# SKABT0911 (SQA Unit Code F7AR 04)
Contribute to the financial effectiveness of the business

## Overview

This unit is about the monitoring and effective use of salon resources and meeting 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.

The main outcomes of this unit are:

1. contribute to the effective use and monitoring of resources
2. meet productivity and development targets

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## Performance criteria

*You must be able to:*

P1 **contribute to the effective use and monitoring of resources** by

- P1.1 correctly following your salon procedures for monitoring the use of **resources**
- P1.2 ensuring information relating to stock levels is obtained from colleagues in time to coincide with your salon ordering system
- P1.3 using **resources** in a way which complies with legal and salon requirements
- P1.4 checking all deliveries are accurate and complete against order documentation and promptly reporting any inaccuracies and/or damages
- P1.5 identifying and resolving any problems with **resources** within the limits of your authority
- P1.6 promptly reporting any **resource** problems you cannot resolve to the relevant person
- P1.7 making constructive recommendations to improve the use of **resources** to the relevant person
- P1.8 making recommendations which clearly show the benefits of implementing your suggestions
- P1.9 ensuring records for which you are responsible are accurate, legible and up-to-date

P2 **meet productivity and development targets** by

- P2.1 setting, agreeing and recording your **productivity and development targets** with the relevant person to meet the needs of the business
- P2.2 actively seeking opportunities that will help you to meet your **productivity and development targets**
- P2.3 ensuring those who assist you with services to clients work effectively to enable you to meet your **productivity and development targets**
- P2.4 regularly reviewing and recording your progress towards the achievement of your **productivity and development targets**
- P2.5 adjusting your activities in a way that will help you to meet your **productivity and development targets**
- P2.6 meeting your set **productivity and development targets** consistently and within the agreed timescale

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## Knowledge and understanding

*You need to know and understand:*

**Salon procedures and legal requirements**

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 hairdressing salons relating to the use of resources in the range (eg use of personal protective equipment, use of products, tools and equipment, disposal of waste and sharps, staff working times and break entitlements etc. linked to current Health & Safety At Work legislation, COSHH Regulations, Manual Handling Operations Regulations, Electricity at Work Regulations, RIDDOR, Workplace Regulations, Data Protection Act, Working Time Directives and Cosmetic Products Regulations)

K3 current legal requirements relating to the sale of retail goods (eg Sale of Goods Act, Distance Selling Act, Trade Descriptions Act, Consumer Protection legislation)

K4 your own limits of authority in relation to the use of resources

K5 to whom to report recommendations

K6 your salon's procedures for monitoring the use of resources

*You need to know and understand:*

**Resource use, monitoring and recording**

K7 how the effective use of resources contributes to the profitability of the business

K8 principles of stock control

K9 the stocking levels for your salon

K10 how salon ordering systems work and how to interpret them

K11 the importance of keeping accurate records for the use and monitoring of resources

K12 the resource records for which you are responsible

K13 the common problems associated with salon resources (eg staffing, stock control, tools and equipment breakdowns, time overruns, etc.) and how to resolve them

*You need to know and understand:*

**Communication**

K14 why it is important to communicate effectively

K15 how to present the benefits of recommendations in a positive manner

K16 how to negotiate and agree productivity and development targets

K17 how to give clear, accurate and timely instructions to those who may be assisting you

K18 how to encourage others to work effectively on your behalf

K19 how to respond positively to negative feedback

*You need to know and understand:*

**Work and time management**

K20 general principles of time management applicable to the delivery of salon

services

K21 how to plan and reschedule your own work and that of those who may assist you in order to maximise any opportunities to meet your targets

*You need to know and understand:*

**Productivity and development targets**

K22 your agreed productivity and development targets and the associated timescales for their achievement

K23 why it is important to meet your productivity and development targets

K24 the consequences of failure to meet your productivity and development targets

K25 the types of opportunities that can be used to achieve your productivity and development targets (eg add-on services and sales, promotion of new products and services, seasonal promotions, special offers, awareness of trends for new services, learning how to deliver new services)

K26 why you should regularly review your targets

K27 the importance of gaining feedback of your performance and development needs from others

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## Additional Information

### Scope/range related to performance criteria

1. **Resources** are
   - 1.1. human
   - 1.2. stock
   - 1.3. tools and equipment
   - 1.4. time

2. **Productivity and development targets** are for
   - 2.1. retail sales
   - 2.2. technical services
   - 2.3. personal learning

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