

ITEC Level 4**Unit 868 – Contribute to the Effective Running of Business****Recommended Minimum Guided Learning Hours – 30**

Unit Accreditation Number: A/601/5500

Learning outcome

The Learner will:

1. Be able to make a positive contribution to run a business efficiently

Assessment Criteria**Taught Content**

- 1.1 Communicate effectively with colleagues and clients

- 1.1.1 To include:

- Good communication skills (asking open and/or closed questions where appropriate, listening/hearing) • Barriers to effective communication • Demonstrate appropriate body language at all times • Interpersonal distance • Trust • Professionalism, confidence and enthusiasm • Confidentiality • Personal effectiveness • With colleagues • As part of team • With clients • With suppliers • With others

- 1.2 Use effective communication skills to gather and present productivity and development targets

- 1.2.1 To include:

- Business plan • Cash flow • Budget • Targets

- 1.3 Assist others to resolve problems

- 1.3.1 To include:

- The effects of negative attitude and behaviour in the workplace • Problem resolution • Communication • Professionalism • Motivation

- 1.4 Provide support and guidance to contribute to the effective running of the business

- 1.4.1 To include:

- Maintaining and increasing staff morale, motivation and workforce participation • Customer relations • Supplier relations • Targets

- 1.5 Use resources in a way which comply with legal and salon requirements

- 1.5.1 To include:

- The methods of the use of resources • Use and storage of treatment equipment • Selection, use and storage of treatment media • Methods of dealing with breakages/spillages in the treatment environment • Product data sheets • Stock control/rotation • Shelf life of treatment products • Current legislative controls and guidelines for the use of resources and the implications for client safety • Evaluation of staffing levels, facilities, equipment, tools and stock levels to maintain professional operations and compliance with regulations

1.6	Maintain accurate records for effective running of a business	1.6.1 To include: • Methods of recording and storing information e.g. in writing, electronically • Record and store in line with current legislation and professional codes of conduct • Business plan • Marketing plan • Financial records • Human resource records • Client details • Stock control records • Equipment records • Health and safety documentation • Information Technology
1.7	Follow safe and hygienic working practices	1.7.1 To include: • The health, safety and security roles and responsibilities of employers and employees • Ensuring that all staff are appropriately trained and have knowledge of required legislation • Key staff roles and responsibilities • First Aid • Fire safety • Accident reporting • Electrical safety • COSHH – data sheets • Risk assessment/management • Security procedures • Handling emergencies in the work environment • The policies and procedures undertaken to ensure a healthy and safe working environment in a therapy setting
1.8	Describe the benefits of effective team work when running a business	1.8.1 To include: • Principles of working in a team – roles and responsibilities • Effects and benefits of working with colleagues, clients and others e.g. medical practitioners • Methods of effective communication when working with colleagues, clients and others • Productivity • Morale • Achievement of targets
1.9	Describe the requirement for productivity and development targets	1.9.1 To include: • Business plan • Targets • Operational objectives • Long and short-term business goals • Personnel levels • Resources • Staff development
1.10	Describe how the effective use of resources contribute to the effective running of a business	1.10.1 To include: • Resources • Costings • Cash flow • Budget
1.11	Describe health, safety, legal and salon requirements within the workplace	1.11.1 To include: • Legislation in respect of health, safety and security • Importance of compliance with legislation and the implications of non-compliance • Procedures and methods of risk assessment relating to the provision of treatments, the use, storage, handling and disposal of products, chemicals and equipment in the workplace • Security systems relating to staff, clients and visitors to the spa or salon • Awareness of emergency procedures for different situations and how they may be implemented • The importance of maintaining, reviewing and evaluating health, safety and security policies and procedures
1.12	Describe the requirement for accurate records to be established for client base, stock and resources	1.12.1 To include: • Procedures and systems used for control of stock, resources, client monitoring, fixed and variable assets

Unit 868 – Contribute to the Effective Running of Business Assignment All Learners will be assessed via an assignment for this unit. For details please see www.itecworld.co.uk	Unit 868 – Contribute to the Effective Running of Business assignment guidance and assessment forms may be downloaded from www.itecworld.co.uk
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