

iUCO55 – Working with others in the hair and beauty sector

URN – A/617/4386

Guided Learning Hours: 19

Learning outcome	Assessment criteria	Taught content to include
LO1 Be able to work with clients and colleagues in a salon	1.1. Communicate and behave in a professional manner	<ul style="list-style-type: none"> • Being polite • Being honest • Speaking clearly • Listening attentively • Demonstrating positive body language and facial expressions
	1.2. Assist others to resolve problems	<ul style="list-style-type: none"> • Acting promptly • Helping willingly • Offering assistance
	1.3. Follow safe and hygienic working practices	<ul style="list-style-type: none"> • Protecting client • Personal protection • Posture and standing position • Sanitisation of tools and equipment • Disposing of waste hygienically and appropriately
	1.4. State different ways of communicating	<ul style="list-style-type: none"> • Verbally • Facial expressions • Body language • Visual aids • Written messages
	1.5. State how to adapt communication for different situations	<ul style="list-style-type: none"> • Confidentiality • Compliance with current data protection regulations • Group discussion
	1.6. Outline the benefits of effective team working	<ul style="list-style-type: none"> • Working relations and conditions • Personal satisfaction • Improved productivity

	1.7. Identify the effects of negative attitude and behaviour on others	<ul style="list-style-type: none"> • Deterioration in working relations • Poor productivity
	1.8. Identify roles and responsibilities of team members in a salon	<ul style="list-style-type: none"> • Apprentices • Stylists • Technicians • Managers and owners
	1.9. State when to refer problems	<ul style="list-style-type: none"> • Salon policy • Medical conditions

Assessment	
Portfolio of evidence containing <ul style="list-style-type: none"> • 3 performance evidence MCQ	

Guide to taught content
The content contained within the unit specification is not prescriptive or exhaustive but is intended to provide helpful guidance to teachers and learners with the key areas that will be covered within the unit, and, relating to the kinds of evidence that should be provided for each assessment objective specific to the unit learning outcomes.

Document History

Version	Issue Date	Changes	Role
v1	25/09/2019	First published	Qualifications and Regulation Co-ordinator