

## Unit 547 – Contribute to the Financial Effectiveness of the business

Guided Learning Hours: 26

Learning Outcome	Assessment Criteria
1. Contribute to the effective use and monitoring of resources	<ul style="list-style-type: none"><li>1.1 follow salon procedures for monitoring the use of resources</li><li>1.2 ensure information relating to stock levels is obtained from colleagues in time to coincide with the salon ordering system</li><li>1.3 use resources in a way which complies with legal and salon requirements</li><li>1.4 check deliveries against order documentation, reporting any inaccuracies and/or damages</li><li>1.5 identify and resolve any problems with resources within the limits of own authority</li><li>1.6 report any resource problems they cannot resolve to the relevant person(s)</li><li>1.7 make recommendations to improve the use of resources to the relevant person(s) which clearly show benefits</li><li>1.8 ensure records are accurate, legible and up-to-date.</li></ul>
2. Be able to meet productivity and development targets	<ul style="list-style-type: none"><li>2.1 set, agree and record productivity and development targets with the relevant person(s) to meet the needs of the business</li><li>2.2 actively seek opportunities to meet productivity and development targets</li><li>2.3 make sure that those who assist them with services to clients work effectively and contribute to meeting productivity and development targets</li></ul>

	<p>2.4 regularly review and record progress towards the achievement of productivity and development targets</p> <p>2.5 adjust activities to contribute to meeting productivity and development targets</p> <p>2.6 meet set productivity and development targets consistently</p>
3. Understand salon procedures and legal requirements	<p>3.1 explain the salon's requirements and procedures for monitoring the use of resources</p> <p>3.2 outline the critical aspects of current legal requirements relevant to hairdressing salons relating to the use of resources</p> <p>3.3 describe legal requirements relating to the sale of retail goods</p> <p>3.4 explain limits of authority in relation to the use of resources and to whom to report recommendations</p>
4. Understand the use, monitoring and recording of resources	<p>4.1 explain how effective use of resources contributes to the profitability of the business</p> <p>4.2 explain stocking levels and principles of stock control for the salon</p> <p>4.3 explain salon ordering systems and how to interpret them</p> <p>4.4 explain the importance of keeping accurate records for the use and monitoring of resources</p> <p>4.5 explain the resource records for which responsible</p> <p>4.6 describe the common problems associated with salon resources and how to resolve them</p>
5 Understand effective methods of	<p>5.1 explain why it is important to communicate effectively</p>

communication	<p>5.2 explain how to present the benefits of own recommendations in a positive manner to clients</p> <p>5.3 explain how to negotiate and agree productivity and development targets</p> <p>5.4 explain how to give clear, accurate and timely instructions to those who may be assisting them</p> <p>5.5 explain how to encourage others to work effectively on their behalf</p> <p>5.6 explain how to respond positively to negative feedback</p>
6. Understand work and time management	<p>6.1 explain general principles of time management applicable to the delivery of salon services</p> <p>6.2 explain how to plan and reschedule own work and that of those who may assist them in order to maximise any opportunities to meet their targets</p>
7. Understand productivity and development targets	<p>7.1 explain agreed productivity and development targets and the associated timescales for their achievement</p> <p>7.2 explain why it is important to meet productivity and development targets</p> <p>7.3 explain the potential consequences of failure to meet productivity and development targets</p> <p>7.4 describe the types of opportunities that can be used to achieve productivity and development targets</p> <p>7.5 explain why targets should be regularly reviewed</p> <p>7.6 explain the importance of gaining feedback of own performance and development needs from others</p>