

Unit 629 Working with others in the Hair and Beauty sector

Guided Learning Hours: 19

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

	<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"> • Group discussion <p>1.6.1 To include:</p> <ul style="list-style-type: none"> • Working relations and conditions • Personal satisfaction • Improved productivity <p>1.7.1 To include:</p> <ul style="list-style-type: none"> • Deterioration in working relations • Poor productivity <p>1.8.1 To include:</p> <ul style="list-style-type: none"> • Apprentices • Stylists • Technicians' • Managers' and Owners <p>1.6.1 To include:</p> <ul style="list-style-type: none"> • Salon policy • Medical conditions
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