



Working with others in the hair and beauty sector

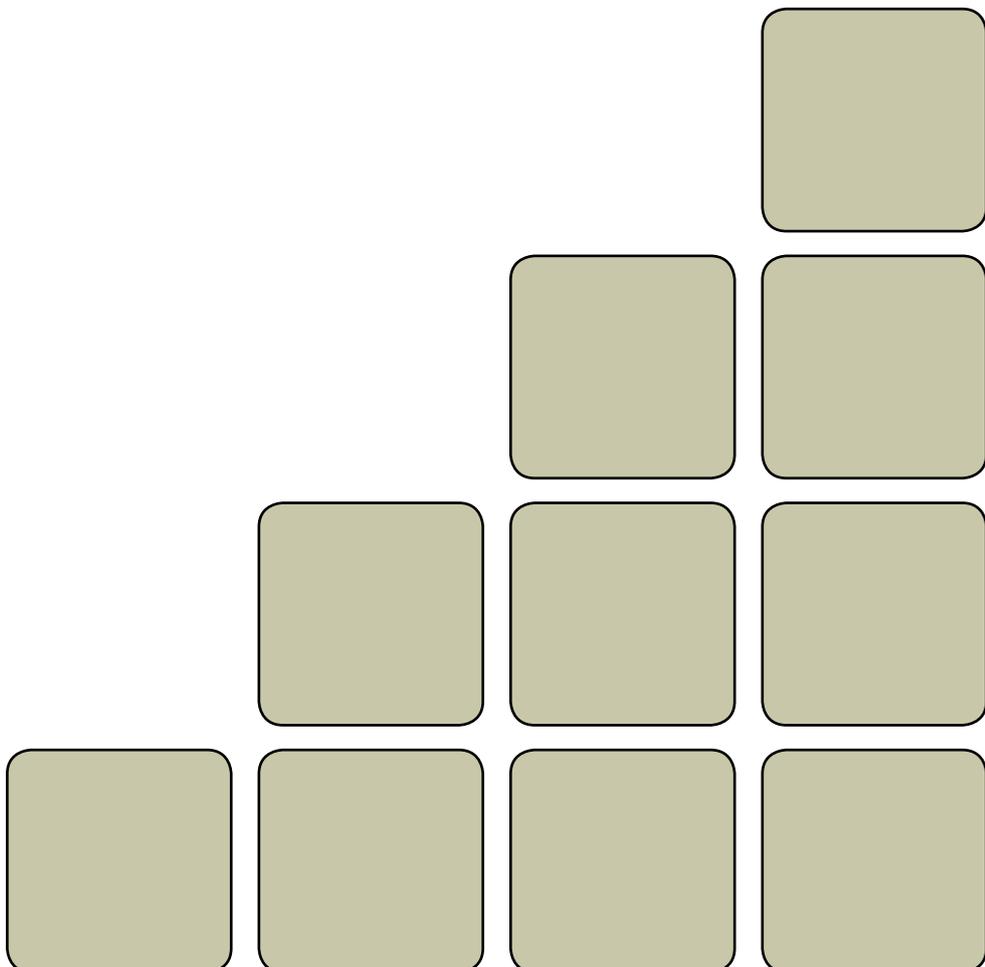
UV10478

H/600/6323

Learner name:

Learner number:

VRQ



UV10478

Working with others in the hair and beauty sector

Through this unit you will develop an awareness of how to work effectively as part of a team in a salon.

You will work under the direct supervision of other members of staff, helping them to resolve problems but always following safe and hygienic working practices.

The way you communicate and behave has a direct impact on how clients, colleagues and staff will feel.

This unit is suitable for hair, barbering and beauty salons.

Level

1

Credit value

2

GLH

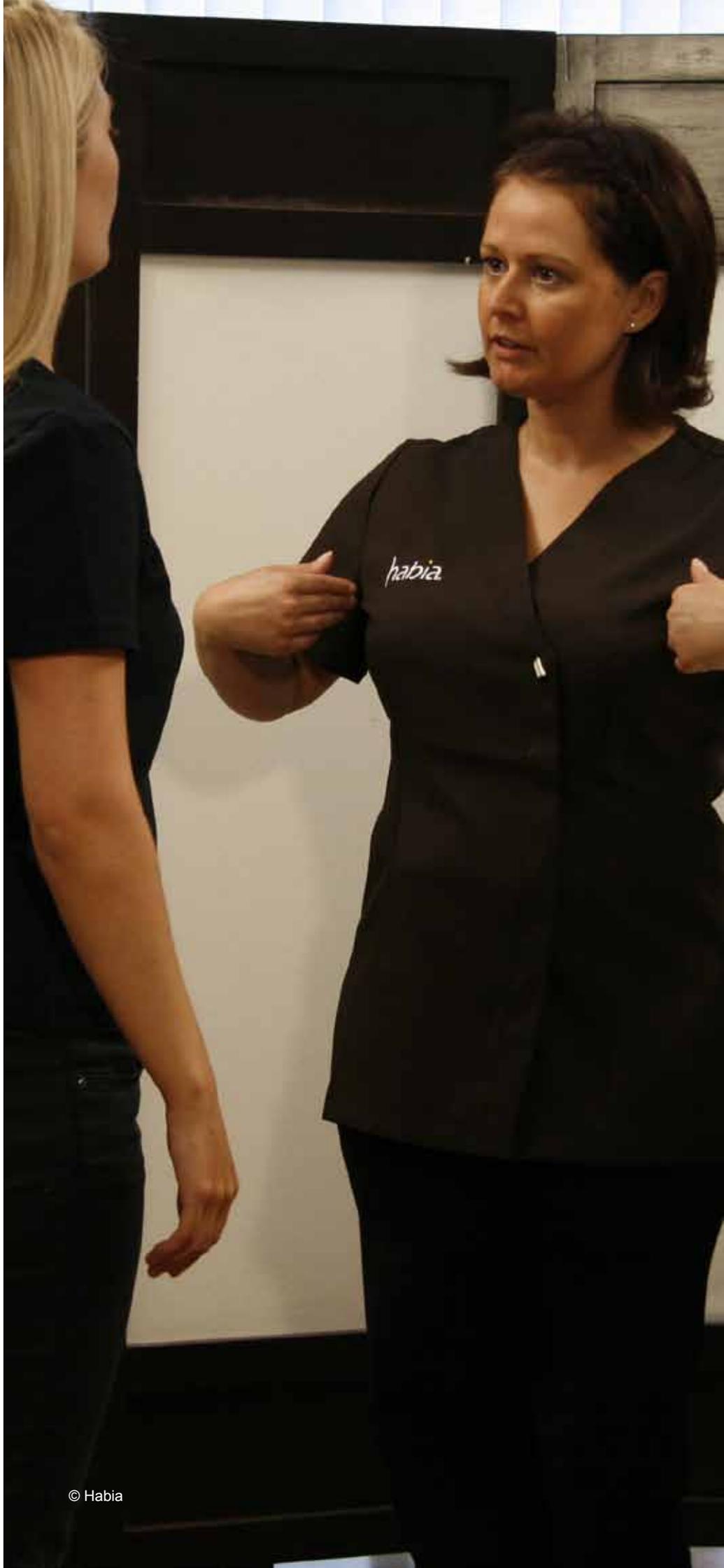
19

Observation(s)

3

External paper(s)

0



Working with others in the hair and beauty sector

Learning outcomes

On completion of this unit you will:

1. Be able to work as part of a team in a salon

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *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 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

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to work as part of a team in a salon

You can:

- a. Communicate and behave in a professional manner
- b. Assist others to resolve problems*
- c. Follow safe and hygienic working practices

* May be assessed through oral questioning.

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

Developing knowledge

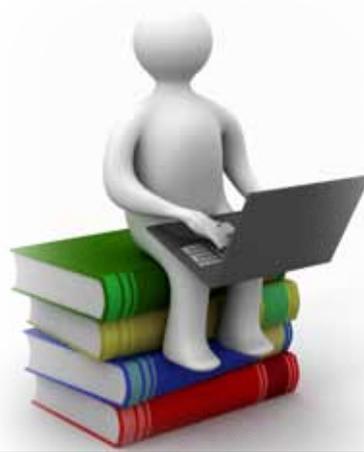
Achieving knowledge outcomes

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 1

Be able to work as part of a team in a salon

You can:	Portfolio reference / Assessor initials*
d. State different ways of communicating	
e. State how to adapt communication for different situations	
f. Outline the benefits of effective team working	
g. Identify the effects of negative attitude and behaviour on others	
h. Identify roles and responsibilities of team members in a salon	
i. State when to refer problems	

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

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to work as part of a team in a salon

Professional communication in a salon environment: Try to avoid technical language, always respond, consider client's confidentiality.

Verbal – speaking (tone of voice, the language you use, how quickly and clearly), questioning (open, closed, probing).

Non-verbal – body language, positive attitude (your posture, facial expressions, hand gestures, the distance you stand), listening (be patient, try to understand).

Written – visual aids, magazines, client records.

Other forms of communicating:

Reading – may need clarification, manufacturers' instructions, health and safety regulations/procedures, policies, appointment details, messages, record cards, leaflets/marketing information, assessment requirements, hairdressing media, reading exam questions, minutes of meetings.

Writing – clear, accurate, legible, booking appointments, taking messages, completing client record cards, developing/planning promotions/special offers, writing e-mails/letters to clients, ordering/requests for stock/equipment, completing assessment plans, answering exam questions, minutes of meetings.

Listening – attentive, instructions/direction/verbal communication from line

manager, client requirements, understand and interpret trainer instructions, prevent misunderstandings, using the telephone, listening to colleagues to promote good team work, watching hairdressing videos, observing a hairdressing demonstration.

Speaking – clear and audible, appropriate tone/intonation, explanations, descriptions, use of telephone or in person, likely daily conversation (clients, salon manager, colleagues, sales representatives, trainers).

Adapting communication to suit different people: Use a level of vocabulary to suit your clients, avoid technical language/jargon, keep to the subject matter, pronounce words clearly, vary pitch of voice for client, adapt language style to suit the audience, allow opportunities for others to express their views.

New clients – be informative (verbal communication important), leaflets.

Regular clients – avoid over familiarity.

Hearing impaired – use visual aid and clear speech, face client, allow for lip reading.

Visually impaired – use clear speech, use descriptive language.

Physical disability – sit at client's level, communicate normally.

Happy client – remain professional.

Angry/confused client – control manner



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Outcome 1: Be able to work as part of a team in a salon (continued)

to avoid inflaming problem.

Behave professionally in a salon environment: Follow health and safety practices and procedures, follow salon code of conduct, respect and co-operate with others (team work – be sympathetic, fair, not aggressive), avoid gossip, value client(s), use appropriate language, maintain confidentiality, uphold a polite, cheerful and friendly manner (friendly facial expressions, open body language, positive attitude), eye contact, sensible behaviour, take pride in work, be punctual, employer and client loyalty.

Benefits of effective team working: Professional image, good morale, efficient working, efficient use of time, clients return, increased salon profits, higher wages, job stability, mutual respect, timely job completion, enjoy job role/work.

Negative attitude/behaviour towards other people:

Examples of negative attitude – negative expressions, frown, no eye contact, arms folded, slouching, negative manner, unhelpful, tension.

Outcome of negative attitude – risk of causing harm, embarrassment for clients and work colleagues, low morale, feeling awkward or uncomfortable, unpleasant atmosphere/working conditions, unpleasant client experience, loss of business, bad reputation, affect income negatively, loss of jobs, closing of business.

Assist others to resolve problems:

Salon assistant – help, be patient, listen, respond, take action, advise

(if asked), locate senior staff, locate information/products/tools/equipment, take responsibility for client, finish service under guidance.

Roles and responsibilities of team members in a salon:

Receptionist – ensure smooth running of reception, uphold professional manner, maintain reception area, meet and greet, take incoming calls, make/take payments, book appointments, provide information, respond to general enquiries, ensure hospitality and good customer service, provide refreshments.

Junior assistant – maintain general cleanliness of the salon (sterilisation), sweep floor, wash floor, clean work stations, maintain towel supplies, replenish retail products, set up trolleys, tools/products maintained, ensure health and safety, greet clients, deal with general enquiries, take coats and jackets, provide refreshments, remain courteous/helpful, assist stylist/therapist, prepare clients, assist with services.

Stylist/therapist – maintain general cleanliness of the salon (sterilisation), sweep floor, wash floor, clean work stations, maintain towel supplies, replenish retail products, set up trolleys, maintain tools/products, ensure health and safety, greet clients, deal with general enquiries, take coats and jackets, provide refreshments, remain courteous/helpful attend regular training, keep up-to-date records, help/guide trainees.

Manager – be responsible for efficient running/profitability of salon, accurately



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Outcome 1: Be able to work as part of a team in a salon (continued)

maintain all records, conduct appraisals, risk assessments and wage reviews, responsible for daily takings and smooth running of salon, pay bills, maintain salon accounts, deal with complaints, address staff issues, mentor and train staff, manage crisis situations, adhere to financial guidelines, review client service standards, ensure salon cleanliness/maintenance, set general policies, maintenance of building, ensure happy/professional atmosphere, effective communication, contract of employment.

Perform all forms of salon services:

Hair – cutting, setting, blow-drying, hair-up, colouring, perming, barbering.

Beauty – skin care, waxing, hair removal, nail treatments, make-up, eye treatments, tanning.

When to refer problems: More timely, problems that occur outside own authority or job description, when you cannot solve the problem, when client dictates.

Problems to refer – emergency, security, health, angry or distraught client/colleagues, service difficulties, lack of knowledge to complete task.

Safe and hygienic working knowledge/practices:

Management of health and safety – clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/sterilise/disinfect (tools, equipment, work surfaces), risk assessment, no smoking, eating, drinking or drugs in salon, professional

personal hygiene, liability insurance (employer's, public, professional indemnity).

Personal protective equipment – avoid latex, powdered gloves, apron.

Electricity at work – visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock safely, lifting, working heights, unpacking.

Towels – wash regularly, clean for every client, place dirty towels in covered bin.

Reporting of injuries diseases and dangerous occurrences – accident book, reporting diseases, log accidents.

Control of substances hazardous to health – store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturer's instructions for use.

Disposal – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle empties.

Product storage – check end date/packaging, store away from heat/damp/direct sunlight, empties avoid theft.