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**Overview**

This standard 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.

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

**Performance  
criteria**

**Improve your personal performance at work**

- You must be able to:
- P1 identify your own strengths and weaknesses and discuss them with the relevant person
  - P2 find out more information from relevant people to perform a task when the instructions you have are unclear
  - P3 seek feedback from relevant people about how you can improve your performance
  - P4 ask your colleagues for help and take **opportunities to learn** when they are available
  - P5 seek help from relevant people when you are unable to obtain learning opportunities relating to your work
  - P6 regularly review developments in hairdressing and related areas
  - P7 agree realistic work **targets** with the relevant person
  - P8 regularly review your progress towards achieving your agreed **targets**
  - P9 use the results of your reviews to develop your future personal development plan

**Work effectively as part of a team**

- You must be able to:
- P10 agree ways of working together to achieve objectives
  - P11 ask for help and information from your colleagues, when necessary
  - P12 respond to requests for assistance from colleagues
  - P13 anticipate the needs of others and offer **assistance** within your capabilities
  - P14 make effective use of your time throughout your working day
  - P15 report problems likely to affect salon services to the relevant person
  - P16 resolve misunderstandings with your colleagues

**Knowledge and understanding**

**Improve your personal performance at work**

**You need to know and understand:**

- 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 why it is important to work within your job responsibilities and what might happen if you do not do so
- K5 how to identify your own strengths and weaknesses
- K6 the importance of meeting your personal development and productivity targets and timescales
- K7 the importance of continuous professional development and how it affects your job role
- K8 who can help you identify and obtain opportunities for your development and training
- K9 the limits of your own authority and that of others in relation to giving assistance
- K10 the standards of behaviour that are expected of you when working in the salon
- K11 your salon's appeals and grievance procedures
- K12 the commercially viable range of times for the performance of hairdressing services offered
- K13 how using the National Occupational Standards can help you identify your development needs
- K14 how to maintain awareness of current and emerging trends and developments within the industry and why this is important
- K15 the importance of continually using and updating your own personal plan

**Work effectively as part of a team**

**You need to know and understand:**

- K16 why harmonious working relationships are important
- K17 how to react positively to reviews and feedback and why this is important
- K18 support co-operative ways of working such as anticipate the needs of others for

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information and support and show that you are willing to help resolve disagreements

K19 how to manage your time effectively

K20 who to report to when you have difficulties in working with others

K21 how to deal with relationship difficulties and conflicts when working with others

K22 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**
    - 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**
    - 2.1. productivity
    - 2.2. personal development
  
  - 3 **Assistance**
    - 3.1. on a one-to-one basis
    - 3.2. in a group

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**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

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**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

SKACHB12 SQA Unit Code H9CG 04  
Develop and maintain your effectiveness at work



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<b>Developed by</b>	SkillsActive
<b>Version number</b>	2
<b>Date approved</b>	February 2014
<b>Indicative review date</b>	April 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	SkillsActive
<b>Original URN</b>	SKAG8
<b>Relevant occupations</b>	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
<b>Suite</b>	Hairdressing and Barbering
<b>Key words</b>	Develop; maintain; effectiveness

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