



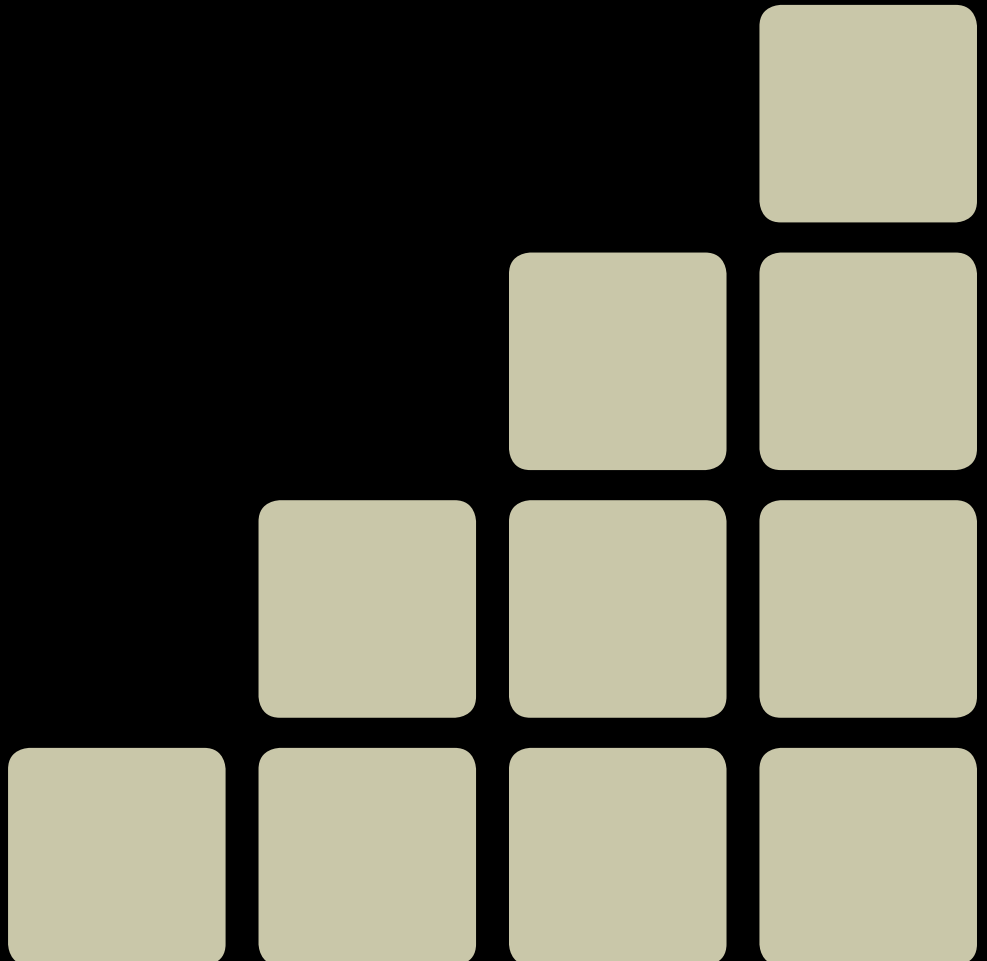
Contribute to the financial effectiveness of the business

UG31G11

T/600/1272

Learner name:

Learner number:



UG31G11

Contribute to the financial effectiveness of the business

This unit is about the monitoring and effective use of salon resources and meeting productivity and development targets to make a positive contribution to the effectiveness of the business. You are also required to ensure that individuals who may assist you to deliver services to clients work effectively too.

NOS

G11

Level

3

Credit value

4

GLH

26

Observations

1

External paper(s)

0



Contribute to the financial effectiveness of the business

Learning outcomes

On completion of this unit you will:

1. Be able to contribute to the effective use and monitoring of resources
2. Be able to meet productivity and development targets
3. Understand salon procedures and legal requirements
4. Understand the use, monitoring, and recording of resources
5. Understand effective methods of communication
6. Understand work and time management
7. Understand productivity and development targets

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for contributing to the financial effectiveness of the business.
3. Your assessor will make **1 observation** of your contribution to the monitoring and effective use of resources. In addition, you will need to collect documentary evidence to show you have met all the requirements of the standard. It is unlikely that you will be able to collect sufficient documentary evidence in less than 3 months.
4. From the range, you must show that you have:
 - monitored and effectively used all the resources listed
 - set and achieved your productivity targets for technical services and retail sales.
5. For this particular unit, it is most likely the evidence of your performance will be gathered from relevant documentary evidence you have assembled in your portfolio.
6. 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

Contribute to the effective use and monitoring of resources

You can:

- a. Follow salon procedures for monitoring the use of resources
- b. Ensure information relating to stock levels is obtained from colleagues in time to coincide with the salon ordering system
- c. Use resources in a way which complies with legal and salon requirements
- d. Check deliveries against order documentation, reporting any inaccuracies and/or damages
- e. Identify and resolve any problems with resources within the limits of own authority*
- f. Report any resource problems you cannot resolve to the relevant person(s)*
- g. Make recommendations to improve the use of resources to the relevant person(s) which clearly show benefits
- h. Ensure records are accurate, legible and up to date

*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 meet productivity and development targets

You can:

- a. Set, agree and record productivity and development targets with the relevant person(s) to meet the needs of the business
- b. Actively seek opportunities to meet productivity and development targets
- c. Make sure that those who assist you with services to clients work effectively and contribute to meeting productivity and development targets
- d. Regularly review and record progress towards the achievement of productivity and development targets
- e. Adjust activities to contribute to meeting productivity and development targets
- f. Meet set productivity and development targets consistently

* *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:

Monitored and effectively used all the resources listed		Portfolio reference
Human		
Stock		
Tools and equipment		
Time		
Set and achieved your productivity targets for technical services and retail sales		Portfolio reference
Retail sales		
Technical services		
Personal learning		

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 procedures and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Explain the salon's requirements and procedures for monitoring the use of resources	
b. Outline the critical aspects of current legal requirements relevant to salons, relating to the use of resources	
c. Describe legal requirements relating to the sale of retail goods	
d. Explain limits of authority in relation to the use of resources and to whom to report recommendations	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 4

Understand the use, monitoring, and recording of resources

You can:	Portfolio reference / Assessor initials*
a. Explain how the effective use of resources contributes to the profitability of the business	
b. Explain stocking levels and principles of stock control for the salon	
c. Explain salon ordering systems and how to interpret them	
d. Explain the importance of keeping accurate records for the use and monitoring of resources	
e. Explain the resource records for which responsible	
f. Describe the common problems associated with salon resources and how to resolve them	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 5

Understand effective methods of communication

You can:	Portfolio reference / Assessor initials*
a. Explain why it is important to communicate effectively	
b. Explain how to present the benefits of own recommendations in a positive manner to clients	
c. Explain how to negotiate and agree productivity and development targets	
d. Explain how to give clear, accurate and timely instructions to those who may be assisting you	
e. Explain how to encourage others to work effectively on your behalf	
f. Explain how to respond positively to negative feedback	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



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Outcome 6

Understand work and time management

You can:	Portfolio reference / Assessor initials*
a. Explain general principles of time management applicable to the delivery of salon services	
b. Explain how to plan and reschedule your own work and that of those who may assist you in order to maximise any opportunities to meet your targets	

** Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external written paper.



Outcome 7

Understand productivity and development targets

You can:	Portfolio reference / Assessor initials*
a. Explain the agreed productivity and development targets and the associated timescales for your achievement	
b. Explain why it is important to meet productivity and development targets	
c. Explain the potential consequences of failure to meet productivity and development targets	
d. Describe the types of opportunities that can be used to achieve productivity and development targets	
e. Explain why targets should be regularly reviewed	
f. Explain the importance of gaining feedback on your performance and development needs from others	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.

Notes

Use this area for making notes and drawing diagrams