

## Unit 510 Develop and Maintain your Effectiveness at Work

Guided Learning Hours: 11

Learning Outcome	Assessment Criteria
1. Be able to improve their personal performance at work	<ul style="list-style-type: none"><li>1.1 Identify own strengths and weaknesses and discuss them with the relevant person(s) and seek feedback from relevant people about how to improve own performance</li><li>1.2 Find out more information from relevant people to perform a task when the instructions are unclear</li><li>1.3 Ask colleagues for help and take opportunities to learn when they are available or seek help from relevant people when they are unable to obtain learning opportunities relating to own work</li><li>1.4 Regularly review developments in hairdressing and related areas</li><li>1.5 Agree realistic work targets with the relevant person(s), review own progress towards achieving agreed targets and use the results of the reviews to develop own personal development plan</li></ul>
2. Be able to work effectively as part of a team	<ul style="list-style-type: none"><li>2.1 Agree ways of working together to achieve objectives, ask for help and information from own colleagues, when necessary and respond to requests for assistance from colleagues willingly</li><li>2.2 Anticipate the needs of others and promptly offer assistance within own capabilities and make effective use of the time throughout own working day</li><li>2.3 Report problems likely to affect salon services to the relevant person(s) promptly and accurately</li><li>2.4 Be friendly, helpful and respectful with colleagues and resolve any misunderstandings with colleagues at the time they happen</li></ul>
3. Understand salon roles, procedures and targets	<ul style="list-style-type: none"><li>3.1 Describe own job role and responsibilities and explain the standards of behaviour that are expected of them when working in the salon</li><li>3.2 Explain how to get information about own job, own work responsibilities and how this relates to the role of other team members</li><li>3.3 Explain how to find out relevant information about other people's areas of responsibility</li><li>3.4 Explain the questioning and listening skills they need in order to find out information</li><li>3.5 Describe the limits of own authority and that of others in relation to giving assistance</li></ul>

	3.6	Describe why it is important to work within own job responsibilities and what might happen if they do not do so
	3.7	List the commercially viable range of times for the performance of hairdressing services offered
	3.8	Explain the importance of meeting work and productivity targets, development targets and timescales
	3.9	Explain how to manage their time effectively
4. Understand how to improve their performance	4.1	Explain how to identify their own strengths and weaknesses
	4.2	Describe the importance of continuous professional development and how it affects their job role
	4.3	Explain who can help them identify and obtain opportunities for their personal development/training and how using the National Occupational Standards for Hairdressing can help them identify their development needs
	4.4	Explain how to access information on National Occupational Standards and qualifications, how to maintain awareness of current and emerging trends and developments within the hairdressing industry and why this is important
5. Understand how to work with others	5.1	Explain why harmonious working relationships are important and how they could support co-operative ways of working with others
	5.2	Describe how to react positively to reviews and feedback and why this is important
	5.3	Explain how to manage their time effectively
	5.4	Describe how to deal with relationship difficulties and conflicts when working with others and identify who to report to when having difficulties working with others
	5.5	Outline the salon's appeal and grievance procedures