



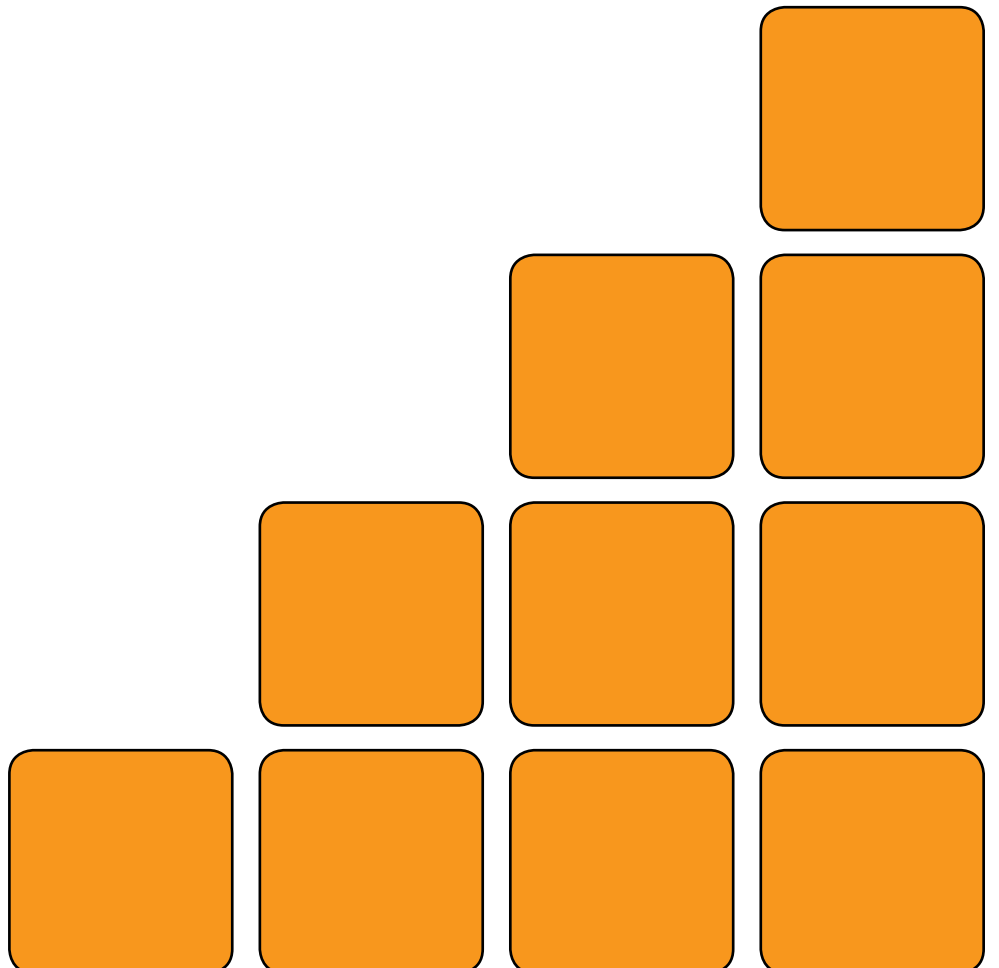
Contribute to the development of effective working relationships

UHB67

Learner name:

Learner number:

SVQ



UHB67

Contribute to the development of effective working relationships

This unit is about forming good relationships with clients in a way that promotes goodwill and trust, being able to work effectively when supporting your colleagues and using opportunities for learning what happens within your job role.

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. Develop effective working relationships with clients
2. Develop effective working relationships with colleagues
3. Develop yourself within the job role

NOS

SKACHB2

SCQF Level

4

SCQF Credit Points

3

Observation(s)

3

External paper(s)

0



Contribute to the development of effective working relationships

Learning outcomes

On completion of this unit you will:

1. Be able to develop effective working relationships with clients
2. Be able to develop effective working relationships with colleagues
3. Be able to develop yourself within the job role
4. Know and understand salon and legal requirements
5. Know and understand how to communicate
6. Know and understand procedures and targets
7. Know and understand how to improve your performance

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 three occasions**, two of which will cover your interaction with clients and one of which will cover your interaction with colleagues.

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 SKACHB2 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard to contribute to the development of effective working relationships. This can be found on the NOS website www.ukstandards.co.uk.



Observations

Learning outcome 1

Be able to develop effective working relationships with clients

You must be able to:

- a. Communicate with clients according to organisational procedures
- b. Handle client belongings with care and return them when required
- c. Refer any client concerns to the relevant person
- d. Maintain client comfort and care to the satisfaction of the client
- e. Meet your salon's standards for appearance and behaviour

** May be assessed by supplementary evidence.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Learning outcome 2

Be able to develop effective working relationships with colleagues

You must be able to:

- a. Ask for help and information from your colleagues, when necessary
- b. Respond to all requests for assistance
- c. Make sure the timing of your assistance to colleagues ensures the smooth running of the salon
- d. Give the type of assistance to your colleagues which meets your job responsibilities
- e. Pass up tools and materials in a way to ensure the smooth delivery of the service
- f. Report any problems likely to affect salon services to the relevant person

**May be assessed by supplementary evidence.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Learning outcome 3

Be able to develop yourself within the job role

You must be able to:

- a. Identify your own strengths and weaknesses within the job role and ensure that these are agreed with the relevant person
- b. Find out more information from relevant people to perform a task when the instructions you have are unclear
- c. Ask for feedback from relevant people on your progress and how this can be improved
- d. Ask your colleagues to help you learn if you find tasks difficult
- e. Take opportunities to learn when they are available
- f. Agree realistic self development targets with the relevant person
- g. Regularly review your progress towards achieving your agreed targets
- h. Use the results of your reviews to develop your future personal development plan

** May be assessed by supplementary evidence.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Observation range

You must practically demonstrate that you have:

Participated in all opportunities to learn	Portfolio reference
Active participation in training and development activities	
Active participation in salon activities	
Watching technical activities	
Used all opportunities interact with relevant people	Portfolio reference
Work colleagues	
Clients	
Management	

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.*



Learning outcome 4

Know and understand salon and legal requirements

You must know and understand:	Portfolio reference
a. Your job role and responsibilities and how this relates to the role of other team members	
b. When you need to seek assistance, agreement with or permission from others	
c. Why it is important to work within your job responsibilities and what might happen if you do not do so	
d. The standards of behaviour that are expected of you when working in the salon, including attendance and punctuality	
e. Your salon's standards for personal appearance	
f. Your salon's guidelines for client care and why they should be followed	



Learning outcome 5

Know and understand how to communicate

You must know and understand:	Portfolio reference
a. How to communicate in a clear, polite, confident way and why this is important	
b. The questioning and listening skills you need in order to find out information	
c. The different methods of communication	
d. How to recognise when a client is angry and when a client is confused	



Learning outcome 6

Know and understand procedures and targets

You must know and understand:	Portfolio reference
a. How to get information about your job, your work responsibilities and the standards expected of you	
b. Your salon's appeals and grievance procedures	
c. Your personal development targets and timescales	
d. The importance of meeting your work targets	



Learning outcome 7

Know and understand how to improve your performance

You must know and understand:	Portfolio reference
a. How to identify your own strengths and weaknesses	
b. The importance of continuous professional development	
c. Who can help you identify and obtain opportunities for your development and training	
d. How using the National Occupational Standards can help you identify your development needs	
e. Why good working relationships are important	
f. How to react positively to reviews and feedback and why this is important	
g. How to manage your time effectively	
h. Who to report to when you have difficulties in working with others	

Notes

Use this area for notes and diagrams