

Unit 580 Contribute to the development of effective working

Recommended unit guided learning hours – 40

Unit Accreditation Number: J/600/1258

Learning Outcome	Assessment Criteria
<p>1. Be able to develop effective working relationships with clients and colleagues</p>	<p>1.1 communicate with clients and colleagues in a manner which promotes goodwill, trust and maintains confidentiality</p> <p>1.2 handle client belongings with care and returning them when required</p> <p>1.3 refer any client concerns promptly to the relevant person</p> <p>1.4 maintain client comfort and care to the satisfaction of the client</p> <p>1.5 ask politely for help and information from colleagues when necessary</p> <p>1.6 respond willingly, courteously and in a timely manner to requests for assistance, which supports the smooth running of the salon</p> <p>1.7 report problems likely to affect salon services, to the relevant person</p> <p>1.8 meet the salon's standards for appearance and behaviour</p>
<p>2. Be able to develop self within the job role</p>	<p>2.1 identify own strengths and weaknesses within job role and ensure that these are agreed with the relevant person</p> <p>2.2 find out more information from relevant people to perform a task when the instructions given are unclear</p> <p>2.3 ask for feedback from relevant people on how well they have progressed and how they can improve their performance</p> <p>2.4 ask colleagues to help them learn if they find tasks difficult</p> <p>2.5 take the opportunity to learn when they are available</p> <p>2.6 agree realistic self development targets with the relevant person</p> <p>2.7 regularly review progress towards achieving agreed targets</p> <p>2.8 use the results of reviews to develop their future personal development plan</p>
<p>3. Understand the salon's and legal requirements</p>	<p>3.1 state own job role and responsibilities and how they relate to the role of other team members</p> <p>3.2 state when agreement with or permission from others should be sought</p> <p>3.3 state why it is important to work within job responsibilities and what might happen otherwise</p> <p>3.4 identify the standards of behaviour that are expected when working in the salon, including attendance and punctuality and personal appearance</p> <p>3.5 state the salon's guidelines for client care and why they should be followed</p>
<p>4. Understand communication methods</p>	<p>4.1 describe how to communicate in a clear, polite, confident way and why this is important</p> <p>4.2 identify the questioning and listening skills required to find out</p>

	<p>information</p> <p>4.3 state the rules and procedures for different methods of communication</p> <p>4.4 identify how to recognise when a client is angry and when a client is confused</p>
5. Understand procedures and targets	<p>5.1 state how to get information about work responsibilities and the standards expected</p> <p>5.2 state the salon's appeal and grievance procedures</p> <p>5.3 state personal development targets and timescales</p> <p>5.4 state the importance of meeting work targets</p>
6. Understand how to improve own performance	<p>6.1 state how to identify own strengths and weaknesses</p> <p>6.2 state the importance of continuous professional development</p> <p>6.3 identify who can help self to obtain opportunities for development and/or training</p> <p>6.4 outline how using the National Occupational Standards for Hairdressing can help identify development needs</p> <p>6.5 state how to access information on National Occupational Standards and qualifications, relevant to hairdressing</p> <p>6.6 state the importance of continually using and updating own personal development plan</p>
7. Understand how to work with others	<p>7.1 state why good working relationships are important</p> <p>7.2 state how to react positively to reviews, feedback and why this is important</p> <p>7.3 state how to manage time effectively</p> <p>7.4 state who to report to when there are difficulties in working with others</p>