

# SKABT098 (SQA Unit Code - F7BP 04)

## Develop and maintain your effectiveness at work



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### Overview

This unit is about taking responsibility for improving your performance at work and working well with your colleagues so as to make a positive contribution to the overall effectiveness of your salon.

The main outcomes of this unit are:

1. improve your personal performance at work
2. work effectively as part of a team

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### Performance criteria

*You must be able to:*

- P1 **improve your personal performance at work** by
  - P1.1 identifying your own strengths and weaknesses and discussing them with the relevant person
  - P1.2 finding out more information from relevant people to perform a task when the instructions you have are unclear
  - P1.3 seeking feedback from relevant people about how you can improve performance
  - P1.4 asking your colleagues for help and taking **opportunities to learn** when they are available
  - P1.5 seeking help from relevant people when you are unable to obtain learning opportunities relating to your work
  - P1.6 regularly reviewing developments in beauty therapy and related areas
  - P1.7 agreeing realistic work **targets** with the relevant person
  - P1.8 regularly reviewing your progress towards achieving your agreed **targets**
  - P1.9 using the results of your reviews to develop your future personal development plan
- P2 **work effectively as part of a team** by
  - P2.1 agreeing ways of working together to achieve objectives
  - P2.2 politely asking for help and information from your colleagues, when necessary
  - P2.3 responding to requests for assistance from colleagues willingly and politely
  - P2.4 anticipating the needs of others and promptly offering **assistance** within your capabilities
  - P2.5 making effective use of your time throughout your working day
  - P2.6 reporting problems likely to affect salon services to the relevant person promptly and accurately
  - P2.7 resolving misunderstandings with your colleagues in a helpful way at the time they happen
  - P2.8 being friendly, helpful and respectful in the contact you have with colleagues

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### Knowledge and understanding

*You need to know and understand:*

#### Salon roles, procedures and targets

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- K1 your job role and responsibilities and how this relates to the role of other team members
- K2 how to get information about your job, your work responsibilities and the standards expected of you
- K3 how to find out relevant information about other people's areas of responsibility
- K4 the limits of your own authority and that of others in relation to giving assistance
- K5 why it is important to work within your job responsibilities and what might happen if you do not do so
- K6 the standards of behaviour that are expected of you when working in the salon
- K7 your salon's appeal and grievance procedures
- K8 the commercially viable range of times for the performance of hairdressing services offered
- K9 your productivity targets and timescales
- K10 your personal development targets and timescales
- K11 the importance of meeting your work targets

*You need to know and understand:*

#### Improving your performance

- K12 how to identify your own strengths and weaknesses
- K13 the importance of continuous professional development and how it affects your job role
- K14 who can help you identify and obtain opportunities for your development/training
- K15 how using the National Occupational Standards can help you identify your development needs
- K16 how to access information on National Occupational Standards and qualifications
- K17 how to maintain awareness of current and emerging trends and developments within the industry and why this is important
- K18 the importance of continually using and updating your own personal development plan

*You need to know and understand:*

#### Working with others

- K19 why harmonious working relationships are important
- K20 how to react positively to reviews and feedback and why this is important
- K21 support co-operative ways of working (eg anticipate the needs of others for information and support, avoid actions that discriminate against others or offend others, act assertively when needed to protect your own rights, show that you are willing to help resolve disagreements)

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K22 how to manage your time effectively

K23 who to report to when you have difficulties in working with others

K24 how to deal with relationship difficulties and conflicts when working with others

K25 the questioning and listening skills you need in order to find out information

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## Additional Information

### Scope/range related to performance criteria

1. **Opportunities to learn** are
  - 1.1. from colleagues and other relevant people
  - 1.2. active participation in training and development activities
  - 1.3. active participation in salon activities
  
2. **Targets** for
  - 2.1. productivity
  - 2.2. personal development
  
3. **Assistance** is given
  - 3.1. on a one-to-one basis
  - 3.2. in a group

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<b>Developed by</b>	SkillsActive
<b>Version number</b>	1
<b>Date approved</b>	June 2009
<b>Indicative review date</b>	June 2011
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Habia
<b>Original URN</b>	BT G8
<b>Relevant occupations</b>	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
<b>Suite</b>	Beauty Therapy 2009
<b>Key words</b>	responsibility, improving, performance at work, working with others