
Overview

This standard 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.

To carry out this standard, 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.

The main outcomes of this standard are:

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

Performance criteria

Contribute to the effective use and monitoring of resources

- You must be able to:
- P1 follow your salon procedures for monitoring the use of **resources**
 - P2 ensure information relating to stock levels is obtained from colleagues in time to coincide with your salon ordering system
 - P3 use **resources** in a way which complies with legal and salon requirements
 - P4 use working methods that promote environmental and sustainable working practices
 - P5 check all deliveries are accurate and complete against order documentation reporting any inaccuracies and or damages
 - P6 identify and resolve any problems with **resources** within the limits of your authority
 - P7 report any **resource** problems you cannot resolve to the relevant person
 - P8 make constructive recommendations to improve the use of **resources** to the relevant person
 - P9 make recommendations which clearly show the benefits of implementing your suggestions
 - P10 ensure records for which you are responsible are accurate, legible and up-to-date

Meet productivity and development targets

- You must be able to:
- P11 set, agree and record your **productivity and development targets** with the relevant person to meet the needs of the business
 - P12 seek opportunities that will help you to meet your **productivity and development targets**
 - P13 regularly review and record your progress towards the achievement of your **productivity and development targets**
 - P14 adjust your activities in a way that will help you to meet your **productivity and development targets**
 - P15 **meet your set productivity and development targets consistently and within the agreed timescale**

Knowledge and understanding

Contribute to the effective use and monitoring of resources

You need to know and understand:

- 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

Meet productivity and development targets

You need to know and understand:

- 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

Additional information

Scope/range related to performance criteria	1	Resources
	1.1	human
	1.2	stock
	1.3	tools and equipment
	1.4	time
	2	Productivity and development targets
	2.1	retail sales
	2.2	technical services
	2.3	personal learning

**Scope/range related
to knowledge and
understanding**

1 Health and safety

your responsibilities for health and safety as defined by any specific legislation covering your job role

- 1.1 Health and Safety at Work Act
- 1.2 The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- 1.3 The Health and Safety (First Aid) Regulations
- 1.4 The Regulatory Reform (Fire Safety) Order
- 1.5 The Manual Handling Operations Regulations
- 1.6 The Control of Substances Hazardous to Health Regulations (COSHH)
- 1.7 The Electricity at Work Regulations
- 1.8 The Environmental Protection Act
- 1.9 The Management of Health and Safety at Work Regulations
- 1.10 The Health and Safety (Information for Employees) Regulations

2 Environmental and sustainable working practices

the different types of working methods that promote environmental and sustainable working practices

- 2.1 reducing waste and managing waste (recycle, reuse, safe disposal)
- 2.2 reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- 2.3 reducing water usage and other resources
- 2.4 preventing pollution
- 2.5 using disposable items (easy dry towels)
- 2.6 using recycled, eco friendly furniture
- 2.7 using low chemical paint
- 2.8 using organic and allergy free hair products
- 2.9 using ultra-low ammonia hair colourants
- 2.10 using environmentally friendly product packaging
- 2.11 choosing responsible domestic products (Fairtrade tea and coffee)

2.12 encouraging carbon reducing journeys to work

3 your responsibilities for other additional legislation covering your job role

3.1 Data Protection Act

3.2 Working Time Directives

3.3 Cosmetic Products Regulations

3.4 Sale of Goods Act

3.5 Distance Selling Act

3.6 Trade Descriptions Act

3.7 Consumer Protection Legislation

Values

1. The following key **values** underpin the delivery of services in the hair and barbering sector:
 - 1.1. a willingness to learn
 - 1.2. the completion of services in a commercially viable time
 - 1.3. meeting both organisational and industry standards of appearance
 - 1.4. ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5. a flexible working attitude
 - 1.6. a team worker
 - 1.7. maintaining customer care
 - 1.8. a positive attitude
 - 1.9. personal and professional ethics
 - 1.10. the ability to self manage
 - 1.11. creativity skills
 - 1.12. excellent verbal and non-verbal communication skills
 - 1.13. the maintenance of effective, hygienic and safe working methods
 - 1.14. adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and products
 - 1.15. leadership skills

Behaviours

1. The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual:
 - 1.1. meeting the salon's standards of behaviour
 - 1.2. greeting the client respectfully and in a friendly manner
 - 1.3. communicating with the client in a way that makes them feel valued and respected
 - 1.4. identifying and confirming the client's expectations
 - 1.5. treating the client courteously and helpfully at all times
 - 1.6. keeping the client informed and reassured
 - 1.7. adapting behaviour to respond effectively to different client behaviour
 - 1.8. responding promptly to a client seeking assistance
 - 1.9. selecting the most appropriate way of communicating with the client
 - 1.10. checking with the client that you have fully understood their expectations
 - 1.11. responding promptly and positively to the client's questions and comments
 - 1.12. allowing the client time to consider the response and give further explanation when appropriate
 - 1.13. quickly locating information that will help the client
 - 1.14. giving the client the information they need about the services or products offered by the salon
 - 1.15. recognising information that the client might find complicated and checking whether they fully understand
 - 1.16. explaining clearly to the client any reasons why their needs or expectations cannot be met

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