

UHB57

Contribute to the financial effectiveness of the business

The aim of this unit is to develop your knowledge, understanding and skills to monitor the effective use of salon resources and to meet productivity and development targets to make a positive contribution to the effectiveness of the business. You are also required to ensure that individuals who may assist you to deliver services to clients work effectively too.

Throughout 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.

National Occupational
Standards (NOS)

CHB18

Level

3

Credit value

7

GLH

55

Observations

1

External paper(s)

0



Contribute to the financial effectiveness of the business

Learning outcomes

On completion of this unit you will:

1. Be able to contribute to the financial effectiveness of the salon business
2. Understand salon procedures and legal requirements for the financial effectiveness of the salon business
3. Understand resource use, monitoring and recording used in salon business
4. Understand how effective communication affects the achievement of productivity and development targets

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not permitted in this unit. All Observation outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least one occasion; evidence must be collected over a minimum of three months**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off a learning outcome when all criteria have been competently achieved in a single client service.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Learning outcome 1

Be able to contribute to the financial effectiveness of the salon business

You can:

- a. Implement salon procedures for use and monitoring of resources*
- b. Implement agreed productivity and development targets*
- c. Analyse achievement of productivity and development targets*

* May be assessed by supplementary evidence. Please note this evidence **must** be collected over a minimum of three months.

Observation	1	Optional	Optional
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			

Range



You must practically demonstrate that you have:

Monitored and effectively used all resources		Portfolio reference
Human		
Stock		
Tools and equipment		
Time		
Set and achieved all your productivity and development targets		Portfolio reference
Retail sales		
Technical services		
Personal learning		

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, additional **observed** evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

**This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Each assessment criterion in the knowledge learning outcomes has been mapped to the relevant statement in the National Occupational Standard (NOS). In the Knowledge section of this book, the assessment criteria and related NOS references are listed. There is a column for the portfolio reference to be inserted.

The NOS statements listed in the Knowledge Requirements section of this book, must be evidenced in a portfolio.

Knowledge



Learning outcome 2

Understand salon procedures and legal requirements for the financial effectiveness of the salon business

You can:	NOS CHB18 reference	Portfolio reference
a. Describe the salon procedures and legal requirements for the use and monitoring of resources	K1, K2	
b. Describe the salon procedures and legal requirements relating to the sale of retail products	K3	
c. Explain working methods that promote environmental and sustainable practices	K4	
d. State own limits of authority in relation to use of resources	K5	
e. State to whom to report recommendations	K6	
f. Describe how to present benefits of recommendations in a positive manner	K11	

You will be required to have a portfolio of evidence for all assessment criteria.



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Learning outcome 3

Understand resource use, monitoring and recording used in salon business

You can:	NOS CHB18 reference	Portfolio reference
a. Explain how effective use of resources contributes to profitability of salon business	K7	
b. Explain the principles of stock control in relation to salon business	K8, K9	
c. Describe common problems associated with salon resources and how to resolve them	K10	
d. Explain the general principles of time management for the delivery of salon services	K14	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 4

Understand how effective communication affects the achievement of productivity and development targets

You can:	NOS CHB18 reference	Portfolio reference
a. Explain how to negotiate and agree productivity and development targets	K12	
b. Explain the importance of regularly reviewing your targets	K18	
c. Describe the consequences of failing to meet productivity and development targets	K13, K15, K16	
d. Describe opportunities to achieve productivity and development targets	K17	
e. Explain why gaining regular feedback can contribute to the financial effectiveness of the business	K19	

You will be required to have a portfolio of evidence for all assessment criteria.

Knowledge requirements



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CHB18	NOS statements to be included in a portfolio of evidence
K1	Your salon's requirements relating to the use of the resources in the range
K2	The critical aspects of current legal requirements relevant to your business relating to the use of resources
K3	Current legal requirements relating to the sale of retail goods
K4	The different types of working methods that promote environmental and sustainable working practices
K5	Your own limits of authority in relation to the use of resources
K6	To whom to report recommendations
K7	How the effective use of resources contributes to the profitability of the business
K8	How salon ordering systems work and how to interpret them
K9	The importance of keeping accurate records for the use and monitoring of resources
K10	The common problems associated with salon resources and how to resolve them
K11	How to present the benefits of recommendations in a positive manner
K12	How to negotiate and agree productivity and development targets
K13	How to respond positively to negative feedback
K14	General principles of time management applicable to the delivery of salon services



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CHB18	NOS statements to be included in a portfolio of evidence
K15	Why it is important to meet your productivity and development targets
K16	The consequences of failure to meet your productivity and development targets
K17	The types of opportunities that can be used to achieve your productivity and development targets, such as promotion of new products and services, seasonal promotions and special offers
K18	Why you should regularly review your targets
K19	The importance of gaining feedback of your performance and development needs from others