



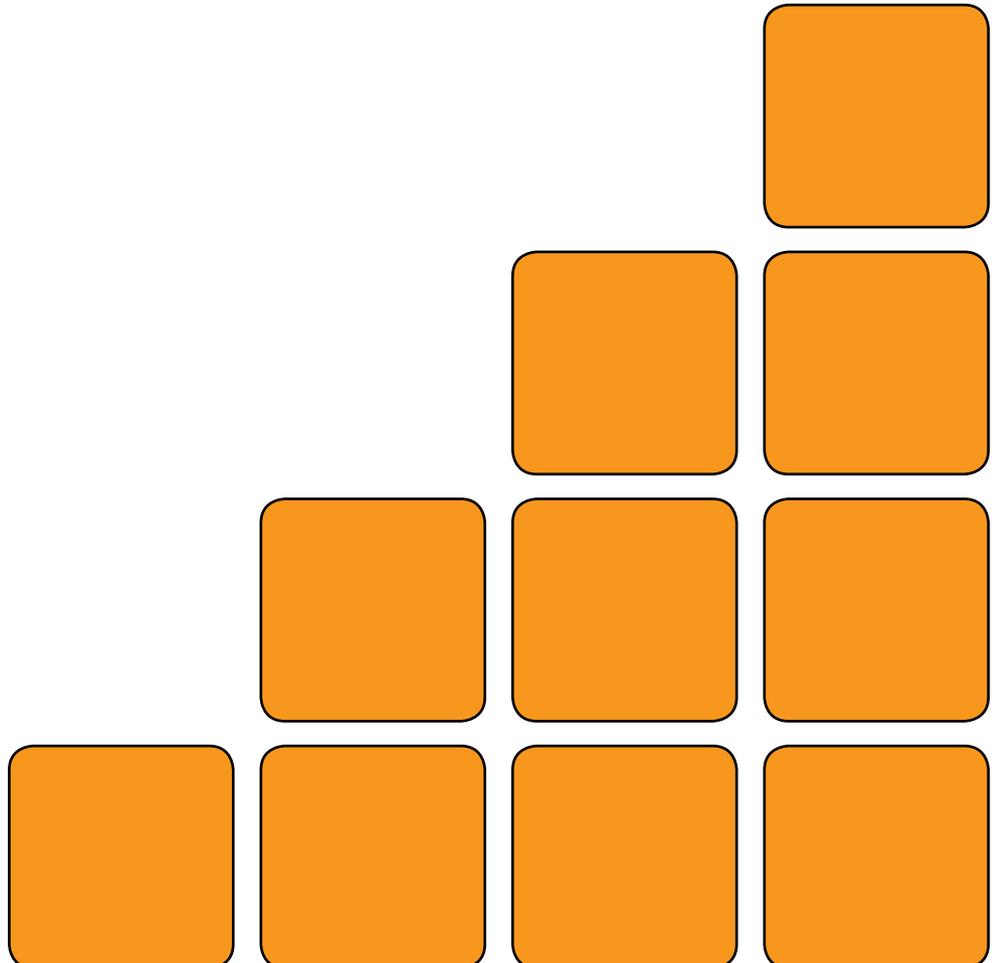
Contribute to the financial effectiveness of the business

UHB107

Learner name:

Learner number:

SVQ



UHB107

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.

To carry out this unit, you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate effective communication skills.

The main outcomes of this unit are:

1. Contribute to the effective use and monitoring of resources
2. Meet productivity and development targets

NOS

SKACHB18

SCQF Level

6

SCQF Credit Points

7

Observation(s)

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. Know and understand how to contribute to the effective use and monitoring of resources
4. Know and understand how to meet productivity and development targets

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least one occasion**. You will need to collect documentary evidence to show you have met all the requirements of this unit. It is unlikely that you will be able to collect sufficient documentary evidence in less than three months.

Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
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 competent 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 professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKACHB18 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard to contribute to the financial effectiveness of the business. This can be found on the NOS website www.ukstandards.co.uk.



Observations

Learning outcome 1

Be able to contribute to the effective use and monitoring of resources

You must be able to:

- a. Follow your salon procedures for monitoring the use of resources
- b. Ensure information relating to stock levels is obtained from colleagues in time to coincide with your salon ordering system
- c. Use resources in a way which complies with legal and salon requirements
- d. Use working methods that promote environmental and sustainable working practices
- e. Check all deliveries are accurate and complete against order documentation reporting any inaccuracies and/or damages
- f. Identify and resolve any problems with resources within the limits of your authority
- g. Report any resource problems you cannot resolve to the relevant person
- h. Make constructive recommendations to improve the use of resources to the relevant person
- i. Make recommendations which clearly show the benefits of implementing your suggestions
- j. Ensure records for which you are responsible are accurate, legible and up-to-date

* May be assessed by supplementary evidence.

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



Learning outcome 2

Be able to meet productivity and development targets

You must be able to:

- a. Set, agree and record your productivity and development targets with the relevant person to meet the needs of the business
- b. Seek opportunities that will help you to meet your productivity and development targets
- c. Regularly review and record your progress towards the achievement of your productivity and development targets
- d. Adjust your activities in a way that will help you to meet your productivity and development targets
- e. Meet your set productivity and development targets consistently and within the agreed timescale

*May be assessed by supplementary evidence.

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



Observation range

You must practically demonstrate that you have:

Used all resources		Portfolio reference
Human		
Stock		
Tools and equipment		
Time		
Set and achieved all productivity and development targets		Portfolio reference
Retail sales		
Technical services		
Personal learning		

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

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*:

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

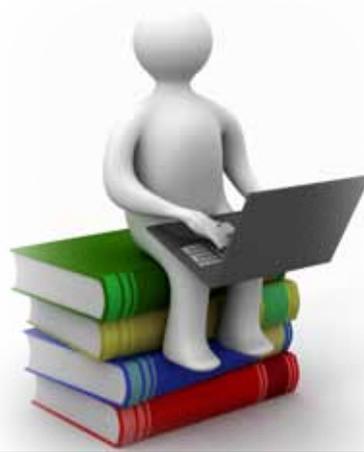
Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

**This is not an exhaustive list.*

Knowledge



Learning outcome 3

Know and understand how to contribute to the effective use and monitoring of resources

You must know and understand:	Portfolio reference
a. Your salon's requirements relating to the use of the resources in the range	
b. The critical aspects of current legal requirements relevant to your business relating to the use of resources	
c. Current legal requirements relating to the sale of retail goods	
d. The different types of working methods that promote environmental and sustainable working practices	
e. Your own limits of authority in relation to the use of resources	
f. To whom to report recommendations	
g. How the effective use of resources contributes to the profitability of the business	
h. How salon ordering systems work and how to interpret them	
i. The importance of keeping accurate records for the use and monitoring of resources	
j. The common problems associated with salon resources and how to resolve them	
k. How to present the benefits of recommendations in a positive manner	
l. How to negotiate and agree productivity and development targets	
m. How to respond positively to negative feedback	
n. General principles of time management applicable to the delivery of salon services	



Learning outcome 4

Know and understand how to meet productivity and development targets

You must know and understand:	Portfolio reference
a. Why it is important to meet your productivity and development targets	
b. The consequences of failure to meet your productivity and development targets	
c. The types of opportunities that can be used to achieve your productivity and development targets, such as promotion of new products and services, seasonal promotions and special offers	
d. Why you should regularly review your targets	
e. The importance of gaining feedback of your performance and development needs from others	



Knowledge range

You must know and understand:

Health and safety - your responsibilities for health and safety as defined by any specific legislation covering your job role		Portfolio reference
Health and Safety at Work Act		
The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)		
The Health and Safety (First Aid) Regulations		
The Regulatory Reform (Fire Safety) Order		
The Manual Handling Operations Regulations		
The Control of Substances Hazardous to Health Regulations (COSHH)		
The Electricity at Work Regulations		
The Environmental Protection Act		
The Management of Health and Safety at Work Regulations		
The Health and Safety (Information for Employees) Regulations		
Environmental and sustainable working practices - the different types of working methods that promote environmental and sustainable working practices		Portfolio reference
Reducing waste and managing waste (recycle, reuse, safe disposal)		
Reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)		
Reducing water usage and other resources		
Preventing pollution		
Using disposable items (easy-dry towels)		
Using recycled, eco friendly furniture		
Using low-chemical paint		
Using organic and allergy free hair products		
Using ultra-low ammonia hair colourants		
Using environmentally friendly product packaging		
Choosing responsible domestic products (Fairtrade tea and coffee)		
Encouraging carbon-reducing journeys to work		



You must know and understand:

Your responsibilities for other additional legislation covering your job role	Portfolio reference
Data Protection Act	
Working Time Directives	
Cosmetic Products Regulations	
Sale of Goods Act	
Distance Selling Act	
Trade Descriptions Act	
Consumer Protection Legislation	