

Unit summary sheet

Unit G8: Develop and maintain effectiveness at work

Unit code: M/600/1268

Credit: 2

Unit aim

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

Assessment requirements

The assessment of this unit needs to meet the requirements within the HABIA Hairdressing and Barbering Assessment Strategies.

1. Simulation is not allowed for any performance evidence within this unit.
2. The learner will need to demonstrate in their everyday work that they have met the standard for developing and maintaining their effectiveness at work.
3. The learner will need to collect 'paper evidence' (also known as documentary evidence) to show that they have participated in development activities at work.
4. The assessor will observe the learners contributions to effective teamwork on at least 1 occasion which will be recorded.
5. The learner must show that they:
 - have participated in all the listed opportunities to learn:
 - a) from colleagues and other relevant people
 - b) active participation in training and development activities
 - c) active participation in salon activities.
 - have agreed and reviewed their progress towards both productivity and personal development targets:
 - a) productivity
 - b) personal development
 - have offered assistance to both an individual colleague and in a group of their colleagues:
 - a) on a one-to-one basis
 - b) in a group.

Although some of the evidence of the performance will be gathered from observations made by the assessor, the learner will need to put together more documentary evidence in their portfolio to support their achievement of this unit.

6. This unit requires mandatory written questions in accordance with the HABIA Assessment Strategies for Hairdressing and Barbering.

Additional information

The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

Learning outcome achievement record

NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)	
Learner:	
Assessor:	
Unit title: G8 Develop and maintain effectiveness at work	
Learning outcome 1: Be able to improve their personal performance at work	
Assessment criteria:	
1.1 identify own strengths and weaknesses and discuss them with the relevant person(s)	
1.2 find out more information from relevant people on how to perform a task when the instructions are unclear	
1.3 seek feedback from relevant people about how to improve personal performance	
1.4 ask colleagues for help and taking opportunities to learn when they are available	
1.5 seek help from relevant people when they are unable to obtain learning opportunities relating to their work	
1.6 regularly reviewing developments in hairdressing and related areas	
1.7 agree realistic work targets with the relevant person(s)	
1.8 regularly review their progress towards achieving their agreed targets	
1.9 use the results of the reviews to develop their future personal development plan	
Feedback/comments from the assessor:	
Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature (if required):	Date:

Learning outcome achievement record

NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)	
Learner:	
Assessor:	
Unit title: G8 Develop and maintain effectiveness at work	
Learning outcome 2: Be able to work effectively as part of a team	
Assessment criteria:	
2.1 agree ways of working together to achieve objectives	
2.2 politely ask for help and information from their colleagues, when necessary	
2.3 respond to requests for assistance from colleagues willingly and politely	
2.4 anticipate the needs of others and promptly offering assistance within their capabilities	
2.5 make effective use of the time throughout their working day	
2.6 report problems likely to affect salon services to the relevant person(s) promptly and accurately	
2.7 resolve misunderstandings with colleagues in a helpful way at the time they happen	
2.8 be friendly, helpful and respectful in the contact they have with colleagues.	
Feedback/comments from the assessor:	
Learner's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature (if required):	Date:

Knowledge evidence record

NVQ title and level: Level 2 NVQ Diploma in Hairdressing(QCF)	
Learner:	Assessor:
<p>Unit title: G8 Develop and maintain effectiveness at work</p> <p>Learning outcome 3: Know salon roles, procedures and targets</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

KEY: FOR EVIDENCE TYPES	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge and understanding for this unit Assessment criteria	Evidence index number	Date	Evidence type
3.1 describe their job role and responsibilities and how this relates to the role of other team members			
3.2 explain how to get information about their job, their work responsibilities and the standards expected of them			
3.3 explain how to find out relevant information about other people's areas of responsibility			
3.4 describe the limits of their own authority and that of others in relation to giving assistance			
3.5 describe why it is important to work within their job responsibilities and what might happen if they do not do so			
3.6 explain the standards of behaviour that are expected of them when working in the salon			
3.7 outline the salon's appeal and grievance procedures			
3.8 list the commercially viable range of times for the performance of hairdressing services offered			
3.9 explain the importance of meeting productivity targets and timescales			

3.10 explain the importance of meeting personal development targets and timescales			
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3.11 explain the importance of meeting their work targets			
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Feedback/comments:

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

Learner's signature:	Date:
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Assessor's signature:	Date:
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Internal verifier's signature:	Date:
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Knowledge evidence record

NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)	
Learner:	Assessor:
<p>Unit title: G8 Develop and maintain effectiveness at work</p> <p>Learning outcome 4: Know how to improve their performance</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

KEY: FOR EVIDENCE TYPES	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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Knowledge and understanding for this unit Assessment criteria	Evidence index number	Date	Evidence type
4.1 explain how to identify their own strengths and weaknesses			
4.2 describe the importance of continuous professional development and how it affects their job role			
4.3 explain who can help them identify and obtain opportunities for their personal development/training			
4.4 explain how using the National Occupational Standards for Hairdressing can help them identify their development needs			
4.5 state how to access information on National Occupational Standards and qualifications, relevant to hairdressing			
4.6 describe how to maintain awareness of current and emerging trends and developments within the industry and why this is important			
4.7 state the importance of continually using and updating their own personal development plan.			

Feedback/comments:

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

Learner's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

Knowledge evidence record

NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)	
Learner:	Assessor:
<p>Unit title: G8 Develop and maintain effectiveness at work</p> <p>Learning outcome 5: Know how to work with others</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

KEY: FOR EVIDENCE TYPES	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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Knowledge and understanding for this unit Assessment criteria	Evidence index number	Date	Evidence type
5.1 explain why harmonious working relationships are important			
5.2 describe how to react positively to reviews and feedback and why this is important			
5.3 outline how they could support cooperative ways of working with others, 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 their own rights, show that they are willing to help resolve disagreements			
5.4 explain how to manage their time effectively			
5.5 identify who to report to when they have difficulties in working with others			
5.6 describe how to deal with relationship difficulties and conflicts when working with others			
5.7 explain the questioning and listening skills they need in order to find out information.			

Feedback/comments:

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

Learner's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

Assessment requirements record

NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)
Learner:
Assessor:
Unit title: G8 Develop and maintain effectiveness at work

Performance(s) observed by the assessor	<i>(Assessor to sign each time performance is observed)</i>	<i>(Assessor to insert date each time performance is observed)</i>
Observation 1 Contribution to effective teamwork		

Assessment requirements:

- Participated in all the types of learning opportunities listed.
 - a) have participated in all the listed opportunities to learn:
 - i. from colleagues and other relevant people
 - ii. active participation in training and development activities
 - iii. active participation in salon activities.
 - b) have agreed and reviewed their progress towards both productivity and personal development targets:
 - i. productivity
 - ii. personal development
 - c) have offered assistance to both an individual colleague and in a group of their colleagues:
 - i. on a one-to-one basis
 - ii. in a group.

Although some of the evidence of the performance will be gathered from observations made by the assessor, the learner will need to put together more documentary evidence in their portfolio to support their achievement of this unit.

Feedback/comments:

Learner's signature:	Date:
Assessor's signature:	Date:

Externally set mandatory question paper(s)

	<i>First sitting</i>	<i>Second sitting (if required)</i>	<i>Third sitting (if required)</i>
Paper 1 mark (% achieved)			
Paper 2 (% achieved, if required)			
Date examination was held			
<p>I can confirm that the learner achieved 100% on the mandatory areas of questioning for the unit being undertaken.</p> <p>This consists of at least 70% achieved in one sitting of the paper, with any questions incorrectly answered, reassessed by a variety of means (eg oral questioning, a repeat of the written questions, assignments).</p>			
Assessor's signature:		Date:	