



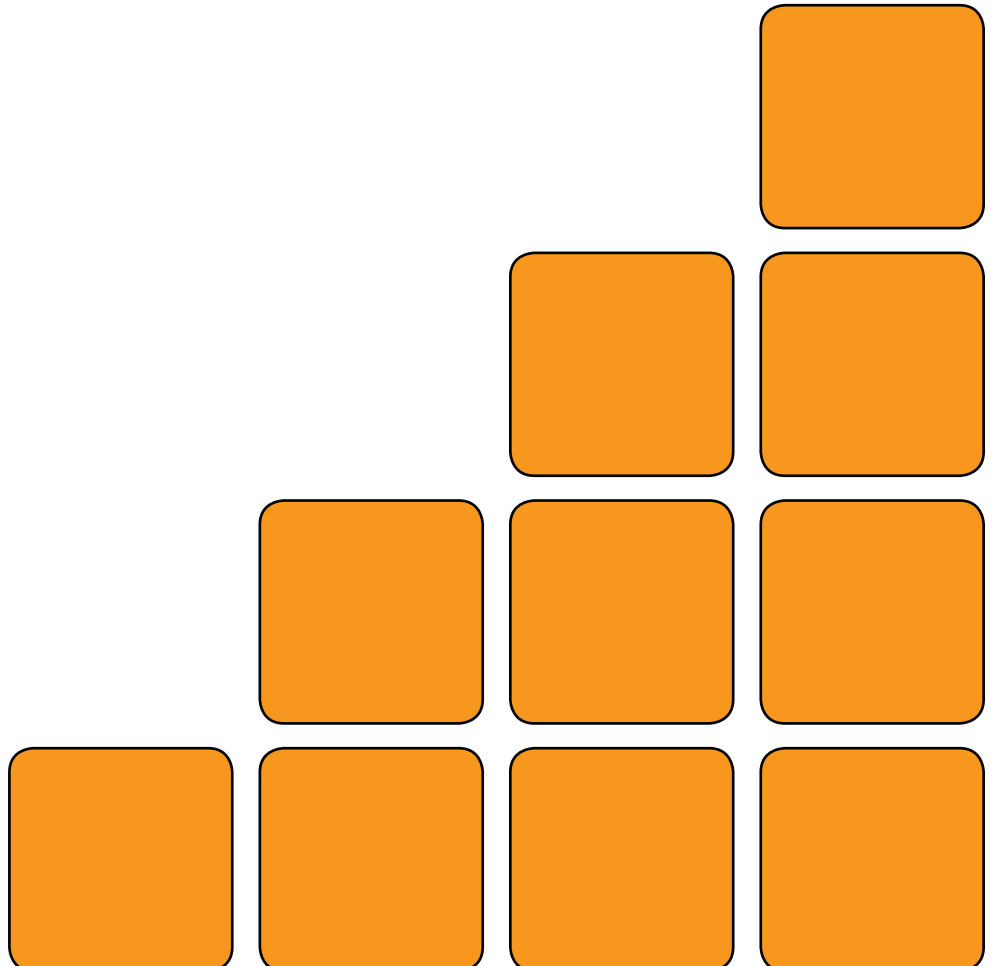
# Develop and maintain your effectiveness at work

UHB76

Learner name:

Learner number:

SVQ





# UHB76

## Develop and maintain your effectiveness at work

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

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. Improve your personal performance at work
2. Work effectively as part of a team

NOS

# SKACHB12

SCQF Level

**5**

SCQF Credit Points

**3**

Observation(s)

**1**

External paper(s)

**0**



# Develop and maintain your effectiveness at work

## Learning outcomes

On completion of this unit you will:

1. Be able to improve your personal performance at work
2. Be able to work effectively as part of a team
3. Know and understand how to improve your personal performance at work
4. Know and understand how to work effectively as part of a team

## 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**. 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](http://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 SKACHB12. You must demonstrate in your everyday work that you have met this standard to develop and maintain your effectiveness at work. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).



# Observations

## Learning outcome 1

### Be able to improve your personal performance at work

You must be able to:

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

\* *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 work effectively as part of a team

You must be able to:

- a. Agree ways of working together to achieve objectives
- b. Ask for help and information from your colleagues, when necessary
- c. Respond to requests for assistance from colleagues
- d. Anticipate the needs of others and offer assistance within your capabilities
- e. Make effective use of your time throughout your working day
- f. Report problems likely to affect salon services to the relevant person
- g. Resolve misunderstandings with your colleagues

\*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:

<b>Participated in <b>all</b> opportunities to learn</b>	<b>Portfolio reference</b>
From colleagues and other relevant people	
Active participation in training and development activities	
Active participation in salon activities	
<b>Have agreed and reviewed your progress towards <b>both</b> targets</b>	<b>Portfolio reference</b>
Productivity	
Personal development	
<b>Have offered assistance in <b>both</b> circumstances</b>	<b>Portfolio reference</b>
On a one-to-one basis	
In a group	

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 improve your personal performance at work

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. How to get information about your job, your work responsibilities and the standards expected of you	
c. How to find out relevant information about other people's areas of responsibility	
d. Why it is important to work within your job responsibilities and what might happen if you do not do so	
e. How to identify your own strengths and weaknesses	
f. The importance of meeting your personal development and productivity targets and timescales	
g. The importance of continuous professional development and how it affects your job role	
h. Who can help you identify and obtain opportunities for your development and training	
i. The limits of your own authority and that of others in relation to giving assistance	
j. The standards of behaviour that are expected of you when working in the salon	
k. Your salon's appeals and grievance procedures	
l. The commercially viable range of times for the performance of hairdressing services offered	



### Learning outcome 3 (continued)

## Know and understand how to improve your personal performance at work

You must know and understand:	Portfolio reference
m. How using the National Occupational Standards can help you identify your development needs	
n. How to maintain awareness of current and emerging trends and developments within the industry and why this is important	
o. The importance of continually using and updating your own personal plan	



## Learning outcome 4

### Know and understand how to work effectively as part of a team

You must know and understand:	Portfolio reference
a. Why harmonious working relationships are important	
b. How to react positively to reviews and feedback and why this is important	
c. Support co-operative ways of working such as anticipate the needs of others for information and support and show that you are willing to help resolve disagreements	
d. How to manage your time effectively	
e. Who to report to when you have difficulties in working with others	
f. How to deal with relationship difficulties and conflicts when working with others	
g. The questioning and listening skills you need in order to find out information	

# Notes

Use this area for notes and diagrams



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