

<b>Unit 629 Working with others in the Hair and Beauty sector</b>  Guided Learning Hours: 19		
<b>Learning Outcome</b>	<b>Assessment Criteria</b>	<b>Taught content</b>
1. 1 Be able to work with clients and colleagues in a salon	1.1 communicate and behave in a professional manner	1.1.1 To include: <ul style="list-style-type: none"> <li>• Being polite</li> <li>• Being honest</li> <li>• Speaking clearly</li> <li>• Listening attentively</li> <li>• Demonstrating positive body language and facial expressions</li> </ul>
	1.2 assist others to resolve problems	1.2.1 To include <ul style="list-style-type: none"> <li>• Acting promptly</li> <li>• Helping willingly</li> <li>• Offering assistance</li> </ul>
	1.3 follow safe and hygienic working practices	1.3.1 To include: <ul style="list-style-type: none"> <li>• Protecting client</li> <li>• Personal protection</li> <li>• Posture and standing position</li> <li>• Sanitisation of tools and equipment</li> <li>• Disposing of waste hygienically and appropriately</li> </ul>
	1.4 state different ways of communicating	1.4.1 To include <ul style="list-style-type: none"> <li>• Verbally</li> <li>• Facial expressions</li> <li>• Body language</li> <li>• Visual aids</li> <li>• Written messages</li> </ul>
	1.5 state how to adapt communication for different	1.5.1 To include: <ul style="list-style-type: none"> <li>• Confidentiality</li> </ul>

	<p>situations</p> <p>1.6 outline the benefits of effective team working</p> <p>1.7 identify the effects of negative attitude and behaviour on others</p> <p>1.8 identify roles and responsibilities of team members in a salon</p> <p>1.9 state when to refer problems</p>	<ul style="list-style-type: none"> <li>• Group discussion</li> </ul> <p>1.6.1 To include:</p> <ul style="list-style-type: none"> <li>• Working relations and conditions</li> <li>• Personal satisfaction</li> <li>• Improved productivity</li> </ul> <p>1.7.1 To include:</p> <ul style="list-style-type: none"> <li>• Deterioration in working relations</li> <li>• Poor productivity</li> </ul> <p>1.8.1 To include:</p> <ul style="list-style-type: none"> <li>• Apprentices</li> <li>• Stylists</li> <li>• Technicians'</li> <li>• Managers' and Owners</li> </ul> <p>1.6.1 To include:</p> <ul style="list-style-type: none"> <li>• Salon policy</li> <li>• Medical conditions</li> </ul>
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