

## Unit summary sheet

# Unit G11: Contribute to the financial effectiveness of the business

Unit reference: T/600/1272

Credit: 4

### Unit aim

This is a job ready unit which is competency based. This unit 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. The learner is also required to ensure that individuals who may assist them to deliver services to clients work effectively too.

### 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 must practically demonstrate in their everyday work that they have met the standard for contributing to the financial effectiveness of the business.
3. The assessor will make one observation of the learners' contribution to the monitoring and effective use of resources. In addition, the learner will need to collect documentary evidence to show they have met all the requirements of the standard. It is unlikely that they will be able to collect sufficient documentary evidence in less than three months.
4. The learner must show that they have:
  - monitored and effectively used all the resources listed:
    - a) human
    - b) stock
    - c) tools and equipment
    - d) time.
  - set and achieved productivity targets for technical services and retail sales:
    - a) retail sales
    - b) technical services
    - c) personal learning.
5. For this particular unit, it is most likely the evidence of the learner's performance will be gathered from relevant documentary evidence they have assembled in their portfolio.
6. No mandatory written questions are required for this unit.

### Additional information

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

## Learning outcome achievement record

<b>NVQ title and level: Level 3 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	
<b>Assessor:</b>	
<b>Unit title:</b> G11 Contribute to the financial effectiveness of the business	
<b>Learning outcome 1:</b> Be able to contribute to the effective use and monitoring of resources	
<b>Assessment criteria:</b>	
1.1 correctly follow the salon procedures for monitoring the use of resources	
1.2 ensure information relating to stock levels is obtained from colleagues in time to coincide with the salon ordering system	
1.3 use resources in a way which complies with legal and salon requirements	
1.4 check all deliveries are accurate and complete against order documentation and promptly reporting any inaccuracies and/or damages	
1.5 identify and resolve any problems with resources within the limits of their authority	
1.6 promptly report any resource problems they cannot resolve to the relevant person(s)	
1.7 make constructive recommendations to improve the use of resources to the relevant person(s)	
1.8 make recommendations which clearly show the benefits of implementing their suggestions	
1.9 make sure records for which they are responsible are accurate, legible and up-to-date.	
<b>Feedback/comments from the assessor:</b>	
<b>Learner's signature:</b>	<b>Date:</b>
<b>Assessor's signature:</b>	<b>Date:</b>
<b>Internal verifier's signature (if required):</b>	<b>Date:</b>

## Learning outcome achievement record

<b>NVQ title and level: Level 3 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	
<b>Assessor:</b>	
<b>Unit title:</b> G11 Contribute to the financial effectiveness of the business	
<b>Learning outcome 2:</b> Be able to meet productivity and development targets	
<b>Assessment criteria:</b>	
2.1 set, agree and record productivity and development targets with the relevant person(s) to meet the needs of the business	
2.2 actively seek opportunities that will help to meet productivity and development targets	
2.3 make sure that those who assist them with services to clients work effectively to enable them to meet their productivity and development targets	
2.4 regularly review and record their progress towards the achievement of their productivity and development targets	
2.5 adjust their activities in a way that will help them to meet their productivity and development targets	
2.6 meet their set productivity and development targets consistently and within the agreed timescale.	
<b>Feedback/comments from the assessor:</b>	
<b>Learner's signature:</b>	<b>Date:</b>
<b>Assessor's signature:</b>	<b>Date:</b>
<b>Internal verifier's signature (if required):</b>	<b>Date:</b>

## Knowledge evidence record

<b>NVQ title and level: Level 3 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	<b>Assessor:</b>
<b>Unit title:</b> G11 Contribute to the financial effectiveness of the business	
<b>Learning outcome 3:</b> Know salon procedures and legal requirements	
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).	
When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.	
You need to show that you know, understand and can apply in practice what is listed below.	

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

<b>Knowledge and understanding for this unit</b> <b>Assessment criteria</b>	<b>Evidence index number</b>	<b>Date</b>	<b>Evidence type</b>
3.1 explain their salon's requirements relating to the use of the resources			
3.2 outline the critical aspects of current legal requirements relevant to hairdressing salons relating to the use of resources, 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 and 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			
3.3 describe current legal requirements relating to the sale of retail goods, eg Sale of Goods Act, Distance Selling Act, Trade Descriptions Act, Consumer Protection legislation			
3.4 explain their own limits of authority in relation to the use of resources			
3.5 explain to whom to report recommendations			
3.6 explain their salon's procedures for monitoring the use of resources.			

**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

<b>NVQ title and level: Level 3 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	<b>Assessor:</b>
<p><b>Unit title:</b> G11 Contribute to the financial effectiveness of the business</p> <p><b>Learning outcome 4:</b> Know resource use, monitoring and recording</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>	

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

<b>Knowledge and understanding for this unit Assessment criteria</b>	<b>Evidence index number</b>	<b>Date</b>	<b>Evidence type</b>
4.1 explain how the effective use of resources contributes to the profitability of the business			
4.2 explain the principles of stock control			
4.3 explain the stocking levels for their salon			
4.4 explain how salon ordering systems work and how to interpret them			
4.5 explain the importance of keeping accurate records for the use and monitoring of resources			
4.6 explain the resource records for which they are responsible			
4.7 describe the common problems associated with salon resources, eg staffing, stock control, tools and equipment breakdowns, time overruns, etc. and how to resolve them			

**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

<b>NVQ title and level: Level 3 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	<b>Assessor:</b>
<b>Unit title:</b> G11 Contribute to the financial effectiveness of the business	
<b>Learning outcome 5:</b> Know effective methods of communication	
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).	
When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.	
You need to show that you know, understand and can apply in practice what is listed below.	

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

<b>Knowledge and understanding for this unit Assessment criteria</b>	<b>Evidence index number</b>	<b>Date</b>	<b>Evidence type</b>
5.1 explain why it is important to communicate effectively			
5.2 explain how to present the benefits of their recommendations in a positive manner to clients			
5.3 explain how to negotiate and agree productivity and development targets			
5.4 explain how to give clear, accurate and timely instructions to those who may be assisting them			
5.5 explain how to encourage others to work effectively on their behalf			
5.6 explain how to respond positively to negative feedback.			

### 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

<b>NVQ title and level: Level 3 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	<b>Assessor:</b>
<b>Unit title</b> G11 Contribute to the financial effectiveness of the business	
<b>Learning outcome 6:</b> Know work and time management	
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).	
When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.	
You need to show that you know, understand and can apply in practice what is listed below.	

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

<b>Knowledge and understanding for this unit</b> <b>Assessment criteria</b>	<b>Evidence index number</b>	<b>Date</b>	<b>Evidence type</b>
6.1 explain general principles of time management applicable to the delivery of salon services			
6.2 explain how to plan and reschedule their own work and that of those who may assist them in order to maximise any opportunities to meet their targets.			
<b>Feedback/comments:</b>			
The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.			
<b>Learner's signature:</b>		<b>Date:</b>	
<b>Assessor's signature:</b>		<b>Date:</b>	
<b>Internal verifier's signature:</b>		<b>Date:</b>	

## Knowledge evidence record

<b>NVQ title and level: Level 3 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	<b>Assessor:</b>
<p><b>Unit title:</b> G11 Contribute to the financial effectiveness of the business</p> <p><b>Learning outcome 7:</b> Know productivity and development 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>	

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

<b>Knowledge and understanding for this unit</b> <b>Assessment criteria</b>	<b>Evidence index number</b>	<b>Date</b>	<b>Evidence type</b>
7.1 explain their agreed productivity and development targets and the associated timescales for their achievement			
7.2 explain why it is important to meet productivity and development targets			
7.3 explain the potential consequences of failure to meet productivity and development targets			
7.4 describe the types of opportunities that can be used to achieve 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			
7.5 explain why targets should be regularly reviewed			
7.6 explain the importance of gaining feedback of their performance and development needs from others.			

**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

<b>NVQ title and level: Level 3 NVQ Diploma in Hairdressing (QCF)</b>		
<b>Learner:</b>		
<b>Assessor:</b>		
<b>Unit title: G11 Contribute to the financial effectiveness of the business</b>		
<b>Performance(s) observed by the assessor</b>	<i>(Assessor to sign each time performance is observed)</i>	<i>(Assessor to insert date each time performance is observed)</i>
<b>Observation 1</b> Contribution to monitoring and effective use of resources		
<b>Assessment requirements:</b>		
<ul style="list-style-type: none"> <li>• Participated in all the types of learning opportunities listed:             <ul style="list-style-type: none"> <li>a) monitored and effectively used all the resources listed:                 <ul style="list-style-type: none"> <li>i. human</li> <li>ii. stock</li> <li>iii. tools and equipment</li> <li>iv. time.</li> </ul> </li> <li>b) set and achieved productivity targets for technical services and retail sales:                 <ul style="list-style-type: none"> <li>i. retail sales</li> <li>ii. technical services</li> <li>iii. personal learning.</li> </ul> </li> </ul> </li> </ul>		
<b>Feedback/comments:</b>		
<b>Learners's signature:</b>	<b>Date:</b>	
<b>Assessor's signature:</b>	<b>Date:</b>	