance at work and working well with your colleagues so as to make a positive contribution to the overall effectiveness of your salon.

NOS

G8

Level

2

Credit value

3

GLH

30

Observations

1

External paper(s)

0



Develop and maintain effectiveness at work

Learning outcomes

On completion of this unit you will:

1. Be able to improve personal performance at work
2. Be able to work effectively as part of a team
3. Understand salon roles, procedures and targets
4. Understand how to improve your performance
5. Understand how to work with others

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You will need to demonstrate in your everyday work that you have met the standard for developing and maintaining your effectiveness at work.
3. You will need to collect 'paper evidence' (also known as documentary evidence) to show that you have participated in development activities at work.
4. Your assessor will observe your contributions to effective teamwork on **at least 1 occasion which will be recorded.**
5. From the range statement, you must show that you:
 - have participated in all the listed opportunities to learn
 - have agreed and reviewed your progress towards both productivity and personal development targets
 - have offered assistance to both an individual colleague and in a group of your colleagues.
6. Although some of the evidence of your performance will be gathered from observations made by your assessor, you will need to put together more documentary evidence in your portfolio to support your achievement of this unit.
7. There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to improve personal performance at work

You can:

- a. Identify own strengths and weaknesses and discuss them with the relevant person(s) and seek feedback from relevant people about how to improve own performance
- b. Find out more information from relevant people to perform a task when the instructions are unclear*
- c. Ask colleagues for help and take opportunities to learn when they are available or seek help from relevant people when you are unable to obtain learning opportunities relating to own work*
- d. Regularly review developments in hairdressing and related areas
- e. Agree realistic work targets with the relevant person(s), review own progress towards achieving agreed targets and use the results of the reviews to develop own personal development plan

*May be assessed through oral questioning.

Observation	1
Criteria questioned orally	
Date achieved	
Portfolio reference	
Learner signature	
Assessor initials	



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Outcome 2

Be able to work effectively as part of a team

You can:

- a. Agree ways of working together to achieve objectives, ask for help and information from own colleagues when necessary, and respond to requests for assistance from colleagues willingly
- b. Anticipate the needs of others and promptly offer assistance within own capabilities and make effective use of the time throughout own working day
- c. Report problems likely to affect salon services to the relevant person(s) promptly and accurately*
- d. Be friendly, helpful and respectful with colleagues and resolve any misunderstandings with colleagues at the time they happen

*May be assessed through oral questioning.

Observation	1
Criteria questioned orally	
Date achieved	
Portfolio reference	
Learner signature	
Assessor initials	



Range

You must practically demonstrate that you have:

Participated in all the opportunities to learn	Portfolio reference
From colleagues and other relevant people	
Active participation in training and development activities	
Active participation in salon activities	
Agreed and reviewed your progress towards both targets	Portfolio reference
Productivity	
Personal development	
Offered assistance to both types of colleague	Portfolio reference
On a one-to-one basis	
In a group	

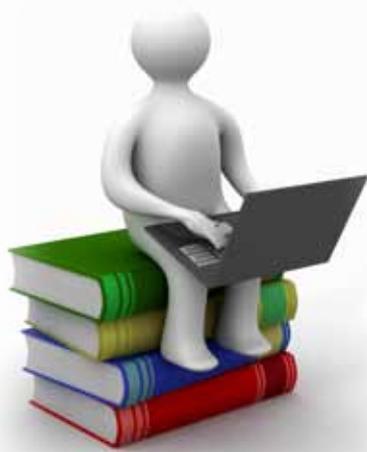
Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.



Knowledge

Outcome 3

Understand salon roles, procedures and targets

You can:	Portfolio reference / Assessor initials*
a. Describe your job role and responsibilities and explain the standards of behaviour that are expected of you when working in the salon	
b. Explain how to get information about your job, own work responsibilities and how this relates to the role of other team members	
c. Explain how to find out relevant information about other people's areas of responsibility	
d. Explain the questioning and listening skills you need in order to find out information	
e. Describe the limits of your authority and that of others in relation to giving assistance	
f. Describe why it is important to work within your job responsibilities and what might happen if you do not do so	
g. List the commercially viable range of times for the performance of services offered	
h. Explain the importance of meeting work and productivity targets, development targets and timescales	
i. Explain how to manage your time effectively	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 4

Understand how to improve your performance

You can:	Portfolio reference / Assessor initials*
a. Explain how to identify your strengths and weaknesses	
b. Describe the importance of continuous professional development and how it affects your job role	
c. Explain who can help you identify and obtain opportunities for personal development/training and how using the National Occupational Standards can help you identify development needs	
d. Explain how to access information on National Occupational Standards and qualifications, how to maintain awareness of current and emerging trends and developments within the industry and why this is important	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 5

Understand how to work with others

You can:	Portfolio reference / Assessor initials*
a. Explain why harmonious working relationships are important and how they could support co-operative ways of working with others	
b. Describe how to react positively to reviews and feedback and why this is important	
c. Explain how to manage your time effectively	
d. Describe how to deal with relationship difficulties and conflicts when working with others and identify who to report to when having difficulties working with others	
e. Outline the salon's appeal and grievance procedures	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Notes

Use this area for making notes and drawing diagrams