

ITEC Unit 662 Contribute to the Development of Effective Working Relationships

What this unit is about:	<p>This unit is about forming good relationships with clients in a way that promotes goodwill and trust, being able to work effectively when supporting your colleagues and using opportunities for learning what happens within your job role.</p> <p>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.</p> <p>The main outcomes of this unit are:</p> <ol style="list-style-type: none"> 1. develop effective working relationships with clients 2. develop effective working relationships with colleagues 3. develop yourself within the job role
Evidence Requirements:	<ol style="list-style-type: none"> 1. Simulation is not allowed for any performance evidence within this unit. 2. You must practically demonstrate in your work situation that you have met the standards for contributing to effective working relationships. 3. Your Assessor will observe these aspects of your performance on at least 3 occasions, 2 of which will cover your interaction with clients and 1 of which will cover your interaction with colleagues. 4. You must show that you have: <ul style="list-style-type: none"> - used all opportunities to interact with relevant people.
What you must do: (Performance Criteria)	<p>Develop Effective Working Relationships with Clients</p> <p>P1 communicate with clients according to organisational procedures</p> <p>P2 handle client belongings with care and return them when required</p> <p>P3 refer any client concerns to the relevant person</p> <p>P4 maintain client comfort and care to the satisfaction of the client</p> <p>P5 meet your salon's standards for appearance and behaviour</p> <p>Develop Effective Working Relationships with Colleagues</p> <p>P6 ask for help and information from your colleagues, when necessary</p> <p>P7 respond to all requests for assistance</p> <p>P8 make sure the timing of your assistance to colleagues ensures the smooth running of the salon</p> <p>P9 give the type of assistance to your colleagues which meets your job responsibilities</p> <p>P10 pass up tools and materials in a way to ensure the smooth delivery of the service</p> <p>P11 report any problems likely to affect salon services to the relevant person</p>
	<p>Develop Yourself within the Job Role</p> <p>P12 identify your own strengths and weaknesses within the job role and ensure that these are agreed with the relevant person</p> <p>P13 find out more information from relevant people to perform a task when the instructions you have are unclear</p> <p>P14 ask for feedback from relevant people on your progress and how this can</p>

	<p>be improved</p> <p>P15 ask your colleagues to help you learn if you find tasks difficult</p> <p>P16 take opportunities to learn when they are available</p> <p>P17 agree realistic self development targets with the relevant person</p> <p>P18 regularly review your progress towards achieving your agreed targets</p> <p>P19 use the results of your reviews to develop your future personal development plan</p>									
<p>You must complete a minimum of 3 performances</p>	<table border="1"> <thead> <tr> <th>Practical performance</th><th>1</th><th>2</th><th>3</th></tr> </thead> <tbody> <tr> <td>Date and Assessor Initials:</td><td></td><td></td><td></td></tr> </tbody> </table>	Practical performance	1	2	3	Date and Assessor Initials:				
Practical performance	1	2	3							
Date and Assessor Initials:										
<p>What you must cover (Range): To perform this unit successfully you need to cover the range</p>	<table border="1"> <tr> <td> <p>1 Opportunities to Learn</p> <p>1.1 active participation in training and development activities</p> <p>1.2 active participation in salon activities</p> <p>1.3 watching technical activities</p> <p>2 Relevant People</p> <p>2.1 Work colleagues</p> <p>2.2 Clients</p> <p>2.3 Management</p> </td><td> <table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table> </td></tr> </table>	<p>1 Opportunities to Learn</p> <p>1.1 active participation in training and development activities</p> <p>1.2 active participation in salon activities</p> <p>1.3 watching technical activities</p> <p>2 Relevant People</p> <p>2.1 Work colleagues</p> <p>2.2 Clients</p> <p>2.3 Management</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>							
<p>1 Opportunities to Learn</p> <p>1.1 active participation in training and development activities</p> <p>1.2 active participation in salon activities</p> <p>1.3 watching technical activities</p> <p>2 Relevant People</p> <p>2.1 Work colleagues</p> <p>2.2 Clients</p> <p>2.3 Management</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>									
<p>What you must know: To perform this unit successfully you will need to know and understand:</p>	<p>Salon and Legal Requirements</p> <p>K1 your job role and responsibilities and how this relates to the role of other team members</p> <p>K2 when you need to seek assistance, agreement with or permission from others</p> <p>K3 why it is important to work within your job responsibilities and what might happen if you do not do so</p> <p>K4 the standards of behaviour that are expected of you when working in the salon, including attendance and punctuality</p> <p>K5 your salon's standards for personal appearance</p> <p>K6 your salon's guidelines for client care and why they should be followed</p> <p>Communication</p> <p>K7 how to communicate in a clear, polite, confident way and why this is important</p> <p>K8 the questioning and listening skills you need in order to find out information</p> <p>K9 the different methods of communication</p> <p>K10 how to recognise when a client is angry and when a client is confused</p> <p>Procedures and Targets</p> <p>K11 how to get information about your job, your work responsibilities and the standards expected of you</p>									

	<p>K12 your salon's appeals and grievance procedures</p> <p>K13 your personal development targets and timescales</p> <p>K14 the importance of meeting your work targets</p> <p>Improving your performance</p> <p>K15 how to identify your own strengths and weaknesses</p> <p>K16 the importance of continuous professional development</p> <p>K17 who can help you identify and obtain opportunities for your development and training</p> <p>K18 how using the National Occupational Standards can help you identify your development needs</p> <p>K19 why good working relationships are important</p> <p>K20 how to react positively to reviews and feedback and why this is important</p> <p>K21 how to manage your time effectively</p> <p>K22 who to report to when you have difficulties in working with others</p> <hr/> <p>Assignment: Date..... MCQ: Date.....</p> <p>Learner signature..... Assessor signature.....</p> <p>Internal verifier signature (if sampled)</p>
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------